

March 16, 2020

Dear Valued Clients,

I've been carefully absorbing the facts and opinions on the novel coronavirus (COVID-19) since its outbreak in Wuhan China back in December 2019. As the virus began to extend its arms out of China, it didn't take long to land in our homeland (Seattle WA). Currently, the virus has found its way into every state in the US except for West Virginia.

While we continue to realize just how broad of an impact COVID-19 has on us, our respective regions / governments, and the entire world, I've met with my staff to talk about what part we can play in reducing the spread of the virus. Awareness and diligence in our actions against COVID-19 will allow us to get ahead of it and send it on the decline (as we've seen in China).

For now the global community continues to experience an everchanging impact from the COVID-19 virus, I would first like to express our thoughts and prayers to individuals who have been most affected. At this time, with spring right around the corner, I wanted to provide an update to you, our clients, on our current protocols.

As the disease unfolds in countries that are part of our supply chain and begins to impact the United States, we are following expert advice not to panic but plan. Below we have outlined the planning protocol in place and these measures will continue to evolve as the most up to date communications are made available from our Local, State, and Federal Authorities:

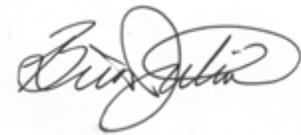
1. We are actively following the CDC's interim guidance for businesses and employers found on the CDC website (www.cdc.gov). We've encouraged our suppliers and ancillary businesses associated with our operations to do the same.
2. I have provided our employees with updates and resource information from the State Department of Health and the CDC.
3. We have posted best practice and health awareness bulletins and information for employees in all common areas.
4. We have developed an enhanced routine cleaning and disinfecting protocol for high touch, high traffic employee areas, vehicles, and equipment.
5. We are currently examining all our Travel and Meeting requirements and will be implementing responsible alternatives and solutions for our employees, vendors, and customers leveraging technologies already in place.
6. Any associate who is sick is directed to stay home and any employee who appears ill will be sent home immediately. Because testing for the coronavirus is not readily available to us, a good common practice would be to monitor our body temperatures. The CDC says any temperature above 100.3°F is considered high risk.
7. While on your property, we have informed our staff to be certain to follow our handbook policy of leaving the job site in one of our work vehicles to use the bathroom.

Although we stand in the midst of an unprecedented pandemic never before seen in modern times, we are closely monitoring not only our supply chain but the municipalities that we rely on to permit and inspect the various stages of the projects we work on.

Though we are entering the busiest part of our season, it is of utmost importance that we maintain the safest and healthiest environments for all our employees and customers. We expect a continual and fluid change to this extraordinary situation. Please be patient if the state or federal authorities force us to modify our normal everyday operations to keep employees and clients safe and secure.

Thank you for understanding and your cooperation during this challenging time.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Juliano". The signature is fluid and cursive, with a large loop at the end.

CEO / Founder

P.S. Juliano's Pools has built a reputation on being overly accommodating for our clients. During this time things will be no different. I'm willing to have my staff make any accommodations to make you feel more comfortable during any pool work being performed at your home. I'm happy to speak with you on an individual basis regarding the many ideas I have to make your experience with our company a safe and healthy one. If you have any questions or concerns stemming from this notice, please call or text my cell at (860)729-6869 day or night, 7 days a week.