

Hello Progressive Pool Management family.

This letter is intended to reach all of our team members, our clients, and anyone who is a member at one of the many fine swim clubs we manage.

We are in unprecedented times - this may be the understatement of the year. Our thoughts are with all of you. We hope that you are well and able to take care of your health and the health of your family.

We would also like to thank anyone on the frontlines of this crisis. This includes everyone from the medical and hospital staff to the people at the local grocery store. Anyone who is coming to work each day, risking their health to save lives or provide our essential needs - we truly cannot thank you enough.

To our valued clients and swim club members. Family priorities right now are staying safe and healthy. We know the thought of losing any part of the swim season may not yet be on your radar, but we would like to take a quick moment to let you that we remain optimistic. What we are currently doing is waiting for local, state, and federal government agencies to update us each day on the progress of this fight. In the meantime, we are planning for the worst but hoping for the best.

To our team members, we understand the uncertainty of a start date can be stressful. We are encouraging everyone who would like to be a part of our team this season to continue applying for employment. We do remain EXTREMELY optimistic about opening the pools at some point this summer.

As far as lifeguard training goes, we have canceled all of our scheduled classes for the time being. As soon as we are given the all clear from the proper authorities and are able to ensure the safety of our class participants and instructors, we will list the classes on our website and Facebook.

Once we begin training again we will be following the new Red Cross guidelines regarding COVID-19. Please see the link below to find out more:

<https://www.redcross.org/take-a-class/in-the-news/coronavirus-prevention-information-for-students>

For all those currently certified lifeguards who are worried about your certifications expiring during this time, please know the Red Cross has adjusted their policies and extended deadlines to accommodate all of those who are not able to take the class at this time. Please reach out to us for any information regarding these policies.

Right now, flattening the curve of this pandemic is the most important priority. Once we get on the other side of this, we will begin to implement strict policies regarding the health and sanitary practices at our swim clubs. Pool filtration, the proper function of all parts of that system, and balanced water chemistry have ALWAYS been an extremely important part of our day to day operations. It will be more crucial than ever for our company and our managed swim clubs in 2020.

To all those who are worried, the CDC states that COVID-19 cannot survive in properly treated pool and hot tub water. We will be implementing a much more stringent water chemistry testing policy along with increasing the frequency of cleaning / disinfecting commonly used areas like tables, chairs, and bathrooms. We will be looking to many different agencies and industry leaders to help set the best and most sanitary practices for the pool industry moving forward in a post pandemic world. All of these policy updates, as they relate to Progressive Pool Management, Inc. pools, will be presented to our team members, clients and members from day one of our season's official open.

Anyone with ANY questions is encouraged to call us at 302-798-5144. For those who prefer to email, please reach out to [HR@progressivepool.com](mailto:HR@progressivepool.com) regarding employment with our company or lifeguard training. Any general questions or those specific to a certain swim club or policy mentioned should email [MANAGEMENT@progressivepool.com](mailto:MANAGEMENT@progressivepool.com)

Even though there is still much uncertainty, there is still plenty of time and reason to stay positive. We join you in hoping for the best for the 2020 swim season. We are optimistic that at some point in the coming months, we will be given an idea of what to expect moving forward. When we know, you will know. Thank you for your continued support and communication. We are all in this together.

Thank you for your time. Be well.

The Progressive Pool Management, Inc. Leadership Team