

Dear Customers,

As a family owned and operated small business, RBM Pools believes the safety of our employees and customers is of the utmost importance. In that regard, we have taken the following steps based on the CDC recommendations for small businesses to prevent the spread of COVID-19.

RBM Pool Services support our Local Health Officials and Government Leaders as they work to contain the virus. Through that lens, we will continue to make decisions based on guidance from the CDC as well as our local health departments in the state of New Jersey.

We wanted to personally reach out to you and provide an update on the actions RBM Pools is taking to help prevent the spread of the virus and support the health and well-being of our customers and employees.

RBM Pools is a unique Service business, in that we usually don't come in direct contact with our maintenance customers 90% of the time... we visit your pool and complete our service.

Going forward, with all Service and Repair Calls, we will continue to make every effort to contact our customers via text, phone or email to estimate and approve jobs, while payment can usually be done by email or phone, just as our monthly customers currently do.

When visiting your home for any service call or maintenance, we will text or call you first to ask you any questions. We politely request you don't come outside and engage the technician unless it's absolutely necessary. We have instructed our technicians to keep a safe six foot social distance from customers during this time as instructed by the CDC.

Pool Maintenance is considered an 'Essential Business' in the State of New Jersey due to the health risk of not properly maintaining your pool. With this in mind, RBM Pools is working hard to take every precaution we can to continue to provide our customers service during this difficult time.

We have also taken the following steps in an effort to increase safety:

- Our professional Sales Team will be restricted from doing in home consultations temporarily until guidelines are lifted. Please feel free to call or email us with questions that you may have. We will be happy to help you.
- Our Construction Department will halt construction projects until state approval is given for these efforts to continue. In the meantime we have visited each of our current projects to establish a safe environment at the job site until we are able to start again.
- Our office staff will be working remotely, so we ask that you call or email us to schedule an appointment before making the trip to our store, even during normal business hours.
- Leave your bottle with us and we will do a water test to help ensure that your pool or spa is sanitary and ready for your family to enjoy. Be sure that your name and phone number is on the sample. We will call or email your results.

- Phone Support and Curbside Pickup. For curbside pickup, please remember to call first.
- Our Service Department will continue to offer support for your pool or spa while following CDC protocol to ensure a safe environment for your family.
- We will continue to keep our shop clean and sanitary on a daily basis.
- We are requesting our employees not to shake hands with anyone for the time being and maintain a 6 foot social distance.
- We are asking our employees to be mindful of their health during this time and taking all precautions as needed to keep our customers and employees safe.

The CDC has released guidance on COVID-19 and water transmission, including recreational bodies of water like pools or spas. We encourage you to read this information and share it with others who may have questions about the spread of Coronavirus through water.

"There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19."

<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

Recommendations for Pool Safety (at ALL times):

- Ensure that your pool continuously maintains a free available chlorine residual of 1-4 ppm.
- Operate your pump at least 8-12 hours per day to assure proper circulation and filtration.
- Disinfect surfaces around the pool.
- Do not swim if you show symptoms of being sick.
- Follow guidance by CDC, Public Health Officials and/ or Medical Provider.

With the abrupt changes that continue to happen it remains our goal to keep providing you with excellent service while keeping our employees and customers safe. During this time, you may experience a little bit longer response time to your calls, emails, and questions. We appreciate your patience and are here to help during this trying time!

Thank you for your continued business and support!

RBM Pool Service