



COVID-19 UPDATE

March 27, 2020

To Our Valued Customers:

With the spread of the novel coronavirus, (COVID-19) the health and safety of our community, including our valued customers and dedicated employees is our top priority.

We are following the advice and guidelines of the CDC (Center for Disease Control), WHO (World Health Organization) and local officials doing what we can to minimize the spread and impact of the virus.

With Governor Sununu's announcement of Emergency Order #17 issued under Section 18 of Executive Order 2020-04, the State of New Hampshire has compiled a list of industry sectors that provide essential services and support to COVID-19 and the core missions of the State. All commercial and residential landscaping services are included within the Food & Agriculture section. With this determination in place, we will be maintaining normal business hours and look forward to being able to continue to provide you with exceptional landscaping services and materials.

We have taken several proactive steps as a company and would like to share those efforts with you:

- Effective immediately our Materials Center will be operating with social distancing in mind. We ask that customers place orders by visiting our online store, contacting our office in advance or upon arrival via telephone. A member of our team will then load your vehicle/trailer with the material purchased. If you would prefer delivery of the material purchased, we are happy to continue to provide that service to you.
 - For the foreseeable future all Materials Center purchases must be paid for in the form of electronic payment. We accept all major credit cards.

- All members of our Sales Team are continuing to plan for the season ahead and are ready to meet with you to discuss your landscaping plans. Our Sales Team is practicing social distancing by maintaining a 6 foot distance between themselves and our customers during appointments, refraining from any direct contact such as hand shaking and keeping all appointments outdoors. We will confirm appointments via email in advance to share with you our practices to ensure the health and safety of you and members of our team.
- Our professional staff has incorporated daily sanitation practices throughout our property including the buildings, our fleet of vehicles, machinery, equipment and tools.

We continue to monitor updates from the CDC, WHO, and from federal, state and local governments as current events evolve. We are and always will be committed to providing our customers with outstanding service combined with safety conscious professionalism.

Our hopes and prayers are with all of you and your families for your health and safety.

P&L Landscaping Team.