

Protecting Our Employees, Customers and Communities

The health and safety of our customers, communities and associates remains our highest priority, and we continue to take all CDC recommended precautions necessary to ensure their safety and well-being. Here are the steps we are taking in response to COVID-19.

Stores

- Team members who are experiencing symptoms or have been in close contact with someone who has symptoms or has been exposed to the coronavirus are required to stay home.
- If team members are uncomfortable reporting to work, we are offering flexibility during this time to accommodate their needs.
- We have stopped all vendor in-store support programs to prevent non-essential personnel from entering our stores.
- We have canceled all business travel, including store-to-store travel typically done by our District Managers and Regional Vice Presidents. This mandatory travel restriction will help reduce the exposure risk to our store teams, as DMs and RVPs would typically visit with multiple team members in multiple locations each day.
- We are routinely sanitizing surfaces, including payment counters and other frequent touchpoints, following each customer interaction.
- We have disposable nitrile gloves and protective masks available for all team members.
- Employees are practicing social distancing (6 ft.) during interactions with our customers, including no handshakes.
- We are limiting the number of customers and employees in stores at one time to eight individuals and enforcing social distancing practices for those individuals, including tape markers to delineate a distance of 6 feet.
- We have reduced store hours to limit traffic and provide ample time to clean and sanitize stores.
- We have implemented and are encouraging curbside pickup at our stores to further allow for social distancing between our employees and the public.
- We are requesting customers pay using credit card chip technology or contactless methods such as Apple Pay, Tap to Pay, etc.

Field Service Technicians

- Our technicians will remain home if they are experiencing any symptoms, or if they have come into close contact with someone with symptoms of the virus.
- Each service vehicle is sanitized inside and on external touchpoints daily.
- Technicians are practicing social distancing (6 ft.) during interactions with our customers, including no handshakes.
- Technicians are wearing disposable nitrile gloves and disposable protective masks when interacting with others for payment exchange.
- We have implemented contact-free service calls to further social distancing efforts between our employees and the public.

Corporate Headquarters

- Our corporate offices remain open to support the essential work our store teams are doing, with about 5 percent of the team working in the building.
- In accordance with public health guidelines for crowd size and social distancing, about 95 percent of our corporate office team is working from home.
- We have disposable nitrile gloves and protective masks available for all team members working in the building.
- The corporate offices are regularly sanitized, and those in the building are following the CDC's hygiene and distancing recommendations for preventing the spread of the virus.

Distribution Centers, Transportation and Packaging Plants

- Team members who are experiencing symptoms or have been in close contact with someone who has symptoms or has been exposed to the coronavirus are required to stay home.
- We are performing daily temperature scans of all associates and essential vendors prior to entering the facility.
- We are performing frequent sanitization of common areas and high-touch surfaces.
- We are deep cleaning and sanitizing all facilities frequently.
- If team members are uncomfortable reporting to work, we are offering flexibility during this time to accommodate their needs.
- We have stopped all non-essential vendors entering our facilities.
- We are not allowing any visitors in the facilities.
- We have canceled all business travel.
- We are routinely sanitizing surfaces, including payment counters and other frequent touchpoints following each customer interaction.
- We require the use of disposable nitrile gloves and disposable protective masks for all team members.
- Employees are practicing social distancing (6 ft.).
- We have split teams into two separate and isolated shifts to reduce exposure and allow for improved spacing during operations.
- We have eliminated any interaction or direct contact between drivers and DC/Plant staff.
- We have revised all training procedures to maintain proper social distancing and/or increased PPE needs.
- We have created new dedicated safety protocol compliance staff to ensure all safety standards are maintained.
- We have modified store delivery processes to minimize driver and store interaction.
- We have revised vendor pickup processes to minimize driver and vendor interaction.
- We have reduced delivery frequency and off-cycle shipments.

Leslie's is committed to doing our part to help keep our communities safe from serious public health risks by providing essential products and services that maintain the welfare and sanitization of homes and businesses. We have taken significant measures to protect our customers, store associates and fulfillment team members. Our employees are displaying incredible commitment to serve communities during this difficult time, and we are deeply grateful for their service. We will continue to keep you updated as this situation evolves.