

## Important Update on Operations During COVID-19

To our valued customers,

The COVID-19 situation has been a challenge for all of us. I am sure each and every one of you are discussing how to manage through this pandemic. I want you to know that we are right there with you, and are working as diligently as possible to make sure that you receive your much-needed material so you can help spread the beauty of plants.

As this situation continues to evolve, our top priority remains the health and welfare of our customers, our employees, their families, and the communities where we live and work. Just as we are sure you feel the same about your workers, we are doing everything we can to maintain a clean and safe workplace for our employees through frequent cleanings, proper handwashing, work from home alternatives, and beyond, as recommended by the Centers for Disease Control and Prevention (CDC).

We understand there are a lot of unknowns right now and are taking the following steps to ensure everyone's spring season is a safe success. This means that:

- Current company operations continue without disruption for the time being.
- All shipments are going out as planned and will for the foreseeable future. If logistics challenges arise, we will communicate an updated plan.
- We have suspended travel company-wide.
- Vendors and guests are asked to refrain from visiting our facilities, with the exception of customers who are picking up their product orders.
- We will continue to monitor the situation and communicate any future changes.

Our commitment is that we will do everything in our power to minimize any impact this has on you. While it is difficult to predict how long the COVID-19 issue will remain, we are thankful to have such dedicated customers and employees who we care about greatly. Your health and success are important to us.

As we work through these uncertain times, we can take solace in our daily work. There is no better respite from an uncertain world than to dig in the dirt and connect with nature. Let's do everything we can to spread a little joy and beauty in our corners of the world.

Sincerely,



Terri McEnaney  
President