

Fresh from the Garden



JUNE EVENTS

Employee Appreciation Discount Days

June 4 & 5

Enjoy 40% Off

Employee Appreciation Discount Days

June 18 & 19

Enjoy 40% Off

Ladybug Giveaway

June 20

Father's Day

June 21

Our 66th Birthday!

June 23

Sunrise to Sunset Sale

June 24 – June 26



OBSERVATIONS

Gratitude

by John Darin, President



As we celebrate English Gardens 66th anniversary this month, we are operating in a climate that none of us could have imagined. We have overcome a 32-day governor mandated shutdown of English Gardens during the COVID-19 Stay Home Stay Safe order. We have changed routines and processes around how our customers shop our stores and Landscape Company.

But through it all, we have persevered as a team with a positive attitude. Truly relying on our core values of providing exceptional customer experiences, with safety, honesty and integrity in all that we do.

I would like to thank each and every one of the associates who returned to work, since we reopened operations on April 25, 2020. I am beyond grateful for all you have done to conduct business in our stores, landscape company and offices, with the new safety protocols and procedures in place.

I am thankful for our team's health. Your health and safety are our number one priority. And in turn, the safety of our customers as well. Customers are returning to English Gardens, excited and ready to shop with us in order to beautify their homes and gardens. Today's customer experience standards may look different than in past years, with social distancing guidelines and mask requirements, but our mission remains the same -- to create a family atmosphere that's a fun and rewarding place to shop, work and do business.

Let's have a happy, healthy, safe and successful Spring.

Keep up the great work!
I am grateful for you and
all that you do!

John Darin

Benefits Corner for Employees

Starting April 1 and continuing through June 30, 2020, Total Health Care USA will be covering the full cost of inpatient and outpatient medical care related to the testing and treatment of COVID-19 from an in-network provider, for group members.



EMPLOYEE ANNIVERSARIES

Years of Service	Employee Name	Location
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MANAGERS:

15	Chuck Debene	MO
14	Darrell Youngquest	MO

ASSOCIATES:

19	Kathleen Gruden	RO
12	Ann Reimer	CT
9	Bryce Stefanic	LD
9	John McLean	LD
6	Rob Morency	ACO
2	Mary Tomlinson	EP
2	Mary-Margaret Weeks	PN
1	Ryan Baron	PNLC
1	Anne Cini	PN
1	Marigrazia Tocco	EP
1	Mark Zandi	CT

Coping with a Disaster or Traumatic Event



After a disaster, it is important to take care of your emotional health. Pay attention to how you and your family members are feeling and acting.

Taking care of your emotional health will help you think clearly and react to urgent needs to protect yourself and your loved ones.

Follow these tips to help you and your family recover or find support.

Steps to Care for Yourself

- Take Care of Your Body
 - » Try to eat healthy, exercise regularly, get plenty of sleep, and avoid alcohol and other drugs.
- Connect
 - » Share your feelings with a friend or family member. Maintain relationships and rely on your support system.
- Take Breaks
 - » Make time to unwind. Try to return to activities that you enjoy.
- Stay Informed
 - » Watch for news updates from reliable officials.
- Avoid
 - » Avoid excessive exposure to media coverage of the event.
- Ask for Help
 - » Talk to a clergy member, counselor, or doctor or contact the SAMHSA helpline helpline at 1-800-985-5990 or text TalkWithUs to 66746.

How to Help Your Children

- Talk with them.
 - » Share age-appropriate information.
 - » Reassure them.
 - » Address rumors.
 - » Answer questions.
- Set a good example by taking care of yourself.
- Limit exposure to media and social media coverage of the event.

Common Signs of Distress

- Feelings of shock, numbness, or disbelief
- Change in energy or activity levels
- Difficulty concentrating
- Changes in appetite
- Sleeping problems or nightmares
- Feeling anxious, fearful, or angry
- Headaches, body pain, or skin rashes
- Chronic health problems get worse
- Increased use of alcohol, tobacco, or other drugs

Seek help from your healthcare provider if these stress reactions interfere with your daily activities for several days in a row.

Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Hotline: 1-800-985-5990 or text TalkWithUs to 66746.



People with deafness or hearing loss can use their preferred relay service to call 1-800-985-5990.

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Tell Us About It



West Bloomfield- I went in to look for a patio set. I worked with Sally; she was amazing. She answered all my questions and helped me find the perfect set. When I went back in to purchase Jim helped me. Jodi found everything for my set. I will tell all of my friends and family how great the WB English Gardens is. They went above and beyond!

Royal Oak- I want to say a big thank you to your wonderful staff. Every single staff person was wearing a mask! Your guide as we entered the store was so helpful letting us know how the store was organized to keep us safe! I so appreciate your respect for your customers and employees! Thank you!!!

Dearborn Heights- Just a short note to tell you how pleased I was with the attention and service which I received today from Mr. Paul DesRosiers. I was in search of a particular item which your company has discontinued and he took the time to look it up and search further through your stock, which was not in view in the store. In the future, I will be sure to contact Mr. DesRosiers before I go anywhere else, simply because of his sincerity, honesty, compassion and willingness to go out of the way to be helpful.

SELL FOR SUCCESS

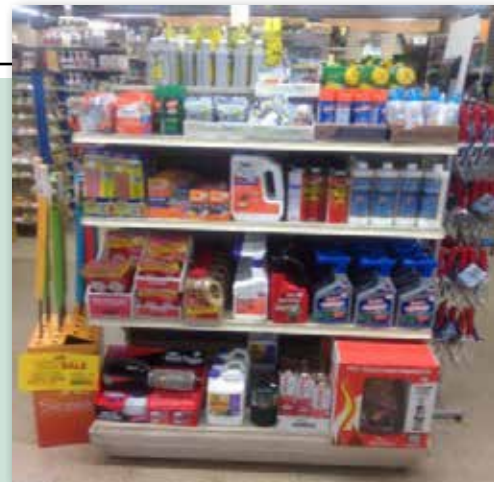
In Garden Supplies and Garden Pharmacy

This is our second largest sales month of the year for Garden Supplies. And one of our largest sales months in Garden Pharmacy.

The most important thing we can do is to keep the shelves stocked and have sales coverage on the floor every minute we are open. Many items in this department are not self-serve and customers are looking for help. Please use what you learned at Garden Center Training this year, it will make a difference in sales.

- Be sure to get as much product to the floor to bulk out displays. Try using secondary display racks in high traffic areas, but be sure not to block customer flow.
- It is time to go through the warehouse and put out more stock of things you are long on that make sense. Also let Dean know of any items that may require additional markdowns to move through the product.
- Sunrise to Sunset sale is a time that you could find and yellow sticker old and shop warn product. A display or rack all in one area will attract bargain shoppers.

June is the start to mosquito season. Try an endcap display of mosquito products at a register endcap or in a high traffic area.



SAFETY *It's Everyone's Business*

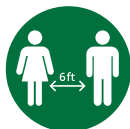
The health and safety of our employees and customers is our number one priority. We have asked for customers' help in the following:



- Wear a mask or face covering to cover your mouth and nose;
- Use a credit or debit card only to maintain contact-less shopping.



- Practice social distancing;
- Limit the number of family members to the fewest number possible;



- No children under 2 years old in the store;
- No pets;

We have also started special hours for those most at risk.

- Tuesday and Thursday from 8 am to 9 am
- This time is reserved for customers over 60, pregnant women, and anyone with a chronic health condition like heart disease, diabetes and lung disease. Please do not enter if you are not in one of these groups.



In addition, we're implementing the following actions to ensure everyone's safety.

- Requiring social distancing for all associates and customers;
- Limiting the numbers of customers inside our stores at one time;

- Screening of our staff daily for symptoms of the virus to make sure they can work;
- Issuing and requiring the use of personal protection equipment for our employees;
- Requiring associates to wash their hands frequently throughout the day
- Sanitizing counters and high-touch areas frequently throughout the day;
- Opening doors to eliminate the need to touch door handles and bringing fresh air inside the store;
- Dedicating entrances and exits to enable one-way traffic flow;
- Sanitizing shopping carts after each use;
- English Gardens has enlisted Enviro-Master to help sanitize high-frequency areas like checkouts and restrooms
- This program includes electrostatic spraying of a disinfectant containing active ingredients that are EPA registered to kill coronaviruses. To further help protect our local community from infectious diseases, we also use a Virus Vaporizing Service, in other high-touch areas outside the restroom such as break rooms, and other common areas.



NEWS *from the Landscape Company*

"Professionals Doing Extraordinary Work"

The Landscape Company is back to work and available to start new projects. Our designers are able to meet with new customers virtually or in person, keeping social distance. We are also doing presentations of designs virtually. The installation crews are working hard to get projects completed.

As always, your help is crucial for our success. We urge all associates to continue discussing our landscaping services with customers. Please ask questions and listen for any clues that may indicate the customers need professional help with their landscape projects. The following is a refresher to all associates on the current proper lead taking procedures:

If you have a tablet or have access to a computer terminal, please fill out the lead request online through the English Gardens website.

If you don't have access electronically, please fill out the printed lead sheet and follow these steps:

1. Use the consultation form found on the landscape podium
2. Fill out the consultation form completely, as it asks all of the questions Landscape Company needs to correctly process the lead and contact the client
3. After completing the consultation form, **FAX** it to the Landscape Company at 248-874-1411
4. Wait for the fax confirmation and attach it to the original
5. Send the original and confirmation to the Landscape Company through inter-office company mail

The lead will then be assigned to a designer and the client will be contacted by the designer to set up an appointment. When the project is sold, a spiff prize will be awarded to the store employee who took the lead.

Finally, the Landscape Company is hiring for several positions including: Landscape Designers, Crew leaders and Crew members. Please inform any job seekers about our open positions!



Employee Spotlight Commencement Edition

**Congratulations to all the graduates
at English Gardens!**

Dan Miller, ACO, completed his Bachelor's Degree from Wayne State University! He now has a Bachelors in Business Administration, majoring in Information Systems Management.

Seth Garrett, University of Michigan-Ann Arbor - Bachelor of Science in Biomolecular Science and Spanish

Emily Koslakiewicz, DH, Theodore Roosevelt High School

Noah Bruce, DH, Dearborn High School

Mark Konchal, DH, Dearborn High School

Calista Clabuesch, DH, Lutheran High Westland

Abigail Denardis, DH, Dearborn High School

Becca Bak, WB, graduating from Walled Lake Northern



Scott Kowalski, WB graduated from University of Michigan

Katie Dawkins, PN, Plymouth High School. Attending Schoolcraft College in the Fall

Mikayla Menebroker, PN, Plymouth High School. Attending Oregon State University in the Fall

Emily Makowski, PN, Northville High School. Attending Montana State University in the Fall

Braeden Keener, Ferndale High School