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## A Message to Our Customers COVID-19

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With the announcement of Ohio's stay-at-home order on 3/22/2020, Roofsmith Restoration has adjusted operations to protect our employees and homeowners. Since our company is considered a critical trade, we will continue to operate with a primary focus on restoring roofs that have experienced damage from the recent wind storms or roofs that have active leaks. The COVID-19 situation is quite fluid, and we continue to monitor information as it is released to ensure we are operating to the best of our ability while adhering to all recommendations.

In the event you need an inspection, our team of Project Managers can perform a routine inspection with or without your attendance as most of the information can be ascertained from aerial imagery. Since our work is performed on the rooftop, there is virtually no human contact required. Our Project Managers will be calling to let you know when they have arrived and when they are leaving instead of knocking on your door or ringing your doorbell.

Fortunately, we were early adopters of Zoom Technology and will be able to deliver the same level of service and explanation via video presentations should you so desire. For any documents requiring a signature, we will be using DocuSign.

Further, we have adjusted our team accordingly so that we can operate while minimizing the risk of exposure for our employees and customers. A team member will be available from 8:00am-4:00pm Monday-Friday to receive any questions, concerns, or booking inquiries.

As outlined previously, ensuring the safety and well-being of our employees and our customers is paramount in everything we do at Roofsmith. Should you have any questions, and/or concerns, please give us a call at 330-822-4245.

### **CDC Recommendations**

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

### **World Health Recommendations**

<https://www.who.int/health-topics/coronavirus>

### **OSHA Recommendations**

<https://www.osha.gov/SLTC/covid-19/>

We thank you for the opportunity to be of service.

Sincerely,

MIKE FARIST - CEO