Dear Valued Customer:

The COVID-19 situation is quite fluid, and we continue to monitor it multiple times daily. At (INSERT COMPANY NAME HERE), please know that we are following and have implemented the latest CDC guidelines to ensure the safety and well-being of our customers and TEAM Members; thus, we are taking extra precautions to keep everyone safe.

For our in-home presentations, we are using disinfecting wipes, to wipe down our samples before each presentation, and providing hand sanitizer. Our inspections can be performed with or without your attendance as most of the information can be ascertained from aerial imagery. Fortunately, we were early adopters of Zoom Technology and will be able to deliver the same level of service via video presentations should you so desire.

Further, we have implemented a work from home program which will minimize the risk for our employees and customers. Currently, our Sales & Office TEAM is now working remotely. Our Service TEAM will be making limited stops to the Warehouse and 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.

Furthermore, since our work is performed on the rooftop, there is virtually no human contact required.

As outlined previously, ensuring the safety and well-being of our TEAM Members and our customers is paramount in everything we do at (INSERT COMPANY NAME HERE). Should you have any questions, and/or concerns, please give us a call at (INSERT PHONE NUMBER AND/OR EMAIL HERE).

We have shared the following guidelines with our TEAM Members and provide them to you as well should you want to implement them in your workplace and/or or personal environment:

**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,

INSERT CEO NAME INSERT PRESIDENT NAME INSERT VP NAME

CEO President Vice President