



To our valued clients,

Here at Master Roofers and Skylight Masters we understand the concerns of our customers regarding safety and health. We would like to inform you that our team is closely monitoring all reports and guidelines from the CDC, WHO along with the federal, state and local agencies to make sure our guidelines and our modified work practices adhere to relevant health authority recommendations. Our number one priority is the health and safety of our employees, clients, and their families.

It is our goal to continue serving you as long as we feel we can do so safely. We want all of our clients to know that we are prepared to maintain our ability to serve them and operate without disruption. We continue to monitor the situation and adapt or implement appropriate processes and procedures as needed.

In the instances where our project specialists and/or production team members will be visiting, or working on your property, please understand that our team members will be practicing social distancing which, unfortunately for now, includes no handshaking.

In addition to following the guidance provided by the CDC and other agencies, Master Roofers has chosen to take the following steps to prevent any potential spread of the disease on the part of our entire team;

- We have re-emphasized with our employees our existing sanitation and illness policies. This includes emphasizing what our team members can do to keep themselves and others safe, including proper hand washing, not touching one's face and staying home if they're sick.
- Employees are required to wear gloves during all times that they are in the homes of customers. When leaving the interior of a customers home, our employee will wipe down any/all touched surfaces with a disinfectant.
- We will refrain from shaking hands and abide by social distancing recommendations.
- Our team members have been instructed to wash their hands or use hand sanitizer between each job.
- We have increased our vehicle cleaning schedule to disinfect surfaces, door handles, and more.
- We are adding sanitizing wipes to all of our service vehicles and are asking our technicians to wash their hands frequently.
- We are no longer attaining signatures on field drafted documents.
- If caring for a loved one with symptoms our employees are instructed to stay home.
- We are maintaining open communications with our clients, material suppliers, vendors and other partners to understand what restrictions or modifications they are implementing and adjusting our procedures accordingly to minimize impact to ongoing and future work.
- We continue to review our policies and processes to allow our employees to make practical decisions for themselves and their families.



We have expanded our remote working platforms and arrangements to provide for a flexible work-life balance for our employees as they negotiate modified school hours for their children and other unforeseen scheduling conflicts.

Thank you for your continued trust in Master Roofers and Skylight Masters. We have the scale and the means to sustain our operations and support our clients at the level they have come to expect from us. As we collectively work our way through the current challenges, rest assured that we will continue to do everything within our power to partner with you to help you meet your objectives, while protecting the health of our employees, customers, and suppliers.

In the event that you have any questions, please contact your Master Roofers & Skylight Masters project specialist or call our office.

Please remember that Master Roofers is a small business and has been an active member of the Greater Manchester and New Hampshire community for decades. We are working tirelessly to do what's best for everyone.

We understand this is an ever-changing situation and will communicate any updates as this situation evolves.

Dan Bolduc

President and Owner of Master Roofers