



Dear Valued Customer,

Thank you for your trust and loyalty. Helping our customers enjoy their homes by providing exterior home solutions is the reason we do what we do. We believe that essential to enjoying your home is knowing that it is safe for you and your family. Due to concerns about the coronavirus (COVID-19), we wanted to inform you of the measures we have taken to keep you, our employees, and our Wyoming communities safe.

First, our professionals always ensure proper hygiene, including frequently washing their hands and wearing appropriate protective gear such as gloves, shoe covers, and protective eyewear. We have reinforced with our service professionals and sales professionals the need to maintain proper hygiene and to clean their equipment.

Second, service and sales professionals and other employees who may be experiencing viral symptoms have been asked not to come to work. We have recently made significant investments in systems that allow many of our support staff to work remotely while still providing you with superior customer service. We also implemented taking every employee's temperature to ensure they do not have symptoms that could be related to a virus.

Finally, we have a Task Force that is monitoring developments relating to COVID-19 to ensure that we are taking all necessary precautions. Should any of our processes or procedures need to be changed, we will notify you expeditiously.

Various government entities around the country have recently been restricting business activities to essential services or essential businesses. On March 16th, the President issued the following guidance: *"If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule."*

The U.S. Department of Homeland Security clarified that services such as roofing are "necessary to maintain the construction of critical or strategic infrastructure . . . and essential operations of residences" and the people who perform those services are Essential Critical Infrastructure Workers. See MEMORANDUM ON IDENTIFICATION OF ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS DURING COVID-19 RESPONSE, U.S. Department of Homeland Security, March 19, 2020.

As a critical infrastructure service, Wyoming Roofing's professionally trained service and sales professionals will be performing services to help you and your family enjoy your home and protect you, your family, and the community. We are doing our part to protect public health.

We pride ourselves on our core value to exemplify "being servant and care" to our customers, which means going the unexpected extra mile. Let us know if there is anything we can do to deliver that to you. Again, thank you for your trust and loyalty!

Ryan Gregory

President, Wyoming Roofing