

Supporting Our Customers and Communities

We care deeply about the safety and health of our team members, our customers', and the citizens of the communities we serve.

We know that during these uncertain and challenging times related to COVID-19, normal operational practices are insufficient. As a result, we — like many of you — have taken extraordinary measures across our operations to minimize exposure to and the impacts of COVID-19, all while maintaining our ability to serve our customers.

To that end, we have instructed all our team members to:

- Follow the Centers for Disease Control and Prevention's recommendation to practice social distance including personal space, handshakes, and other forms of greeting or interactions involving physical contact.
- Follow updated Proclaim Roofing protocol when we on-site.
- Observe enhanced hygiene and sanitary practices as outlined by the Centers for Disease Control and Prevention.
- Stay home if they are sick or if they suspect that they have been exposed to anyone confirmed to have contracted COVID-19.
- Refrain from entering a known COVID-19 contaminated area.
- Provide flexibility for to our customers during this crucial time.

At the same time, we have initiated our emergency protocols to support business continuity to the extent possible and in accordance with local, state/provincial and national directives.

Proclaim Roofing strives to keep everyone's safety the utmost priority while conducting business. We have made changes to most of our standard operating procedures including:

- Roof Inspections
- Offering DocuSign Contracts

- The use of our Customer Relationship Management
- Instituted limited office hours including a skeleton staff and 15-minute time limits for the sales team to drop off and pick up materials as needed.
- Video conferencing for office meeting, insurance adjustments and customer contact via Google Meet, FaceTime and Duo.

We are still offering 100% customer satisfaction and will continue to adapt to keep everyone safe.

We remain prepared and committed to supporting you through this difficult moment in time, and we look forward to doing so long after the current challenges we all now face together.