



March 18, 2020

Hello Pond Roofing Company Customers and Vendors,

We are all working hard to navigate the challenges brought to us by the Coronavirus. At Pond, we are doing our best to keep our associates and customers safe - while at the same time maintaining high levels of service and providing our customers with the services they need.

Nobody seems to have all the answers, but we are leaning on information from the CDC, as well as other governmental authorities. We are writing this memo and currently acting with what we believe is the best information currently available. As we learn more, we may need to change our positions, and we'll communicate as developments occur.

At the moment, we believe it is in our associates' and customers' best interests that we remain open, with some changes in how we conduct business.

In recent days, we have:

- Instituted a company-wide no contact policy. We are asking all members of the Pond family to refrain from handshakes, fist bumps, hugs, etc. until the situation is over.
- Instituted enhanced cleaning protocols at our facilities, including wiping down surfaces with appropriate cleaning products multiple times per day.
- Asked associates who feel ill to stay home and seek appropriate medical attention. We are working with associates who are affected by the virus in a compassionate manner and want everyone to get the care they need, not infect others, and feel confident that their job is secure when they are able to return to work.
- Asked our estimators and installers to keep a safe distance and not enter our customers' homes. You will likely hear from them on the phone or by email. Completed estimates can be emailed to you or printed and left in an envelope on your doorstep. Conversations can be conducted via phone from their vehicle so you can keep a safe distance while still having in-person interactions.

To our customers, we ask that you:

- Please try to work with us on the phone, or via FaceTime or other electronic means. We want to provide you with whatever expertise and help you need, but if we can do it without a face-to-face meeting, it would be in all of our best interests.
- Do not come to our office. Some are working from the office and others remotely. Call us and let us know how we can help you.
- Understand that service may be slower during this time, but know that we are doing all in our power to continue servicing you while keeping everyone as safe as possible.

Pond has always prided itself at being responsive to the needs of our customers and, now more than ever, we're holding steady to that commitment. We will continue to monitor this quickly evolving situation and are here to continue solving problems our customers are experiencing with their homes. Pond has been around for over 50 years. Together with our customers, we've weathered many emergencies. Together, we'll get through this one, too.

Thank you for your support during this time and we will communicate additional information as it becomes available. If you have any questions or concerns, please don't hesitate to call our office. My continued wishes for your health and safety.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Readyhough".

Patrick Readyhough, President