



FIRE • WATER • SMOKE • WIND

Carolina Restoration Services wants you to know that our thoughts are with anyone who has been impacted by COVID-19. We have been monitoring the latest updates and adjusting our protocols as necessary to assure the health and safety of our employees, customers and business partners.

During this difficult time, we remain focused on helping those whose homes and businesses have been damaged by fire, water, smoke, wind and other natural disasters. In line with the latest updates provided by the **Center for Disease Control (CDC)** as well as **Governor Cooper's Executive Order** we have implemented many precautionary measures to help prevent the spread of infection while continuing to operate with minimal interruption in our services.

To Date We have -

- advised employees that if they experience fever or respiratory illness symptoms to stay at home and seek medical guidance
- provided CDC handwashing guidelines to our employees and supplied automatic hand sanitizer dispensers throughout our facility
- had our facility thoroughly cleaned including carpet cleaning
- temporarily closed our facility to visitors and vendors
- provided employees with our Employee Assistance Program (EAP) contact information
- encouraged employees to utilize online virtual doctors for non-emergency care
- advised employees on the risk of traveling and encouraged no traveling outside of North Carolina for at least the next 30 days
- provided time-off flexibility for employees experiencing childcare issues
- provided flexible work schedules to reduce the number of employees within our facility
- provided the necessary technology to allow employees whose jobs accommodate work-from-home arrangements to do so
- staggered entry times for our field technicians to prevent congregating
- reached out to our customers and trade partners to inquire if they or anyone in their household is sick or has recently traveled outside of North Carolina

We thank you for your support and understanding during this unprecedented time.

Best wishes to you and yours as we navigate the days ahead together.

Sincerely,

Carolina Restoration Services