

## COVID-19 – Continued Services Plan

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At Custom Roof Ltd, the safety and health of our team and customers are of paramount concern.

We are extremely aware of the concerns of people throughout the world, as well as here in the Bay of Plenty in regards to **COVID-19**. For this reason, we are implementing new procedures and requirements in regards to our roofing services to respect the social distancing protocols and avoid in-person contact.

### Here is what you can expect:

As most roofing works are undertaken outside of the home, we are reassuring our customers a safe and healthy experience.

It is important that our clients understand that we are taking serious precautions to avoid any possible dangers, **but also are able to continue working within safe limitations to provide the same quality services that we have for over 10 years.**

However, we have identified two possible threats to our service due to COVID-19:

- Interrupted supply/delivery of materials (from our suppliers), and / or
- Absenteeism (from staff due to illness or potential exposure).

**We will advise if either of the above do begin to impact our services.**

In the meantime, we will continue our services with the following guidelines in place:

#### Site Visits (maintain appropriate 'social distancing')

1. Inspections to be booked online or over the phone.
2. Your designated representative will visit your property\*\*  
***At this point in time we require notification of any risk. This includes any sickness, self-isolation, or COVID-19 exposure, prior to our team visiting and commencing works.***
3. The entire inspection service is completed outside of the home. The property owner / tenant is not required to on site (or can remain inside). Our team do not need to enter inside the home.

**\*\*If required,** satellite imagery (Google Earth software) can be used for site measures – please feel free to request this. However, the quotation price will be based on “a requirement for an actual site measure” should you wish to proceed. Actual measurements are essential for accuracy in roofing.

#### Electronic Quotation Process:

1. Following your inspection – you'll receive your quotation via email (and post).

2. Your rep will be then be available (via phone or email) to discuss any details, or answer any questions. We're happy to take your call anytime!
3. Any documentation can be confirmed / signed electronically – with the use of email or mobile phone messaging.

If an 'in-person' discussion is requested from our customers, we have implemented the below best-practices with our staff to help keep both our customers and our staff healthy:

- We have implemented the Ministry of Health guidelines of '**social distancing**' and zero-touch in-person meetings.
- Staff have been busy with extra cleanings of the equipment and other high-touch areas.
- We will implement any new Ministry of Health guidelines as this pandemic unfolds.
- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

#### **Undertaking Works (accepted quotations)**

1. The team will be in touch prior to visiting site to begin works. ***At this point in time we require notification of any risk. This includes any sickness, self-isolation, or COVID-19 exposure, prior to our team visiting and commencing works.***
2. As per the quotation process, the entire roofing works are completed outside. You are not required to be there – our team do not need to enter your home. We will however require access to power (via a power lead out a window).
3. Our team will conduct their work in their usual manner. They are informed, and have sufficient hygienic supplies in order to conduct their works in a healthy and safe manner.
4. Any questions or queries throughout the project can be discussed via email or telephone communication. We are happy to take your call anytime!
5. Upon completion, the team will leave your property (generally no contact required) and all follow-up will be conducted via phone or email.

We will continue to monitor the evolving COVID-19 situation and make every attempt to keep you informed. We look forward to helping all of our current and future clients through this unprecedented time.

*The team at Custom Roof Ltd*