



To Our Customers and Neighbors,

Wow! What challenging times we are all living through together! I'd like to let you know how BDry is adapting to the current landscape of social-distancing and heightened health sensitivity. The health and well-being of our customers, employees and the communities we serve are of paramount importance. We are closely monitoring the situation and are adhering to all CDC protocols and guidelines. Communication and transparency are critical right now. Here's what we'd like you to know:

We are here for you.

We plan to continue operating and performing our waterproofing and foundation repair services for our customers and our employees. **We understand the importance of our services to our customers in order to maintain a healthy living environment in the home. We also understand the importance to the economy of keeping our employees working.** Fortunately, our work in a basement or crawlspace allows us to work in a segregated space, preventing any close contact with family members.

How BDry is responding to the Coronavirus.

In keeping with public health official guidelines, we are taking precautionary measures to limit your exposure and that of our employees.

- At our offices, we are regularly sanitizing all workstations, shared spaces, vehicles, and deep-cleaning tools and equipment as per the heightened health and safety protocols
- In addition to our normal healthy practices in the home, we will be taking extra precautions:
 - Keeping a 6-foot distance from customers and homeowners - we're happy to talk by phone from a greater distance if you'd prefer!
 - Respectfully refraining from shaking hands – we're okay with elbows!
 - Wearing a facemask and gloves
 - Wiping down surfaces with disinfectant during consultations and system installations
 - Refraining from petting animals and family pets
 - Frequently washing hands and using sanitizer
 - Staying home if we are sick or have been exposed to anyone who is sick
 - Continuing to smile and maintaining our famous level of courteousness!

We thank you for your continued trust in BDry.

On behalf of our many employees who live and work in your community, our thoughts are with all those who are being impacted. We have weathered many storms in the past 60 years, and we are prepared to support our customers, employees, and the communities we serve during this outbreak. We thank you for your business and we hope to see you soon.

Sincerely,

Kevin J. Coppersmith, CEO
BDry Waterproofing & Foundation Repair