

[SUBJECT: A COVID-19 Update from <COMPANY NAME>]

[PRE-HEADER: Read about changes we're making, and how we're keeping you safe.]



Customers,

As COVID-19 presents a new, unfamiliar challenge for all of us, we wanted to reach out with information about how we're handling this challenging time here in our community.

First, safety is our number one priority. We're re-evaluating how we work to keep our employees and customers safe. A few precautions we'll be taking over the coming weeks are:

- **<Bulleted list of changes, to be inserted by contractor.** (Consider the 'Sanitation and Safety' steps recommended in the [NALP Guidelines](#)) >
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At this time, we will continue serving customers. State authorities have included landscaping businesses as "essential services" because safe, well-maintained landscapes are a critical part of a healthy community, especially at a time when spending quality time outdoors is so important to us all. This is a very busy time of the year in our industry. Without regular maintenance and care our neighborhoods can easily become overgrown and in some cases unsafe.

As you know, the work we do involves very limited person-to-person interaction—and the steps we're taking is cutting that down even more. According to OSHA classifications, the landscape industry falls at the lowest level on their occupational classification of risk for COVID-19. We feel confident about serving our customers and maintaining our communities while still doing our part to stop the spread of this virus. We are happy to discuss proposals over the phone or video conferencing with you to help maintain social distancing guidelines.

We'll continue to monitor the situation and take additional safety precautions as needed. Thanks for your understanding as we work through this unprecedented time together.

- <CONTRACTOR NAME>