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More than ever, we are all in this together, and we are committed to supporting you and your communities through the challenges you may face today and in the coming months.

-Stacy Mazur, CEO

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A Letter to Our Customers

On behalf of everyone at Interstate Restoration, we are sending heartfelt wishes to you and your families during this trying time. We sincerely hope you and your loved ones are healthy, and we hope you are successfully managing the stressful personal challenges caused by the many impacts of the COVID-19 pandemic.

Just as we have for more than two decades, Interstate Restoration remains committed to our long-standing mission of helping those in our communities respond rapidly to emergencies so they can quickly return to normal operations. This has been our mission from day one, and it will continue to be at the forefront of our efforts as we navigate the new uncharted territory that the spread of COVID-19 has presented to you, our valued customers, and all of our communities. Here are some of the key things the Interstate Restoration leadership team is focused on right now to support our customers:

- Monitoring guidance from national and local health authorities and governments so we can adapt our cleaning and safety processes and protocols as needed, to meet the needs of our community. Our coronavirus task force has developed response plans to assist you and your business if you are faced with the coronavirus. Our team members are IICRC-certified for biohazard remediation, containment and decontamination procedures.
- Working diligently to marshal all of our resources to support customers in this time of elevated need for our services. The Department of Homeland Security guidance designates Interstate as an essential service provider. This designation enables our frontline team members access to provide much needed disinfection support to those community service organizations that must remain open for business throughout this crisis. As the second-largest independent restoration and reconstruction services provider for commercial businesses throughout the United States and Canada, we have highly-trained employees operating out of 70 locations that are at the ready to support customers in every corner of North America.
- Ensuring the safety and well-being of our employees, who are the heart of our operations. Their professional training has prepared them for this moment of need, and our teams are doing extraordinary work to help customers respond to situations related to COVID-19 so they can protect employees and safely restore operations. We are proud of the work our employees are doing across North America to help our customers respond to this unprecedented challenge.

We have worked with many of you for years to support your operations and protect your employees, and for that we have much gratitude. We hope you continue to trust in us to protect your community during this time. Given how quickly circumstances around the coronavirus outbreak are changing, we will continue to share important updates with you. In the meantime, please alert us if you have questions, by contacting your Interstate representative or emailing us at info@interstaterestoration.com.

More than ever, we are all in this together, and we are committed to supporting you and your communities through the challenges you may face today and in the coming months.

Sincerely,

Stacy Mazur, CEO
Interstate Restoration