



Power Washing Solutions LLC

Taking Care of Dirty Problems

COVID-19 MITIGATION RESPONSE PLAN

We take our responsibility as essential industry staff members of the residential and commercial cleaning industry very seriously. In order to protect our customers, staff, and community, we have implemented a response plan to assist in mitigating COVID-19 in our area by meeting or exceeding the recommendations and requirements of our county, state, and federal health officials. To ensure the safety of our staff and everyone engaging the services of Power Washing Solutions LLC, we have adopted the following best practices effective March 27, 2020:

WE ARE ENFORCING A STRICT **ZERO CONTACT** POLICY UNTIL FURTHER NOTICE.

THEREFORE, STAFF MEMBERS AND CUSTOMERS WILL SUSTAIN A **10 FOOT DISTANCE MINIMUM** AT ALL TIMES AND ADHERE TO THE FOLLOWING REQUIREMENTS:

STAFF RESPONSIBILITY:

- ✓ No staff member will approach a customer, nor enter any home at any time.
- ✓ Upon arrival, staff members will call customer in lieu of knocking to alert customer of arrival and will remind customers of Power Washing Solutions LLC's COVID-19 Mitigation Response Plan prior to approaching property and beginning work.
- ✓ Staff members will use and wear proper PPE at all times.
- ✓ Staff members will not at any time collect face-to-face payments from customers.
- ✓ Staff members will sanitize parts of their vehicle touched after every customer and wash their hands.
- ✓ Staff members will not present or leave any physical material for customers, including any marketing materials such as business cards. All exchanges of information will be conducted via call, text, email, or online.
- ✓ During working and nonworking hours, staff members will at minimum abide by all stay-at-home orders required by local and federal officials and remain at home unless performing essential work or essential personal matters.

CUSTOMER RESPONSIBILITY:

- ✓ Customer will not approach staff nor company vehicle closer than 10 feet at any time.
- ✓ Customer will call (314) 899-6760 with any questions or concerns they may have or to make payment arrangements.
- ✓ Customer will remain indoors while all work is being performed by Power Washing Solutions LLC's staff members.
- ✓ Customer agrees that upon completion, staff members will remove all equipment from the property, approach their company vehicle, and call customer to allow customer to inspect the property and discuss payment options during call.

PAYMENT METHODS AND OPTIONS:

- ✓ Staff members will not approach customers for payment.
- ✓ Customer will not approach staff members to make payment.
- ✓ Should customer desire to pay via check or cash, staff members will call or text customer and ask the customer to secure the payment in a designated place, such as a front porch, etc., in lieu of face-to-face exchange. Staff members will wait until customer re-enters home or is at least 10 feet away before collecting the payment.
- ✓ Staff members will use gloves while touching all surfaces on site, including customer payment. If customer payment is collected on site, staff members will use designated gloves to collect the payment and place it in a designated plastic Ziploc bag.
- ✓ During the COVID-19 crisis, Power Washing Solutions LLC is waving / absorbing all credit, debit, and online payment processing fees to assist customers in paying over the phone or online via PayPal or Square. Customers may call (314) 899-6760 for assistance in paying over the phone or online.

Thank you for your understanding and cooperation as we work with and for our customers to safely provide essential cleaning services during this difficult time in our nation.

Sincerely,

Scott Cawvey, Owner and Director of Operations

Email: info@powerwashingsolutionsllc.com