

1370 Industrial Avenue, Suite E
Petaluma, CA 94952-6523
Phone: 415-332-9343 / 707-769-9343 Fax: 707-769-7287
www.sonomarincleaning.com

May 29, 2020

To all our Customers,

Considering the high probability that we will need to live different lives going forward, given the new reality imposed upon all of us by COVID-19, SonoMarin is now going above and beyond the CDC guidelines¹ and has adopted the attached COVID-19 PROTOCOL that becomes a part of the company policies for all cleaning crews for as long as necessary.

In order to protect our customers and all crew members, effective 06/01/20 all workers will be using Personal Protective Equipment (PPE) and following procedures "Prior to Shift", "Prior to Entering Home", "In Home", and throughout the day, as described on the attached document below.

This decision is the company solution to meet the needs of our new reality, as well as a solution to many of our customers requesting ways for resuming their service and have the cleaning crews return to their homes in a safer manner.

We believe that it is important to mention that we have made this decision with the participation and approval of many of the existing customers, as well as the approval of the very same crews that will be using the PPE, and following these new procedures.

If you have placed your service on hold and would like to resume it, please contact us as soon as possible, so we can resume your service in time for your next visit, as shown on your suggested schedule for 2020. You may also request a sooner visit.

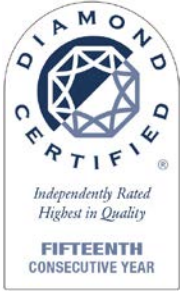
As a reminder, SonoMarin is partnering with Ecolab to provide us cleaning and sanitization products necessary to clean and, most importantly sanitize, your home and/or place of business to protect you during this pandemic. We have secured enough Ecolab products for the foreseeable future.

SonoMarin is ready to serve you now, as we have for the last 30 years, now with improved new Health Safety Procedures and equipment.

Should you have any questions, please contact us at 707-769-9343 or write to me directly at stanley.costa@sonomarincleaning.com


Stanley Costa
President

¹No hugs, handshakes, constant use of sanitizers, frequently wash hands with soap and water, practice social distance, use masks.



1370 Industrial Avenue, Suite E
Petaluma, CA 94952-6523
Phone: 415-332-9343 / 707-769-9343 Fax: 707-769-7287
www.sonomarincleaning.com

COVID-19 Protocol added to our Company Policies

Personal Protective Equipment (PPE) & Supplies

1. Disposable surgical gloves
2. Face masks
3. Shoe Covers
4. Gown - available upon customer request sent to our office
5. Hand sanitizer containing 60%+ alcohol and/or Disinfecting wipes containing 70%+ alcohol
6. Hand wash kit: liquid soap, and paper towels
7. Facial moist sanitizing tissues kept in the vehicle and brought inside the home
8. Thermometers for morning symptom checks

Required Health Safety Procedures

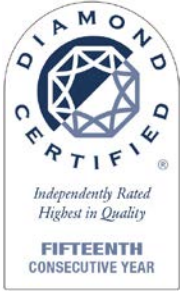
PRIOR TO SHIFT

1. Take each employee's temperature and conduct a symptom review.
2. Send home anyone with an elevated temperature or symptoms.
2. Verify and restock vehicle/crew PPE.
3. All staff must perform a deep hand wash; or use disinfecting wipes; or hand sanitizer.

PRIOR TO ENTERING HOME

4. Put on required PPE.
5. Clean and disinfect items to be brought into the home, including tools, work bags/baskets, vacuums, vacuum hoses, ladders, and other related equipment.

¹No hugs, handshakes, constant use of sanitizers, frequently wash hands with soap and water, practice social distance, use masks.



1370 Industrial Avenue, Suite E
Petaluma, CA 94952-6523
Phone: 415-332-9343 / 707-769-9343 Fax: 707-769-7287
www.sonomarincleaning.com

IN HOME

1. Maintain a physical distance of 6 feet (minimum) from any occupant.
2. Only touch face when using a face sanitizing tissue as a physical barrier. Wear a hair tie if hair sometimes touches the face without it.
3. Use Ecolab disinfectant to sanitize all surfaces touched, in addition to regular cleaning process.

DURING THE DAY

1. During each break, perform deep hand washes with soap and water (when possible); or use disinfecting wipes; or hand sanitizer.
2. At the end of the shift, disinfect the driver and passenger seats of vehicle, as well as areas used in the back, and the inside and outside of all door handles.
3. Wear a mask in the vehicle at all times when carrying any passenger.
4. Comply with local ordinances. The stricter standard shall apply.

¹No hugs, handshakes, constant use of sanitizers, frequently wash hands with soap and water, practice social distance, use masks.