

ELEGANT REFLECTIONS

“AUTO APPEARANCE SPECIALIST”

OPERATING PLAN

EMPLOYEES

- **Employees must sanitize and wash hands before starting and returning to work, and as needed.**
- **Before starting work, employees are screened for any COVID-19 related symptoms. An employee who exhibits symptoms will be sent home.**
- **Employees must notify a supervisor or manager immediately should they start to feel sick or exhibit COVID-19 related symptoms while at work. Employees who are sick will be sent home.**
- **Employees are required to wear a face mask during working hours.**
- **Employees must wash and sanitize hands after every transaction.**

CUSTOMERS

- Customers are required to wear a face mask.
- Customers must sanitize hands upon entry.
- All (employees/customers) must maintain a social distance of 6 feet apart from others.
- Customers must remove ALL belongings from the vehicle before drop-off.
 - Items that are an exception include vehicle insurance, registration, or any vehicle permit signs.

WORKPLACE

- Hand sanitizer stations are located at the entrance of the warehouse and office.
- One entrance and one exit. All other entry points are closed off with a barrier and sign indicating to utilize designated entrance and exit points.
- Visible signage are posted at the entrance of the warehouse and office(s) including hand sanitization, face mask, social distancing, office occupancy, do not enter if not feeling well, and DPHSS Prevention Saves Lives Tips.
- Markings are placed on the office floor for safe distance.

SUPPLIES

- **Personal Protective Equipment (PPE) are provided to employees. This includes disposable mask, gloves, safety glasses, cleaning and disinfecting supplies and chemicals.**
- **All sink stations are equipped with hand soap and paper towel.**
- **Reusable protective wear such as safety glasses, must be cleaned after every use.**
- **Disposable mask and gloves should not be reused. Employees must change to a new set daily when moving onto another task, vehicle, and as needed.**
- **Company vehicle is equipped with hand sanitizer, hand soap, paper towel, disposable gloves and face mask.**

TEMPORARY CLOSURE

- No public restroom.
- Customer waiting area is temporarily closed.
- Customer shuttle service is not being offered until further notice.
- Detailing menus will NOT be printed for handout. Menus are posted in the office for customers to view. Photos may be taken of the posted menus. Customers may also request to have it emailed or sent via WhatsApp.
- Employee breakroom is temporarily closed.

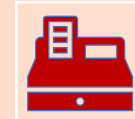
OCCUPANCY LIMIT



Minimum appointments per day is 3, maximum per day is 4.



Limit 1 customer at a time in the office.



Limit 1 employee in the cashier's booth.



Limit 1 employee in the office area.



Limit 3 employees in the admin office.

RECOMMENDATIONS



Curbside service is offered for wholesale and retail purchases as well as auto detailing quotations.

Call upon arrival and a staff member will come out to assist.



Payment Methods:

CC Phone Order highly recommended.

WORKPLACE & EQUIPMENT

- Frequent cleaning and sanitation is ongoing throughout the day. High touch surfaces and objects are cleaned and disinfected after every contact.
- Detailing stations, tools, and equipment are cleaned and sanitized after every use.
 - Detailing brushes are soaked in warm water and disinfectant liquid, bristles are scrubbed clean, dried, and steamed after every use.
 - Detailing rags are washed in hot water and laundry detergent throughout the day.

VEHICLE INTAKE

- **One detailer per vehicle**
- **If two detailers are working on one vehicle, one will complete the interior cleaning while the other completes the exterior.**
- **Upon drop-off customer vehicle is disinfected using an Electrostatic Fogger Machine containing ECOLAB Neutral Disinfectant then driven into the wash bay by a detailer to begin exterior wash.**
- **After the exterior wash is complete, customer vehicle will be parked in the warehouse and will undergo interior steaming of high traffic areas for extra disinfecting.**
- **Detailers must wear disposable gloves throughout the detailing service.**

END OF THE DAY



The warehouse, office, breakroom and restrooms will undergo deep cleaning.



After deep cleaning, the warehouse, office, breakroom and restrooms will be disinfected using an Electrostatic Fogger Machine containing ECOLAB Neutral Disinfectant.



Company vehicle must be cleaned and disinfected after every use.



THANK YOU