



PACIFIC SWEEPING®

A Cleaner Road Will Follow

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285 PAWNEE, SUITE A, SAN MARCOS, CA 92078

License # B-884113

March 18, 2020

Pacific Sweeping is proud to serve the Southern California region through a multitude of Public Works Agencies. As of this writing we are not experiencing any supply chain or labor constraints. As we navigate the global uncertainty we are all dealing with, I want to share our company's new **6-Point Operational Plan** as outlined below.

1. **Health and Safety.** The safety of our employees, customers and the general public is our primary goal. We are following the CDC recommendation in all areas. Additionally, we have limited entry to our facilities and only our employees and essential delivery services necessary to keep our business running are allowed to enter. No vendors or sales visits are being allowed at this time. All deliveries are occurring at the curb or the door. At no time will our employees enter your building or facility or interface with the general public. Because our operators and technician work alone routinely in sealed sweeper vehicles, the social distancing rule is a norm in our industry.
2. **Reduced Staffing and Social Distance.** We have staggered our office staff and shop staff shifts so there is only 1 person in the office at any time and 2 mechanics in the shop at any time to avoid any risk of personal contact. We may reduce this even further in the near future. We have closed our offices on Friday's, but our phones and emails remain active. We have a 24-hour answering service that is helping field and dispatch all our incoming calls, 760-471-9003, and we have had a number of special requests already over the past few days. I spoke with the answering service on Monday and Tuesday and they are geared up to help. I personally tested the system twice and it is working. Please be prepared to leave a message or ask to be transferred to our CSR if needed or send an email to support@pacificsweeping.com or one of the addresses listed below.
3. **Extra Cleaning.** We have increased our sterilization efforts and we are cleaning all surfaces, knobs, handles and other common items within our business at least twice per day including the inside of our sweepers switches, controls, steering wheels, handles, etc.
4. **Use of Technology.** Text message, email, facetime and our proprietary texting and video app to communicate with our employees on a daily (or more frequent) basis. We are reminding them each day of the social distancing regulations and the importance of safe driving. We are finding that with less vehicles on the road, our sweeping and cleaning efforts are safer and more effective. Our business management, scheduling,



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timekeeping, payroll, work orders, job tickets and finance systems are all cloud-based so we are putting those to the test and so far we have had no disruptions.

5. **Ongoing employee training.** Our management team has found itself training our employees more frequently as the pandemic evolves. As the only NAPSA Certified Sweeping Operators in the region, www.sweeperschool.com, many of Pacific Sweeping's employees and managers have already undergone detailed, industry specific national training, education and testing including ANSI PSS1000-2018 certification, all of which include elements of working independently, under stressful conditions, and during emergencies.
6. **Serving your needs.** We are here to serve the needs of our customers. Period. As of yesterday, San Diego Health Dept, San Bernardino Health Dept and Orange County Health dept have begun to require many businesses to close. They have listed various services including public works operations, transportation, sanitizing, waste removal, first responders along with health and safety as essential services and we are here to rise to that challenge and continue to do our part. As of this morning, I am seeing Local City Offices announce closures as well. Rest assured that we will continue to provide the essential sanitary services by sweeping streets and parking lots, emptying and sanitizing trash receptacles, sanitizing public spaces, pressure washing/steam cleaning benches and other public spaces as long as we need to and perform our work while practicing the utmost safety.

We continue to pray for your health and safety as well as that of your family, friends and co-workers.

Lee Miller
CEO/President