



DB Cleaning Services
7710 Castor Ave.,
Philadelphia, PA 19152

NEW COVID-19 CLEANING PROTOCOL

To all of our current customers and new-to-be customers. This protocol is effective immediately and is in place with the intent to inform you of how our company is handling the situation with the coronavirus outbreak aka COVID-19. As you know, the Coronavirus is quickly spreading throughout the world and cleaning companies play an important role in reducing the chance of spread. But many are not prepared so DB Cleaning Services while fights to overcome the economical impact in our business also works really hard to always comply with the best practices in the cleaning industry in order to best assist all of our customers. DB Cleaning has compiled some of the most useful information to help you deal with this fast-spreading virus. All information have been gathered from real sources such as ISSA, CDC, OSHA, WHO, AHCA, Public Health Agencies, and many more.

Introduction

We are delighted that you are our client and have entrusted the health of your home to DB Cleaning Services. We are guessing that with the Coronavirus (COVID-19) outbreak some of you might be thinking about our company more than usual and wondering if we are taking any extra precautions when cleaning your home. Yes, we are and we would like to share with you a little about it right now.

First, and most important, our entire staff is committed to consistently using our new products and process for cleaning that will allow DB Cleaning to ensure that your home is protected from the Coronavirus (COVID-19) to a



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99.9% germ free level, each and every time we clean your home. The Industry Standard for cleaning a residential home or a workspace is 97% germ free. During this time we have chosen to raise the bar to the highest germ free level available at this time.

Our Commitment to you

DB Cleaning Services is committed to your safety and to making sure that our cleaning process is thorough and complete. To show our commitment to complete cleaning, DB will be using disinfectant products on all household and workplace surfaces during our regular cleaning process. Our clients are welcome to provide their own supplies if they would like. We want to offer the best to our clients and assure them that we are taking the best precautions against the spread of harmful germs and bacteria.

Part 1. Our Company New Implemented Best Practices

A) Cleaning, Sanitizing, and Disinfecting

We always maintain housecleaning / janitorial cleaning best practices. During this time, we have added a new high-touch disinfecting procedure where we use disinfectant cleaning agents on all door knobs, light switches, door frames, hand rails, appliance control panels, electronics and other high touch areas in the home or workspace areas. Our staff utilizes waterproof cleaning aprons that allow them to carry a variety of cleaning agents and microfiber towels with them while cleaning to accomplish this procedure.



DB Cleaning Services
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B) Social Distancing

Our staff is committed to keeping your home corona virus free and have also committed to staying home if they are sick to protect you, our clients and their co-workers. We are also asking for your help in keeping all of our homes healthy. If there are symptoms of illness for any persons in your home please give us a call so that we can postpone or reschedule your cleaning.

C) Use of Protective Equipment

Our staff will be equipped with disposable gloves to every home or business they go to. If required we will equip our team with masks or something to cover their mouths/noses. Masks are recommended for health care workers, sick people or someone who is caring for an ill person, please check all CDC and WHO guidelines on myths and facts. Our customers are welcome to provide/supply their own masks to our technicians if that is deemed necessary in their homes or workspaces. As mentioned before, you are welcome to offer your own supplies.

Part 2. Returning Back to Your Regular Activities

Since the government has ordered the shut down of most business and the quarantine period, you must be wondering when your life and everyone else's lives will get back to normal again. This includes all your daily and social activities you were normally used to. Most of you weathered the storm of the economic downturn a few years ago and you'll be able to do it through



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this crisis too! DB Cleaning Services has been training and preparing in many ways to help you get through this and resume to your regular cleaning schedule. If you have temporarily discontinued or paused your cleaning services we are here to ease the process into your home or workspace again. Please read the below section carefully and if any questions arise about this process please don't hesitate to give our office a call at 215 253 6112. You may also contact us via e-mail at info@mydbcleaning.com.

A)What protocols will DB Cleaning be following in order to return to my home?

DB Cleaning Services has been following the above guidelines for cleaning, sanitizing and disinfecting, social distancing, and use of PPA for the minority of business and residential customers that is receiving services throughout this crisis to help avoid the spread of the virus. However, since we project a great number of cleaning requests when this all starts subsiding, we will be recommending all of our current and prospective customers to first have a deep cleaning in order to be back to your regular schedule. This will not only prepare your home to be maintained as usual standard guideline but will ensure your house is completely deep cleaned and disinfected according to our new guidelines. In addition to that, we will be offering our most brand new service: Disinfectant Fogging Service. You will not be obliged to have these services, but given the circumstances we are highly recommending so your place can be completely healthy, professionally disinfected and most important safe for all.



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B) What kind of Cleaning Solutions and equipment will DB Cleaning be providing?

We will still provide all cleaning supplies and equipment as before. We still need you to provide paper towels and trash bags. DB Cleaning will provide cleaning solutions such as degreaser, multi-surface cleaner, floor cleaner, disinfectant and you still can provide any specific cleaning solution you like us to use. For customers who are on the green cleaning plan, DB will continue to use green cleaning solutions, we do suggest the use of disinfectant in certain areas such as floors, bathroom, kitchen and high cross-contamination areas like doorknobs, electronics, etc. As a matter of fact we began our effort by recommending our customers to invest in disinfectant cleaners, please note we do not endorse any specific product. It just must be at least 99.9% effective in removing bacteria. Some brands recommended are Purell Brand Food Service Surface Sanitizer. Lysol Professional Spray used in medical facilities. Clorox Wipes. Or any disinfectant approved by the EPA (United States Environment Protection Agency). You can check the List N here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

“List N includes products that meet EPA’s criteria for use against SARS-CoV-2, the novel coronavirus that causes the disease COVID-19.”

C) How will you clean my home or office going forward?

DB Cleaning will still follow all cleaning guidelines as usual, but will add an extra step to the cleaning process to ensure frequently touched surfaces get more attention such as doorknobs, light switches, handles, desks, toilets, faucets, sinks and more. These areas will be disinfected with household



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cleaners and EPA-registered disinfectants that are appropriate for the surface, following label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

D) What kind of precautions will DB Cleaning be taking in regard to keeping materials, equipment and supplies non-contaminated?

Some clients may still be skeptical giving the circumstances and be concerned about the fact that 1) our employees are unknowingly sick and could bring the virus into their home; 2) or you are using your own vacuum cleaners and other tools that have been in other homes and you could be spreading the virus that way. That is okay to have those questions and be concerned about. As a company we have a responsibility to ensure we are following all procedures rules to ensure everyone is safe. As mentioned before our workers are not allowed to work should they feel sick or suspect of any symptoms, same goes for our customers, and follow all protective guidelines also mentioned above to avoid the spread of the virus. Our most new implemented protocol as per the Global Biorisk Advisory Council (GBAC) is to follow the correct protocol in order to disinfect equipment such as vacuum cleaners. This step will eliminate any cross-contamination. We will be offering a few suggestions one may follow to whichever gives the most peace of mind: 1) We will disinfect our vacuums after leaving each home/ office we clean. 2) We can use your vacuum cleaner. 3) We can skip vacuuming altogether, letting you handle that part, and focus most of our efforts on disinfecting surfaces.



DB Cleaning Services
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E) What other safe ways can you suggest for the use of equipment and tools?

Although we are being very diligent in disinfecting our tools, we are also recommending our customers to provide their own supplies moving forward. This way is just one less thing we have to bring into your place. Our main suggestion is for you to supply our team with your own microfibers, we would need several but four different colors (we use color codes for different areas to avoid cross-contamination). Vacuum cleaner, it would be highly suggest to invest on a professional vacuum cleaner. And, you are also welcome to provide your own cleaning solutions, as long as you make sure you have a disinfectant in place. Please note we offer our own supplies this option are for customers who would like to segregate and have their own supplies used only.

G) What if I suspect or have been confirmed to have COVID-19. How will DB Cleaning handle that?

If you are sick and suspect you carry the virus or if you have been confirmed to have contracted the coronavirus as per CDC, WHO and public healthy agencies guidelines you are supposed to self-isolate for two weeks. We will post-pone your service and be back when you are feeling better. Below is some more detailed information what you can expect and do during the isolation period. If you suspect or have any of the symptoms below please contact your family doctor right away for health guidance.

Coronavirus (COVID 19) Symptoms



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CORONAVIRUS 2019-nCoV

SYMPTOMS



FEVER



COUGH



SHORTNESS
OF BREATH



SORE THROAT



HEADACHE

Interim Recommendations for US Households with suspected/ confirmed Coronavirus Disease 2019 (from CDC)

Purpose

This guidance provides recommendations on the cleaning and disinfection of households where persons under investigation (PUI) or those with confirmed COVID-19 reside or may be in self-isolation. It is aimed at limiting the survival of the virus in the environments. These recommendations will be updated if additional information becomes available.

These guidelines are focused on household settings and are meant for the general public.



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- **Cleaning** refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- **Disinfecting** refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

General Recommendations for Cleaning and Disinfection of Households with People Isolated in Home Care (e.g. Suspected/Confirmed to have COVID-19)

- Household members should educate themselves about COVID-19 symptoms and preventing the spread of COVID-19 in homes.
- Clean and disinfect high-touch surfaces daily in household common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks)
- In the bedroom/bathroom dedicated for an ill person: consider reducing cleaning frequency to as-needed (e.g., soiled items and surfaces) to avoid unnecessary contact with the ill person.
 - As much as possible, an ill person should stay in a specific room and away from other people in their home, following home care guidance.
 - The caregiver can provide personal cleaning supplies for an ill person's room and bathroom, unless the room is occupied by child or another person for whom such supplies would not be



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appropriate. These supplies include tissues, paper towels, cleaners and EPA-registered disinfectants.

- If a separate bathroom is not available, the bathroom should be cleaned and disinfected after each use by an ill person. If this is not possible, the caregiver should wait as long as practical after use by an ill person to clean and disinfect the high-touch surfaces.
- Household members should follow home care guidance when interacting with persons with suspected/confirmed COVID-19 and their isolation rooms/bathrooms.

H) Risk Assessment

DB Cleaning Services has implemented new guidelines in order to best assist all of our employees and customers while caring for everyone's safety.

These are the six steps that DB implemented and follows according to GBAC Protocol.

1. Incident Site Risk Assessment – Quality Control
2. Pre-Disinfect and Load Reduction
3. Forensic Cleaning
4. Final Disinfection



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5. Post Site Assessment-Quality Control.

Summary of the GBAC Detailed Response Protocol.

1. Incident Site Risk Assessment – Quality Control

Everything starts with the first contact, upon call to clean, sanitize, and disinfect a space DB will gather as much information as necessary prior to going to the site. This is critical when responding to a situation where potentially infectious materials are involved. People's lives depend on it. And finally after following some crucial steps we will either assess if the site is considered low, medium or high-risk. The site risk assessment assists us in gathering critical incident data. By identifying the hazards and the risks associated with these hazards we will be able to develop the risk mitigation steps and strategies that allow for a safe and effective process. It assists in defining the needs of the job prior to entering the site, during the actual work and afterwards. It should be noted that not all jobs are created equal. The situations will define the PPE, the disinfectant to be used, the equipment that will be required.

2. Pre-Disinfecting and Load Reduction:

This step is necessary in a situation where there is visible contamination such as filth, vomit, blood, body fluids, etc., a pre-disinfection step where application of a disinfectant may be needed. This knocks down the infectious agent contamination prior to entering the site. Depending if the assessed areas is considered of high-risk DB Cleaning will not provide this step and will suggest the client to contact a specialized company that only deals with biohazards. If there is visible biological material contamination. Load reduction is the removal and proper disposal of the gross bio-contamination. Once this step has been completed/met by a specialized party, then DB will gladly take on the next steps for disinfection protocols.

- We will use an appropriate disinfectant that is applicable for the infectious agent in question as per the label.



DB Cleaning Services
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- The use of equipment such as but not limited to sprayers, electrostatic sprayers, foggers or misters with the appropriate disinfectant is highly recommended.

3. Detailed Forensic Cleaning

GBAC Forensic Cleaning is the removal of biological contaminants to prepare surfaces both vertical and horizontal for Professional Disinfection (see step 4). It also included the removal of all soft goods such as textiles and trash that are to be removed from the area.

- Step 1 - Meticulous cleaning of all surfaces both vertical and horizontal are initially dry cleaned preferably with microfiber towels or cloths via mechanical action (by hand). In the absence of microfiber towels we can use paper or cotton cloths.
- Step 2 - Repeat with a detergent cleaning solution.

4. Professional Disinfection - Extremely important step.

DB will follow a spray pattern and scope such as touch points and vertical and horizontal surfaces with the use of an appropriate disinfectant that is applicable for the infectious agent.

- The use of equipment such as, but not limited to, sprayers, electrostatic sprayers, foggers, or misters with the appropriate disinfectant, is highly recommended.
- Thoroughly spray all predetermined surfaces.
- Ensure that dwell time is met according to the disinfectant label. Ensure surfaces remain visibly wet during the dwell time.



DB Cleaning Services
7710 Castor Ave.,
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- Pay close attention to all touch points.

5. Post-Site Assessment - Quality Control

- Conduct a post visual inspection confirming that the scope of the job was met.
- Complete all post operations documentation.
- Are there any odor control issues that need to be addressed?
- Client satisfaction sheet signed.

1) Cleaning System

DB Cleaning has put in place the following systems to ensure all guidelines are being met constantly on a daily basis. The steps and different systems are outlined below so you can understand how the cleaning process works.

1. Two Pass System for Routine Cleaning and Disinfecting: Spray and wipe

Step 1. Gather equipment, tools and chemical

Step 2. Review treatment map: Drawing or blueprint of office, floor, or facility. Label cleaning routes.

Step 3. Put on PPE.

Step 4. First pass: Cleaner will spray and wipe surfaces with a detergent cleaner to removes germs and dirt from surfaces and touch points. Vacuum floors.



DB Cleaning Services
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Step 5. Second pass: Cleaner will spray cleaning cloth with disinfectant and wipe surfaces and touch points. The solution will remain wet for 5-10 minutes and will be allowed to dry. This will kill germs on a surface after cleaning, it can further lower the risk of spreading infection.

Step 6. Continue to use the two-pass system until all areas are completed.

Step 7. Once completed technicians will clean equipment, place cleaning cloths in bag for laundering and remove PPE.

Step 8. Wash hands or use an alcohol-based hand sanitizer immediately after removing all PPE.

Step 9. Clock out and secure area.

2. Two Pass System for Cleaning and Disinfecting: Electrostatic Sprayer

Step 1. Gather equipment, tools and chemical

Step 2. Review treatment map: Drawing or blueprint of office, floor, or facility. Label cleaning routes.

Step 3. Put on PPE.

Step 4. First pass: Cleaner will spray and wipe surfaces with a detergent cleaner to removes germs and dirt from surfaces and touch points. Vacuum floors.

Step 5. Second pass: Cleaner will use electrostatic sprayer to apply disinfectant to surfaces and touch points. The solution will remain wet for



DB Cleaning Services
7710 Castor Ave.,
Philadelphia, PA 19152

5-10 minutes and will be allowed to dry. This will kill germs on a surface after cleaning, it can further lower the risk of spreading infection.

Step 6. Continue to use the two-pass system until all areas are completed.

Step 7. Once completed clean equipment and place cleaning cloths in bag for laundering.

Step 8. Remove PPE.

Step 9. Wash hands or use an alcohol-based hand sanitizer immediately after removing all PPE.

Step 10. Clock out and secure area.

3. Two Pass System for Routine Cleaning and Disinfecting: Fogging

Step 1. Gather equipment, tools and chemical

Step 2. Review treatment map: Drawing or blueprint of office, floor, or facility. Label cleaning routes.

Step 3. Put on PPE.

Step 4. First pass: Cleaner will spray and wipe surfaces with a detergent cleaner to remove germs and dirt from surfaces and touch points. Vacuum floors.

Step 5. Second pass: Cleaner will use a fogger to apply disinfectant to surfaces and touch points. The solution will remain wet for 5-10 minutes and



DB Cleaning Services
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will be allowed to dry. This will kill germs on a surface after cleaning, it can further lower the risk of spreading infection.

Step 6. Continue to use the two-pass system until all areas are completed.

Step 7. Once completed clean equipment and place cleaning cloths in bag for laundering.

Step 8. Remove PPE.

Step 9. Wash hands or use an alcohol-based hand sanitizer immediately after removing all PPE.

Step 10. Clock out and secure area.

4. Three Pass System for Cleaning and Disinfecting: Routine Cleaning – Disinfecting – Drying (This system will be in place only when the disinfectant we are using can not air dry on surfaces)

Step 1. Gather equipment, tools and chemical

Step 2. Review treatment map: Drawing or blueprint of office, floor, or facility. Label cleaning routes.

Step 3. Put on PPE.

Step 4. First pass: Cleaner will spray and wipe surfaces with a detergent cleaner to removes germs and dirt from surfaces and touch points. Vacuum floors.



DB Cleaning Services
7710 Castor Ave.,
Philadelphia, PA 19152

Step 5. Second pass: Cleaner will use electrostatic sprayer or fogger to apply disinfectant to surfaces and touch points. The solution will remain wet for 5-10 minutes and will be allowed to dry. This will kill germs on a surface after cleaning, it can further lower the risk of spreading infection.

Step 6. Third pass: Cleaner will wipe surfaces with a microfiber cloth after disinfectant dwell time has passed.

Step 7. Continue to use the three-pass system until all areas are completed.

Step 8. Once completed clean equipment and place cleaning cloths in bag for laundering.

Step 9. Remove PPE.

Step 10. Wash hands or use an alcohol-based hand sanitizer immediately after removing all PPE.

Step 11. Clock out and secure area.