



24 March 2020

Dear Valued Customers:

For 35 years, Full Service Car Wash (FSCW) has been committed to providing our customers and staff with a safe, productive, and fun vehicle cleaning experience in the greater Milwaukee area. Today, a “Safer at Home” order was issued by Governor Evers due to the concern over COVID-19.

During this time, we will be offering free exterior car washes to Health Care Workers, First Responders, and Law Enforcement officials when they present their work identification. This can be done through their vehicle window, avoiding any human contact.

On March 19th, 2020, the Department of Homeland Security released the memorandum “Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response.” This memorandum cited “Automotive Repair and Maintenance” as an essential business. Car washes are classified under the NAICS code 8111 (Automotive Repair and Maintenance).

Car washes provide cleaning services that are essential to the health and safety of the general public, law enforcement, healthcare workers, and transportation professionals as they have a continued need to keep their vehicles clean and safe. **All FSCW locations will remain OPEN and staffed during the “Safer at Home” order.**

During the “Safer at Home” order, we will be implementing the following precautions starting on March 25th, 2020 at 7:00am CST:

1. Car Washing Operation Precautions

- a. The Interior Touch-Up service is suspended until further notice.
- b. Customers will be asked to remain in their vehicles during their exterior car wash service.
- c. Our greeters will continue to wear gloves as they handle credit and debit cards for payment.

2. Detailing Operation Precautions

- a. Detailing services will be by appointment only.

3. Other Precautions

- a. FSCW staff will continue to be required to regularly wash their hands and use hand sanitizer throughout their shift.

- b. Our lobby surfaces, restrooms, and door handles will be cleaned and sanitized by our staff hourly.
- c. FSCW will continue to provide isopropyl alcohol-based cleaner at our free vacuum stations for use on cleaning tools.

Our customers will also continue to have the option to completely avoid all human contact at our facilities. This can be done by purchasing an exterior car wash online (at a 10% discount). You can redeem this wash by showing the code through your car window as it appears on your phone or printed paper.

Wash club memberships will continue to be active at all of our locations, and also do not require any human contact. Members who have a club membership with the “Interior Touch-Up” service will be compensated with an exterior Add-On service of equal value.

Additionally, we understand that the psychological effects of self-quarantine and social distancing can be difficult for adults and children. We want our customers to know that the Center for Disease Control has recommended activities such as going for a walk, riding your bike, or going for a drive as good ways to break up your daily routine. This can also include getting a car wash while safely staying inside your vehicle.

Finally, we recognize that the “Safer at Home” order has reduced the availability of work for our staff. While we are doing the best we can to evenly distribute the amount of work available, we know that ultimately the financial burden on our 88 employees will leave many of them and their families in a difficult situation. Because of this, we will continue to give 50% of our online gift card sales directly to our production crew until April 1st 2020. Please consider helping support local families in your community by purchasing an FSCW gift card that you can use later on a vehicle cleaning service with us.

Any customers who have questions are encouraged to reach out to us by talking to a manager at one of our locations or by sending us a message online through our website.

Our team at FSCW thanks you for your understanding and continued support.

Sincerely,

Tyler Leikam
Vice President
Full Service Car Washes, Inc.

(Attachment)

Links to Resources

Schedule a Detailing Service Online:

<https://www.fscw.us/Schedule>

Purchase Full Service Car Wash discounted exterior washes online:

<https://host4.washconnect.com/FullService4912/ExternalSite/Default.aspx#/store/washes>

Purchase Full Service Car Wash discounted exterior washes on the WashNOW! mobile application:

<https://www.fscw.us/Prices/Deals>

Purchase Full Service Car Wash Gift Cards online to help our production crew:

<https://host4.washconnect.com/FullService4912/ExternalSite/Default.aspx#/store/giftcards>

Contact Full Service Car Wash:

<https://www.fscw.us/Contact>

Department of Homeland Security:

https://www.dropbox.com/s/pk3hng3jq2n7mgh/Guidance%20on%20the%20Essential%20Critical%20Infrastructure%20Workforce.pdf?dl=0&fbclid=IwAR2pOdpn1jXAt11TRJlzr0_XHsM_6T6n6eiPksPu_OJ2MxTqp5IVvbM4KI

Center for Disease Control:

https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html