



March 12, 2020

Dear Partner:

The health, welfare, and safety of our team members and guests are paramount to all of us here at Sunshine Rentals. With the recent spike in Coronavirus cases over the last week, some of our partners have asked us how we are ensuring the well-being of all those involved in the day-to-day use of our products and services. We would like to take this time to share some insight into our industry-leading practices that allow us to guarantee our partners the quality and care they have come to expect from us over the years, even during times such as these.

Below are some of the steps we take on a day-to-day basis to ensure our top-quality service for partners and their guests:

- Housekeeping
 - All of the cleaning products we use are provided by Ecolab, including our bathroom and multi-surface cleaners. All of these cleaning products meet the CDC-specified requirements to neutralize threats of both viral and bacterial nature. Additionally, we have Ecolab come into our warehouse once a week to check our cleaning dispensers and ensure our solutions are mixed to the correct levels for optimal sanitization results
 - In addition to our regular meetings, we have had additional one-on-one meetings with each of our housekeepers to review the proper procedures and products used in our services, as well as the personal safety measures they should take in their day-to-day operations while cleaning higher-risk areas of contamination.
 - We also reminded our team that if a guest is home and appears to be sick, that we should NOT clean their unit. This is imperative to ensure the safety both of our employees, as well as all of the other guests we serve. We will waive any abort fees and advise both you and your guests to reschedule for another time when the guest is better. Our staff is always our number one concern, as we hope you can understand.
 - If a unit appears to have signs of a sick guest (numerous tissues, cold and flu medications, etc.) we take the proper precautions in cleaning the unit, while also advising your customer service team via our Heads Up Report to reach-out to the guest to provide any special services or assistance (i.e. order groceries online, providing extra tissues or supplies, etc.).
 - We seal all dirty linens in units to contain any potential bacteria and viruses until they have been properly sanitized at our distribution center.
- Distribution Center
 - All linens (sheets, towels, duvets, blankets, etc.) are laundered in-house using our Ecolab Aquanomic low-temp laundry products that offer excellent cleaning and sanitizing results.
 - Linens are then thoroughly dried through a high-heat system by either our commercial-grade dryers or ironing presses, offering a second means of sanitation after washing
 - All our kitchenware is processed through our Ecolab commercial dishwasher that not only cleans, but sanitizes the items as well.

- All of our cribs, high chairs, changing tables, and roll-a-way beds are treated with Steri-fab, a State of California approved bactericide and viricide for the sanitation of these products (more information of this product can be found at <https://www.sterifab.com/>)
- All our staff wear gloves during their day-to-day operation, as well as continuously utilize our Ecolab Antibacterial soap and hand sanitizer
- We specifically do NOT reuse any packing materials under strict concerns for hygiene and health
- As an extra preventative measure, we have increased the number of our daily cleanings of high-touch areas, such as our restrooms and breakroom
- We have reviewed our SOP's and above with our team during our team meeting and will continue to each week
- Installers
 - We reviewed the continuous use of gloves and hand sanitizer with all of our installers, which are supplied and required to be used during and in-between all stops
 - At the end of each workday, our installers clean each of their trucks as an extra means sanitization for the following day of deliveries
 - Remind our installers that if they are not feeling well, they should stay home and avoid coming to work, as we feel this imperative to both maintaining their health, as well as the health of your guests and our other employees
 - During all services, including our inspections, we continue to focus on high touch areas and ensure the immediate communication of anything of concern or out of the ordinary
 - Our installers seal all items in the units during pickup to contain any bacteria or viruses they might have.

In addition to continuing all of the above practices, we have reminded our team of the following:

- If they are not feeling well or an immediate family member is not feeling well, we ask that they stay home to avoid exposing others
- Keep their hands clean and wash their hands properly at all time through the use of Ecolab Antibacterial soap and/or hand sanitizer
- Regularly wiping down and sanitizing their workspaces.
- And, most importantly, if they experience any flu-like symptoms in the slightest, they are advised to consult a doctor and seek medical care immediately.

As well as all of the steps undertaken above, we are closely adhering to the guidance of the CDC via their website [Coronavirus.gov](https://www.cdc.gov/coronavirus) and proactively adjusting our daily operations to best adhere to their recommendations. Our focus is to ensure we meet your guest's needs while also doing our part to keep you, guests, team members, and our community safe.

Sincerely,

Mark Strumwasser
 President
 Sunshine Rentals