



As the start of the new school year approaches, we understand that the cleanliness of school buildings is paramount, now more than ever, in order to provide peace of mind to not only students and their parents, but faculty and staff. With over 120 years of experience passionately delivering accountable and customer-service oriented janitorial services, Planned Companies has established an Internal Pandemic Response Team to continuously stay up to date with CDC changing guidelines, industry trends, and innovative disinfecting solutions.

Our teams have now professionally developed and implemented industry best practices for various building types across all of our markets, including residential communities, commercial properties, and educational facilities. In this *New Normal*, transparency and accountability are critical. As such, Planned Companies has outlined the following necessary steps that we will perform in order to safely reopen your school and provide ongoing disinfecting service to ensure a safe and healthy educational experience.

When it comes to disinfecting services, the products used are only as good as the team administering them. With that in mind, Planned Companies utilizes highly trained and experienced Pandemic Response Teams, specially tasked with eliminating contaminants and mitigating their spread. Some of the processes and procedures we've implemented include, but are not limited to:

- ✓ *We are providing on-going training for our associates on best practices in order to ensure adherence to all CDC guidelines as they are released.*
- ✓ *We have implemented new protocols for clocking in and clocking out such as screening employees with wellness checks to ensure any employee who is not 100% will not be a risk while on-site. We've also updated break time protocols to ensure they are in accordance with social distancing guidelines.*
- ✓ *We are in constant communication with our associates, encouraging them to take precautionary steps to stay safe and healthy. For associates who might be ill, we have updated our policies to better accommodate their needs and ensure they return to workplace in good health.*
- ✓ *We have established contingency plans in order to ensure there are no disruptions of your services due to the pandemic's effect on the labor market.*
- ✓ *We will review site inventory of cleaning supplies, disinfectants, equipment, and consumables to ensure inventory levels are aligned with forecasted school occupancy.*
- ✓ *We will ensure there is adequate Personal Protective Equipment (PPE): Gloves, Eye Protection and Face Masks for our associates. Should your educational facility be interested in additional PPE for faculty and/or staff, Planned Companies may procure and provide supplies to your facility.*
- ✓ *We will organize and disinfect janitorial closets, including separating cleaning supplies/equipment from disinfecting supplies/equipment. This will assist in preventing cross-contamination amongst service teams and add an extra layer of safety to your site.*
- ✓ *We will maintain open communication with School Administration and provide necessary suggestions such as replacing current dispensers with touch free dispensers and utilizing self-cleaning adhesives, where applicable.*

## **Pre-Opening Disinfecting Recommendations**

In order to ensure full peace of mind, we strongly recommend that a deep disinfecting is completed prior to the official reopening date of the applicable educational facility. This will ensure that all areas are properly disinfected and safe for students and faculty to return to. Planned Companies can achieve this for your school by providing our *Full Pandemic Response* disinfecting service as outlined below.

### ***FULL PANDEMIC RESPONSE***

We recommend an initial combination of cleaning, disinfecting, and electrostatic spraying in order to maximize coverage and have the highest effectiveness in killing bacteria and viruses. We will first clean your space with a spray and wipe cleaning methodology, ensuring that all dust, dirt, grime, and debris are removed from surfaces within reach. Once the space has been pre-cleaned by our team, they will disinfect using a CDC approved disinfectant. Once the disinfectant has had ample time to dwell and kill the contaminants, our cleaners will wipe down the areas, before beginning the process of electrostatic spraying to tackle all of the hard to reach areas such as crevices, corners, or awkwardly shaped objects. The nature of the mist allows it to coat surfaces evenly, and envelope objects - even if the mist is only sprayed from one side. After servicing, our associates will dispose of any contaminated materials and PPE before closing off the space to prevent further entry while the chemicals seep into all crevices and surfaces to disinfect. **Once the initial reopening has been completed, it is imperative to continue a nightly routine of disinfecting services to ensure any new contaminants brought in by students and/or faculty are destroyed prior to spread.**

***A detailed scope of work for our Full Pandemic Response  
is outlined in detail on the following page.***



## SCOPE OF WORK

- ❖ Planned Companies will provide all necessary labor and materials, including electrostatic spraying machines, cleaning and disinfecting chemicals, supplies, and equipment, to perform our obligations as set forth in this service agreement.
- ❖ Our team of trained professionals will arrive at your educational facility with all necessary personal protective equipment (PPE) to safely and securely perform the cleaning and disinfecting services requested.
- ❖ All materials used by our teams are disinfected prior to transport to client site, and immediately upon service completion before leaving, preventing cross contamination between sites.
- ❖ Our team will begin by using appropriate cleaning supplies and equipment to perform high and low dusting of horizontal and vertical surfaces.
- ❖ We will then wipe down all surfaces using microfiber cloths, focusing on all areas within reach such as cabinets, desks, chairs, tables, workstations, etc. in order to prepare site for disinfecting services.
- ❖ After wiping all surfaces clean, we will vacuum, sweep, and mop all applicable flooring.
- ❖ Once our team has adequately pre-cleaned all areas and ensured no dust, dirt or debris remains, we will commence disinfecting services.
- ❖ When disinfecting, our teams will use the same methodology used for cleaning, working from top to bottom, from the cleanest surfaces to dirtiest, and from the farthest corners to the exit door.
- ❖ Our associates will utilize various CDC approved disinfectants including wipes, taking note to respect specific dwell times, ensuring the areas are enveloped in the disinfectant long enough for all contaminants to be eradicated before wiping down. Please note that these dwell times may vary widely from product to product, so our teams undergo in depth training to familiarize themselves with all applicable disinfectants.
- ❖ While disinfecting, we will focus on areas including but not limited to:

**Classrooms:** All surfaces such as student and faculty desks and chairs, computers and other shared equipment, light switches and walls surrounding, doors and door handles, bookshelves and file cabinets, trash receptacles, and any other high-touch surfaces\* that might have been touched by users.

**Cafeterias and Lunch Areas:** All surfaces such as tables, countertops, chairs, condiment areas, appliances, walls, trash receptacles, and any other high-touch surfaces\* that might have been touched by users.

**Other Common Areas:** All surfaces such as lockers, libraries, study areas, bulletin boards, doors, door handles, waiting rooms, stairwells, walls, and any other high-touch surfaces\* that might have been touched by users.



**Restrooms:** All surfaces such as fixtures, toilets, urinals, sinks, showers, countertops, dispenser handles, door handles, faucets, and any other high-touch surfaces\* that might have been touched by users.

- ❖ Once our team has adequately disinfected by hand, we will commence electrostatic disinfecting services. The electrostatic spraying machines use a CDC approved virucide to effectively eradicate all contaminants in vicinity of the service.
- ❖ Our associates will use electrostatic sprayers to spray all areas of a desired space, working from high to low and left to right, until all areas are covered in disinfectant mist. The nature of the mist allows it to coat surfaces evenly, and envelope objects, even if the mist is only sprayed from one side, tackling all of the hard to reach areas such as crevices, corners, or awkwardly shaped objects.
- ❖ As our associates proceed through the room, we will ensure the mist is within reach of all areas including, but not limited to:
  - ✓ Ceiling Vents
  - ✓ Walls
  - ✓ Horizontal & Vertical surfaces
  - ✓ Floors
  - ✓ Fixtures
  - ✓ Tables, Desks & Chairs
- ❖ We will provide all management and oversight of site associates, ensuring quality control over all aspects of your disinfection services.
- ❖ Once our teams have adequately provided disinfectant to all desired areas, they will properly dispose of all contaminated supplies and materials, including PPE, before closing off the space to allow ample time for the disinfectant to seep into surfaces and eradicate contaminants.
- ❖ Your Operations Manager or Site Supervisor will contact the School Administrator once services are completed to discuss preventative measure options to ensure adequate disinfecting is maintained moving forward, fostering a healthy learning environment.

*\*Please see Exhibit A for sample high-touch surfaces of a typical classroom setting.*

*\*\*Full Pandemic Response may be performed as a one-time service or on-going, as requested.*

## Day 1 and Beyond

- ✓ *We are continuously looking at best practices and coming up with new ways to adapt during these difficult times and beyond. As any updates are made, we will keep you informed every step of the way.*
- ✓ *Should your educational facility have an emergency arise, we've developed a Rapid Response Protocol for urgently handling a suspected case of COVID-19 or other contaminants at client sites.*

***\*This Rapid Response Protocol is outlined in Exhibit B at the end of this document.***

- ✓ *As a credible and frequently updated reference, the CDC is continuously updating their guidelines to best facilitate a safe and successful reopening of your educational facility. The link to their most recently published guidelines can be found below:*

<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/prepare-safe-return.html>

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We know many things will be different when your educational facility reopens, but just as things will be different, we'll be standing alongside of you to help you adapt as a steady and reliable partner. We are all in this together and we look forward to continuing communications and working together to customize innovative solutions to best serve your school and foster a productive yet safe educational experience.

Thank you and stay safe.

*-Planned Companies Internal Pandemic Response Team*



**\*Exhibit A\***



**\*Exhibit B\***

**Planned Companies**  
**Rapid Response Protocol**



Upon receiving notification from a client of an emergency development, such as learning a student or faculty member has received a positive diagnosis for COVID-19, Planned Companies will immediately commence the following ***Rapid Response Protocol***.

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1. Immediately upon receipt of your notification, your Operations Manager or Planned Representative will set up a meeting with you to discuss the emergency and next steps. This meeting may take place virtually via Zoom or Teams, or if preferable, in person. We will provide you a formal proposal with a quoted rate within 4 hours.
2. Once receiving client approval, your Operations Manager will assess and assemble the needed supplies, equipment, PPE and emergency response team members.
3. Upon arriving at the site, we will perform disinfection of the entire school or educational facility, utilizing our Full Pandemic Response service which includes electrostatic spraying of a CDC approved disinfectant, as outlined in the "Scope of Work" above.
4. Your Operations Manager or Planned Representative will oversee the crew that will perform our Rapid Response Protocol Services. Upon completion of service, they will notify you that the job has been completed, including sending pictures of the newly disinfected space, if applicable. They will also communicate with you any additional findings and recommended next steps to maintain a clean and healthy space.