

## Section One: PROFESSIONALISM

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1. SoftWash Systems In-Network Companies pledge to meet and maintain local minimum licensing standards. Business licenses should be kept on hand and available in the office and on the service and sales trucks.

2. SoftWash Systems In-Network Companies pledge to adhere to their state's minimum standards liability insurance, auto insurance and workers' compensation insurance. Insurance certificates will be kept on hand and available in the office and on the service and sales trucks.

3. SoftWash Systems In-Network Companies pledge to identify their vehicles clearly with company name, logo, and contact information according to local standards. SoftWash Systems In-Network Companies understand that this is not only law in some communities but also good business practice.

4. SoftWash Systems In-Network Companies pledge to present customers with clear and complete proposals, before commencing contracted work. This proposal will be on a printed business form or type written proposal.

5. SoftWash Systems In-Network Companies pledge to produce a complete and correct scope of work for customer's approval before commencing contracted work. This scope of work will be on a printed business form or by type written contract or scope.

6. SoftWash Systems In-Network Companies pledge to run background checks on employees, not placing customers in possible jeopardy. Employees with questionable backgrounds will be utilized only in areas where interaction with the public is not possible.

7. SoftWash Systems In-Network Companies who maintain a web site pledge to use such site for company promotion, customer education, and commerce. The In-Network Company will display license numbers and proper SoftWash Systems co-branding on the header or footer of the website.

8. SoftWash Systems In-Network Companies pledge to wear uniforms for professionalism as well as for safety. SoftWash Systems In-Network Companies understand that uniforms are key in presenting a clean professional company.

9. SoftWash Systems In-Network Companies pledge to issue company identification badges for all employees. ID Badges will show the company logo, appropriate SoftWash Systems co-branding, employees name, employees' photo, and employees job title / position. An The Seal badge meets these requirements.

10. SoftWash Systems In-Network Companies pledge to resolve customer complaints quickly and equitably, closing the complaint to the best of the member's ability. SoftWash Systems In-Network Companies are strongly recommended to utilize consumer dispute resolution services like those found at the BBB.

## Section Two: EQUIPMENT

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11. SoftWash Systems In-Network Companies pledge to make sure cleaning equipment will meet all sub-parts of this section. Each standard will be applied to member's equipment whether retail manufactured, custom designed, or owner installed.

12. SoftWash Systems In-Network Companies pledge to use a soft washing module with Blend Technology from SoftWash Systems for their soft wash cleaning operations.

13. SoftWash Systems In-Network Companies pledge that when using power washers, the cleaning technician has received the proper training to use that power washer by a SoftWash Systems Certified Trainer or a trainer approved at the discretion of SoftWash Systems to ensure quality standard.

14. SoftWash Systems In-Network Companies pledge that power washers will only be used for flat concrete surfaces and heavy restoration cleanings as directed in the SoftWash Systems training programs. Power washers are to be used as a "Last Recourse" for cleaning.

15. SoftWash Systems In-Network Companies pledge to ensure that protocols and techniques are utilized so that their soft washing operations use 1/3 the water of traditional power washing.

16. SoftWash Systems In-Network Companies pledge that they will not, in any situation, use mechanical agitation for removal of stains from roofing materials. Mechanical agitation can be but is not limited to, high pressure washing over 200 psi, use of flat surface cleaners, brushing, scrubbing, or scraping. (Moss removal can be excluded by region)

17. SoftWash Systems In-Network Companies pledge to have written standards for cleaning processes using various techniques and chemical ratios for cleaning different roof and exterior surfaces. Training specific to member's equipment will be made available to users / employees.

18. SoftWash Systems In-Network Companies pledge to ensure that spraying equipment and holding tanks are maintained and not leaking or emitting chemicals and/or VOC's.

19. SoftWash Systems In-Network Companies pledge to ensure that equipment; either mounted to trailers and or directly to motorized vehicles, will be secured in accordance with US DOT standards. Mounts should be inspected by a competent person bi-annually.

20. SoftWash Systems In-Network Companies pledge to ensure that spraying equipment tanks conform to US DOT standards and remain within legal carrying capacities based upon drivers licensing. Furthermore, tanks holding chemicals should not have a capacity of more than 119 gallons.

## Section Three: CHEMICALS

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21. SoftWash Systems In-Network Companies pledge to exclusively use SoftWash Systems Good Stewards soft washing chemicals & surfactants for their soft wash cleaning operations.

22. SoftWash Systems In-Network Companies pledge to follow the Asphalt Roofing Manufacturers Association (ARMA) Technical Bulletin for cleaning roofs, including accepted chemicals.

23. SoftWash Systems In-Network Companies pledge to use chemicals that have been tested and approved for mixing with hypochlorite solutions.

24. SoftWash Systems In-Network Companies pledge to become educated on the safety and usage of soft wash cleaning chemicals, their storage, and the impact they may have on the environment.

25. SoftWash Systems In-Network Companies pledge to mix their roof cleaning chemical solution strictly according to the chemical manufacturers label and provide training to employees on mixing chemicals that are available to them.

26. SoftWash Systems In-Network Companies pledge to ensure that the final cleaning solution shall not exceed a PH of 10 or an overall hypochlorite percentage of 5% for cleaning roofs. Exceeding a PH of 10 or an overall hypochlorite percentage of 5% will result in a solution that is too corrosive and detrimental to many roofing types, possibly voiding the roofing manufacturer's warranty.

27. SoftWash Systems In-Network Companies pledge to ensure that chemicals are carried / transported in accordance with manufacturer's label (and take the steps necessary) to keep incompatible chemicals from interacting with each other.

28. SoftWash Systems In-Network Companies pledge to ensure that chemicals that are repackaged will be re-labeled and properly identified in that new container or holding tank.

29. SoftWash Systems In-Network Companies pledge to use chemicals that are environmentally responsible and/or biodegradable. Where this is not possible, SoftWash Systems In-Network Companies are advised to utilize proper disposal and or collection methods to ensure that good stewardship of the environment is observed.

30. SoftWash Systems In-Network Companies pledge to keep Safety Data Sheets (SDS) for each chemical carried and in use on their truck. SoftWash Systems In-Network Companies are strongly advised to receive training on chemical disposal as well as spill clean-up and removal. Trucks are advised to carry shipping papers, a spill contingency plan if any one chemical exceeds a reportable quantity as defined by USDOT. Local emergency numbers, as well as contact info for Chemtrek or InfoTrack (this is required by law in all 50 states) will be displayed within the health and safety manual.

## Section Four: SAFETY

31. SoftWash Systems In-Network Companies pledge to participate in yearly educational opportunities that are abundant within the cleaning community and at SoftWash Systems Academy. A list of some of those opportunities will be kept on the SoftWash Systems website to aide SoftWash Systems In-Network Companies with education elements.

32. SoftWash Systems In-Network Companies pledge to be proficient in the proper placement of ladders regarding correct angle of pitch. Member should be able to explain in detail the types, parts, and proper placement of a ladder to ensure no movement will occur.

33. SoftWash Systems In-Network Companies pledge to be proficient in fall safety, the safe use of body harnesses, the inspection of fall positioning and or arrest equipment, and the required times of use of fall positioning and/or arrest equipment. SoftWash Systems In-Network Companies should also be educated so that most of a roof can be cleaned without climbing on the roof.

34. SoftWash Systems In-Network Companies pledge to be proficient in the safe manner of accessing, ascending, and walking a roof. If a company's employee must access the roof a Roof Safety Plan must be filed with the company safety officer (before accessing the roof).

35. SoftWash Systems In-Network Companies pledge to be proficient in the use and operation of high lift equipment if and when it may be used during the course of business. SoftWash Systems In-Network Companies are strongly advised to be trained and approved by the company safety officer and/or equipment rental company before using high lifts.

36. SoftWash Systems In-Network Companies pledge to use respirators and/or nuisance gas masks. SoftWash Systems In-Network Companies are advised to be trained in the proper use, care, and storage of respirators. Employers are very strongly advised to have an OSHA respirator program in place that is applicable with the type of mask in use.

37. SoftWash Systems In-Network Companies pledge to use safety eyewear / face shield whenever mixing or spraying chemicals and/or during operation of equipment that creates potential for eye accidents. SoftWash Systems In-Network Companies are strongly advised to undergo training for the use of eye protection.

38. Whereas State or Federal DOT requires operators to have a commercial drivers license and/or other endorsements, SoftWash Systems In-Network Companies pledge to comply with these requirements.

39. SoftWash Systems In-Network Companies pledge to insure that remaining and/or refuse chemical containers are cleaned out after use and discarded (preferably recycled) in accordance to their local municipalities' regulations.

40. SoftWash Systems In-Network Companies pledge to have Health & Safety as well as SDS & Shipping Paper binders on each and every service truck as well as at the facility.

## Section Five: EDUCATION

41. SoftWash Systems In-Network Companies will provide a "First Aid" class. SoftWash Systems In-Network Companies are likewise advised to keep documentation of this training for all helpers and employees.

42. SoftWash Systems In-Network Companies will provide a "ladder safety and inspection" class. SoftWash Systems In-Network Companies are likewise advised to perform regular inspections of ladders for damaged, worn, or missing hardware.

43. SoftWash Systems In-Network Companies will provide a "Personal Protection Equipment" (PPE) class. SoftWash Systems In-Network Companies are likewise advised to keep proper documentation of assignment and use of PPE by helpers and/or employees.

44. SoftWash Systems In-Network Companies are encouraged to contribute and answer educational posts on the In-Network Facebook Group. The more knowledge we can pass around helps others coming into the Network and creates a knowledge base for years to come.

45. SoftWash Systems In-Network Companies will be trained in the recommended procedure for collection of "run-off" or waste streams, following local municipal BMP's (Best Management Practices) as not to violate the US Clean Water Act.

46. SoftWash Systems In-Network Companies are encouraged to attend small business workshops and/or utilize entrepreneurial centers in their area. SoftWash Systems In-Network Companies should understand that business is ever evolving and, as their business grows, will interact with differing laws and governmental requirements they may be unaware of.

47. SoftWash Systems In-Network Companies are encouraged to receive all of the above training from SoftWash Systems Academy. SoftWash Systems In-Network Companies are likewise advised to keep documentation of this training for all employees.

48. SoftWash Systems In-Network Companies will positionally train, test and certify their employees utilizing the SoftWash Systems Academy Online.

49. SoftWash Systems In-Network Companies are encouraged to display their employee's positional certifications at their place of business and/or on their website.

50. SoftWash Systems In-Network Companies will complete a total of 60 Continuing Education Units (CEUs) for In-Network status yearly. SoftWash Systems In-Network Companies are required to keep the CEU's accurate in Academy Online. If CEU's are obtained outside of SoftWash Systems, the CEU's will need to be submitted externally to the program for review and approval. The 60 CEU's are cumulative for everyone in the company.



# 50 POINT SOFTWASH SYSTEMS STANDARD

2021 Edition

NAME

COMPANY

DATE

SIGNATURE