

AUTOMATIC LAUNDRY'S

Response to the COVID-19 Pandemic



HELPING EMPLOYEES, CUSTOMERS, AND COMMUNITIES STAY SAFE

Community laundry facilities have been deemed an essential service during the COVID-19 pandemic. As a provider and servicer of laundry room washers and dryers in residential communities across the Northeast region, Automatic Laundry Services (ALS) is committed to the safety and well-being of our team members and the residents who rely on our services.

At the outset of this crisis, we immediately began coordinating with a group of essential businesses to implement a series of measures designed to keep people safe and help contain the spread of this virus. Since then, this group's management, operations, and human resources professionals have:

- Communicated daily to share information from government and medical authorities.
- Organized response teams so that we could respond to new information effectively.
- Identified and addressed specific areas of need.



Steps We Have Taken

Based on this collaboration, and guided by recommendations from the Centers for Disease Control and Prevention (CDC), ALS acted early and quickly to revise our policies and adapt our services. Our ongoing support of team members and residents includes:

- Instructing our team members to stay home if they, or anyone in their house, exhibit ANY symptoms of illness.
- Supplementing our financial support for team members through our enhanced PTO policy.
- Activating remote workplace procedures where feasible to maintain our service.
- Educating all team members on respiratory etiquette and hand hygiene practices.
- Requiring all team members to wear face coverings and gloves when visiting job sites, and to wash or sanitize their hands between job sites.
- Performing thorough worldwide searches for sanitary supplies.
- Closing laundry rooms temporarily during repair visits, whenever possible, to speed up the repair process and enable social distancing.
- Providing tools to support routine environmental cleaning procedures in our operations.
- Instituting advanced call screening to assist residents remotely through our senior techs and management team.
- Adding mobile payment services through Laundry-Connect™ Pay, so that residents can make contactless payments and remotely check on available machines and laundry status through our laundry monitoring service LaundryConnect™.
- Working closely with local, state, and federal agencies to ensure safety and compliance.
- Postponing scheduled vend increases.
- Making comprehensive procedural modifications (see below) to increase safety while maintaining service.

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Our Revised Procedures and Recommendations

Providing safe access to laundry services is important for us all, and we have prioritized the installation and servicing of machines in order to best meet overall demand. We ask for your support in implementing the following procedures and recommendations as we continue to work together on behalf of residents.

We encourage property management to:

- Keep the community laundry room and related equipment (AVUs) accessible and running. Access to safe laundry services can stop the spread of the virus and is vital to residents.
- Clean and disinfect laundry rooms and laundry machines regularly. According to the CDC, routine cleaning methods and products are sufficient for neutralizing the virus.
- Limit the number of people in the laundry room at the same time by recommending that residents exit the room immediately (and wait elsewhere) after loading machines.
- Designate specific hours of access (for example, by floor) in order to control laundry room traffic.

We encourage residents to:

- Follow CDC general guidelines for doing laundry as well as issued recommendations for properties with suspected/confirmed COVID-19.
- Use our mobile app (for properties equipped with Laundry-Connect™ Pay) to take advantage of contactless payment and avoid making unnecessary trips to the laundry room or off premises to get quarters.
- Create and manage online accounts where available to reduce the need to call customer service.
- Exit the laundry room immediately after loading machines and fold clean laundry in their unit or room, in order to minimize the number of people in the laundry room at any one time.

During a maintenance visit, our technician may:

- Ask if any individuals diagnosed with COVID-19 reside on the property.
- Briefly post an “in-service” sign while servicing machines, in order to maintain social distancing.