



Request for Proactive Cleaning to Minimize the Transmission of Emerging Viral Pathogens (including Coronavirus)

Customer Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Due to recent events, you have requested that the Servpro franchise system provide proactive cleaning, sanitizing and disinfection of the properties you identify. You have informed us that you are not aware of any presence of, or exposure to, specific/unusual viruses, bacteria or biohazards beyond those normally occurring in such buildings.

According to the United States Centers for Disease Control and Prevention, Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). CDC is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that has been named "SARS-CoV-2" and the disease it causes has been named "coronavirus disease 2019" (abbreviated "COVID-19").

Currently there are no disinfectants that have been tested specifically for this particular emerging viral pathogen. The CDC is recommending a labeled Hospital Grade disinfectant with claims against similar type organisms to SARS-CoV-2. The disinfectants the workers will use meet this criteria. Product information can be found in Technical Data and Safety Data Sheets, available upon request.

As part of their cleaning, sanitizing and disinfecting, workers will clean a variety surfaces with special attention paid to frequently touched surfaces, such as doorknobs, light switches, countertops, keyboards and desks. They will use industry-standard protocols; non-porous surfaces will be cleaned and disinfected, porous surfaces will be cleaned. A specific scope of work will be communicated to you prior to the start of work.

While we believe this protocol is effective to clean and disinfect, we cannot provide assurances that all pathogens will be eliminated. Of course, any area may be infected later if exposed to someone who is contagious with any pathogen. It is important that you continue to follow CDC's recommendations found on their website. For example, it is important that you continue to perform routine environmental cleaning. This includes routinely cleaning with effective and approved cleaning agents. Use all cleaning products according to the directions on the label. In addition, provide disinfectant wipes so that commonly used surfaces can be cleaned before each use.

Customer's Signature: _____ Provider's Signature: _____

Printed Name: _____ Franchise Legal Name: _____

Date: _____ d/b/a SERVPRO® of: _____

Customer's Email Address: _____ Date: _____