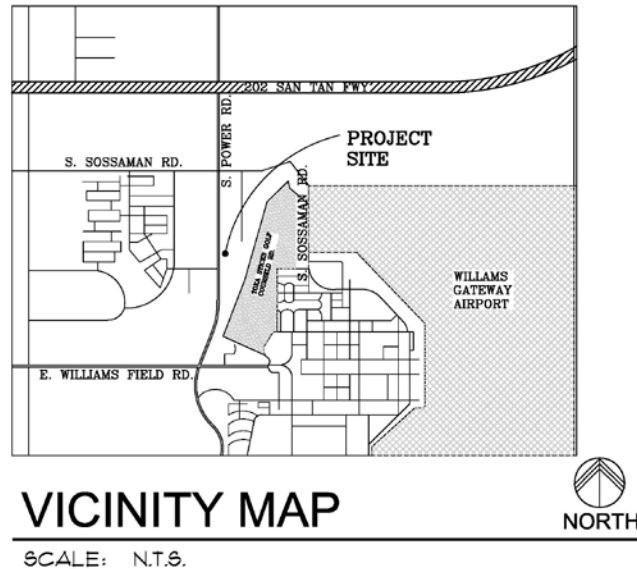




**Good Neighbor Policy for
Express Carwash
805 S. Alma School Road
Mesa, AZ**



Express Car Washes are locally owned and operated. As such, they're concerned about being good neighbors. As part of their operational policies, the manager and corporate information are posted on the office doors. This allows customers or neighbors to contact the company with any concerns. Contact information for filing a complaint is permanently posted on the office door as follows:

For complaints and suggestions please contact:
Express Car Wash
Attention: Josh Perrault
2398 East Camelback Road
Suite #615
Phoenix, AZ 85016
Phone: 877-643-1257

Complaints are received by telephone or mail. The complaints are given to Mr. Perrault. Then Mr. Perrault or another manager will respond to the person making the complaint to ensure the communication is clear. Next, they will address the complaint with onsite management and staff. Complaints require the attention of the staff and procedural changes are addressed at weekly staff meetings until the operations are sufficiently revised to address the complaint. Express Car Wash gives a personalized response to every individual who files a grievance.

Individuals filing a complaint are encouraged to follow up with the Mr. Perrault if the situation is not resolved by their next visit.

On Site Operations and Design:

Security and safety are concerns for this business. The building is designed with roll down shutters at both ends of the tunnel and over the vending area opening which prevents illegal, non-business hour occupancy. Additionally, the building will be outfitted with 24 hour security cameras. The footage from the cameras will be made available to police and neighbors if the footage is needed.

The location of the office allows staff to see paystations, vacuum areas and into the tunnel without the need to have blinds to deflect the afternoon sun. The windows along the tunnel allow a view into and out of the tunnel for increased visibility and the reduction of blind spots.

The hours of operations for Express Car Wash will be 7 am to 7 pm seven days a week. There will be a minimum of 3 employees on site at all times when the business is open. The employees arrive one hour before 7 am to clean the site and test the equipment. The employees also remain on site for a minimum of 30 minutes after close to clean the site and close the business. During the business day, one employee cleans the tunnel, approach drive and exit drive while assisting customers in aligning their vehicles with the correlator. Another employee aids customers at the paystations, ensuring the vehicles are ready and capable of proceeding through the wash tunnel. Another employee roams the site to aid customers at the vacuums and to continually clean the parking lot from litter and debris. Additional employees are occasionally on site to maintain the equipment and aid in the operations. Each parking stall will be provided with a trash can on the canopy structure to aid the staff in controlling litter.

Noise and lighting will be controlled as a courtesy to the neighboring businesses. The noise will be mitigated by providing the central vacuum equipment inside the building's equipment room and running the main feeds to the vacuum stations underground. The noise from the wash tunnel will be mitigated using softened building materials on the inside of the tunnel.

As part of the efforts to reduce unwanted noise, the covered vacuum stations are provided with a radio speaker system which plays soft, calming music. This technique has been shown to discourage customers at the vacuum stations from playing their own car radios at a higher volume.

The lighting is designed for safety. For example, each canopy has integrated lighting. There will be additional lighting on the building and parking light poles. The site lighting systems will be programmable. This provides for a secure and visible environment at night while taking into consideration the needs of the neighborhood.

The employees are in constant communication with each other. The employees' first responsibility upon arrival, in the morning, is to walk the site for security and cleaning purposes, and their primary responsibility is the safety of all customers and their fellow employees.