

## **Good Neighbor Policy**

Zooms Car Wash  
4225 S. Power Road  
Mesa, AZ 85212

Zooms Car Wash is locally owned and operated. As such, we are concerned about being good neighbors. Corporate contact information will be posted on the office doors. This allows customers or neighbors to contact the company with any concerns.

For complaints and suggestions, please contact:

Zooms Car Wash  
Attention: Ms. Trudy Licano  
Office Address: 6903 E. Parkway Norte  
Mesa, AZ 85212

Complaints received will be followed up with onsite staff to investigate and rectify the situation. Management or assigned staff will follow up with the complainant if contact information is provided. Procedural changes will be discussed with staff as necessary to alleviate future situations of similar nature.

Safety and cleanliness are important to us. Please let our onsite staff or management know if you find the site in an unkempt or unsafe condition. Additionally, the building is outfitted with 24-hour security cameras for customer and staff safety. The hours of operation for Zooms Car Wash will be 6 am to 11 pm seven days a week. There will usually be 3 employees on site during business hours.

### **Onsite Operations and Design:**

Security and safety are concerns of this business. The building has roll up doors at each end of the wash tunnel, and vending machines are located inside the tunnel space. This will help alleviate non-business hour occupancy. The location of the office allows for visual access of the entire operations of the facility.

Onsite staff will arrive prior to opening for startup, and remain after closing to clean the site and maintain mechanical equipment of the site appropriately. Other onsite employees will provide customer service, keep the site clean, and provide security for patrons and fellow employees.

Lighting will be controlled by directional lighting, and all mechanical equipment including vacuum motors will be housed inside the structure for noise cancellation. Interior soft finishes within the wash tunnel along with noise bladders on air equipment will alleviate much of the noise generated.