



Good Neighbor Policy:

We strive to be a constructive and active member of our community, which primarily includes our neighbors. Most of our fundraising ideas and involvement comes from those neighbors who are in close proximity to our location. However, in the off chance that there is a complaint or concern from a neighbor, we have specific processes and avenues of communication:

- Per our Standard Operating Procedure Manual, which every employee and manager is trained on and has access to, ***"If the issue is something related to the overall practices of the company, the customer can be given a customer service card and directed to contact the corporate office. The customer can always contact customer service at 888-QQ-CARWASH."*** Our call center is open to receive calls during normal business hours.
- Store managers have their business cards at the location, so the customer or neighbor can call them directly. The manager also works the majority of the hours of operation (Manager hours are typically 8:00 to 5:00, Tuesday to Saturday), which makes them easily accessible to the community.
- We have signs in our vacuum area to remind our customers to keep their music down, and that they can only vacuum for a few minutes. If a customer is not adhering to that policy, we do have employees who periodically patrol the vacuum area who provide kind reminders to them. This is done to be mindful of our neighbors and for the benefit of the other customers vacuuming; who may not want to hear that music either.
- Our website www.dontdrivedirty.com is always updated with the most up to date information. This website provides who the manager is for any given location and their contact information. If there is ever a complaint or concern, the neighbor or customer can easily access the contact information for our manager or call center.
- It is company policy that all complaints and concerns are addressed within 24 hours.

In summary, we train our employees to either correct or direct the customer in the right direction, we train our customers to be mindful of those around them, and we provide easy accessibility for anyone who may have a complaint, with a timely response.