

Section One: *PROFESSIONALISM*

1. SoftWash Systems Affiliate Companies pledge to meet and maintain local minimum licensing standards. Business licenses should be kept on hand, available in the office, service, and sales trucks.
2. SoftWash Systems Affiliate Companies pledge to adhere to their State's minimum standards for liability insurance, auto insurance, and workers' compensation insurance. Insurance certificates will be kept on hand and available in the office, service and sales trucks.
3. SoftWash Systems Affiliate Companies pledge to identify their vehicles clearly with company name, logo, and contact information according to local standards. SoftWash Systems Affiliate Companies understand that this is not only law in some communities but also good business practice.
4. SoftWash Systems Affiliate Companies pledge to present customers with clear and complete proposals before commencing contracted work. This proposal will be in a printed business form or typewritten proposal.
5. SoftWash Systems Affiliate Companies pledge to produce a complete and correct scope of work for customer's approval before commencing contracted work. This scope of work will be on a printed business form or by a typewritten contract or scope.
6. SoftWash Systems Affiliate Companies pledge to run background checks on employees, not placing customers in possible jeopardy. Employees with questionable backgrounds will be utilized only in areas where interaction with the public is not possible.
7. SoftWash Systems Affiliate Companies who maintain a website pledge to use such site for company promotion, customer education, and commerce. The Affiliate Company will display license numbers and proper SoftWash Systems co-branding on the co-branding bar of the website.
8. SoftWash Systems Affiliate Companies pledge to wear uniforms for professionalism and safety. SoftWash Systems Affiliate Companies understand that uniforms are key in presenting a clean, professional company.
9. SoftWash Systems Affiliate Companies pledge to issue company identification badges for all employees. ID Badges will show the company logo, appropriate SoftWash Systems co-branding, employee name, photo, and job title/position. The Seal badge meets these requirements
10. SoftWash Systems Affiliate Companies pledge to resolve customer complaints quickly and equitably, closing the complaint to the best of the member's ability. SoftWash Systems Affiliate Companies are strongly recommended to utilize consumer dispute resolution services like those found at the BBB.

As a condition of my ongoing Affiliate status, I will follow the above Professionalism Standards.

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Section Two: *EQUIPMENT*

11. SoftWash Systems Affiliate Companies pledge to ensure soft washing cleaning equipment meets all sub-parts of this section. Each standard will be applied to members' equipment, whether retail manufactured, custom designed, or owner installed.
12. SoftWash Systems Affiliate Companies pledge to use a soft washing module with Blend Technology from SoftWash Systems for their soft wash cleaning operations.
13. SoftWash Systems Affiliate Companies pledge that when using power washers, the cleaning technician has received proper training to use that power washer by a SoftWash Systems Certified trainer or trainer approved at the discretion of SoftWash Systems to ensure quality standard.
14. SoftWash Systems Affiliate Companies pledge that power washers will only be used for flat concrete surfaces and heavy restoration cleanings as directed in the SoftWash Systems training programs. Power washers are to be used as a "last resort" for cleaning.
15. SoftWash Systems Affiliate Companies pledge to ensure that protocols and techniques are utilized so that their soft washing operations use 1/3 the water of traditional power washing.
16. SoftWash Systems Affiliate Companies pledge that they will not, in any situation, use mechanical agitation for removal of stains from roofing materials. Mechanical agitation can be but is not limited to, high pressure washing over 200 psi, use of flat surface cleaners, brushing, scrubbing or scraping. (Moss removal can be excluded by region)
17. SoftWash Systems Affiliate Companies pledge to have written standards for cleaning processes using various techniques and chemical ratios for cleaning the different roof and exterior surfaces. Training specific to members' equipment will be available to users/employees.
18. SoftWash Systems Affiliate Companies pledge to ensure that spraying equipment and holding tanks are maintained and not leaking or illegally emitting chemicals and/or VOCs.
19. SoftWash Systems Affiliate Companies pledge to ensure that equipment, either mounted to trailers or directly to motorized vehicles, will be secured following US DOT standards. Mounts should be inspected and rated bi-annually.
20. SoftWash Systems Affiliate Companies pledge to ensure that spraying equipment tanks conform to US DOT standards and remain within legal carrying capacities based upon driver's licensing. Furthermore, tanks holding chemicals should not have a capacity of more than 119 gallons.

As a condition of my ongoing Affiliate status, I will follow the above Equipment Standards.

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Section Three: *CHEMICALS*

21. SoftWash Systems Affiliate Companies pledge to exclusively use SoftWash Systems Good Stewards soft washing chemicals & surfactants for their soft wash cleaning operations.
22. SoftWash Systems Affiliate Companies pledge to follow the Asphalt Roofing Manufacturers Association (ARMA) Technical Bulletin for cleaning roofs, including accepted chemicals.
23. SoftWash Systems Affiliate Companies pledge to use chemicals that have been tested and approved for mixing with hypochlorite solutions.
24. SoftWash Systems Affiliate Companies pledge to become educated on the safety and usage of soft wash cleaning chemicals, their storage, and their impact on the environment.
25. SoftWash Systems Affiliate Companies pledge to mix their roof cleaning chemical solution strictly according to the chemical manufacturer's label and provide training to employees on mixing chemicals that are available to them.
26. SoftWash Systems Affiliate Companies pledge to ensure that the final cleaning solution shall not exceed a PH of 10 or an overall hypochlorite percentage of 5% for cleaning roofs. Exceeding a PH of 10 or an overall hypochlorite percentage of 5% will result in a solution that is too corrosive and detrimental to many roofing types, possibly voiding the roofing manufacturer's warranty.
27. SoftWash Systems Affiliate Companies pledge to ensure that chemicals are carried/transported according to the manufacturer's label (and take the necessary steps) to keep incompatible chemicals from interacting with each other.
28. SoftWash Systems Affiliate Companies pledge to ensure that chemicals that are repackaged will be relabeled and properly identified in that new container or holding tank.
29. SoftWash Systems Affiliate Companies pledge to use environmentally responsible and/or biodegradable chemicals. Where this is not possible, SoftWash Systems Affiliate Companies are advised to utilize proper disposal and/or collection methods to ensure good stewardship of the environment is observed.
30. SoftWash Systems Affiliate Companies pledge to keep Material Safety Data Sheets (SDS) for each chemical carried and used on their truck. SoftWash Systems Affiliate Companies are strongly advised to receive training on chemical disposal and spill clean-up and removal. Trucks are advised to carry shipping papers, and a spill contingency plan if any one chemical exceeds a reportable quantity as defined by USDOT. Local emergency numbers, as well as contact info for Chemtrek or InfoTrack (this is required by law in all 50 states), will be displayed within the health and safety manual.

As a condition of my ongoing Affiliate status, I will follow the above Chemical Standards.

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Section Four: SAFETY

31. SoftWash Systems Affiliate Companies pledge to participate in yearly educational opportunities that are abundant within the cleaning community and at SoftWash Academy. A list of some of those opportunities will be kept on the SoftWash Systems Community website to aid SoftWash Systems Affiliate Companies with education elements.
32. SoftWash Systems Affiliate Companies pledge to be proficient in correctly placing ladders regarding the correct slant angle. Member should be able to explain in detail the types, parts, and proper placement of a ladder to ensure no movement will occur.
33. SoftWash Systems Affiliate Companies pledge to be proficient in fall safety, the safe use of body harnesses, the inspection of fall positioning and or arrest equipment, and the required times of use of fall positioning and arrest equipment. SoftWash Systems Affiliate Companies should also be educated in the proper use of anchoring systems associated with these systems.
34. SoftWash Systems Affiliate Companies pledge to be proficient in the safe manner of accessing, ascending, and walking a roof. SoftWash Systems Affiliate Companies should receive training for proper roof traversing techniques. If a Company's employee must access the roof a Roof Safety Plan must be filed with the company safety office (before accessing the roof).
35. SoftWash Systems Affiliate Companies pledge to be proficient in the use and operation of high lift equipment if and when it may be used during business. SoftWash Systems Affiliate Companies are strongly advised to be trained and approved by the company safety officer and equipment rental company before using high lifts.
36. SoftWash Systems Affiliate Companies pledge to use respirators and/or nuisance gas masks. SoftWash Systems Affiliate Companies are advised to be trained in the proper use, care, and storage of respirators. Employers are strongly advised to have an OSHA respirator program in place that applies to the type of mask in use.
37. SoftWash Systems Affiliate Companies pledge to use safety eyewear/face shields when mixing or spraying chemicals and during equipment operation, creating potential eye accidents. SoftWash Systems Affiliate Companies are strongly advised to undergo training in the use of eye protection.
38. Whereas State or Federal DOT requires operators to have a commercial driver's license and other endorsements, SoftWash Systems Affiliate Companies pledge to comply with these requirements.
39. SoftWash Systems Affiliate Companies pledge to ensure that remaining and refuse chemical containers are cleaned out after use and discarded (preferably recycled) by their local municipality's regulations.
40. SoftWash Systems Affiliate Companies pledge to have Health & Safety as well as SDS & Shipping paper binders on each and every service truck as well as facility.

As a condition of my ongoing Affiliate status, I will follow the above Safety Standards.

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Section Five: EDUCATION

41. SoftWash Systems Affiliate Companies will provide a "First Aid" class. SoftWash Systems Affiliate Companies are likewise advised to keep documentation of this training for all helpers and employees.
42. SoftWash Systems Affiliate Companies will provide a "ladder safety and inspection" class. SoftWash Systems Affiliate Companies are likewise advised to inspect ladders regularly for damaged, worn, or missing hardware.
43. SoftWash Systems Affiliate Companies will provide a "Personal Protection Equipment" (PPE) class. SoftWash Systems Affiliate Companies are likewise advised to keep proper documentation of assignments and use of PPE by helpers and employees.
44. SoftWash Systems Affiliate Companies are encouraged to contribute and answer educational posts on the private Facebook Group. The more knowledge we can pass around helps others coming into the Network and creates a knowledge base for years to come.
45. SoftWash Systems Affiliate Companies will be trained in the recommended procedure for collection of "run-off" or waste streams, following local municipal BMP's (Best Management Practices) as not to violate the US Clean Water Act.
46. SoftWash Systems Affiliate Companies are encouraged to attend small business workshops and/or utilize entrepreneurial centers in their area. SoftWash Systems Affiliate Companies should understand that business is ever evolving and, as their business grows, will interact with differing laws and governmental requirements they may be unaware of.
47. SoftWash Systems Affiliate Companies are encouraged to receive all of the above training from Softwash Systems Academy. Softwash Systems Affiliate Companies are likewise advised to keep documentation of this training for all employees.
48. SoftWash Systems Affiliate Companies will positionally train, test, and certify their employees utilizing the SoftWash Systems Academy Online.
49. SoftWash Systems Affiliate Companies will display their employees' positional certifications at their place of business and/or on their website.
50. SoftWash Systems Affiliate Companies will complete a total of 60 Continuing Education Units (CEUs) for Affiliate status yearly. Softwash Systems Affiliate companies are required to keep the CEU's accurate in the Academy Online. If CEU's are obtained outside of SoftWash Systems, the CEU's will need to be submitted externally to the program for review and approval. The 60 CEU's are cumulative for everyone in the company.

As a condition of my ongoing Affiliate status, I will follow the above Education Standards.

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50 POINT SOFTWASH SYSTEMS STANDARD

2023 Edition

NAME

COMPANY

DATE

SIGNATURE
