



ServiceMASTER of Vancouver commercial services

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July 22, 2021

RE: Cedar Leaf Oil Vapor

To whom it may concern,

I am writing to express my opinion on the above-named product CLOV.

I have been in the cleaning and restoration industry for 20 years and have faced a great many situations where I have been required to remedy damage in many different scenarios: Soot, mold, sewage, bodily fluids, viruses, and other pathogens. I have dealt with literally 1000's of water damage losses which have brought their own unique cleaning challenges.

Much of the challenges we face as cleaners is how clean the surface is, and how long it will stay clean. Unfortunately, as soon as the surface cleaned is touched, it is no longer clean (this has become more recognized during the pandemic). COVID has taken 'cleaning' from some unmentioned process in the office environment to something that is loudly and proudly announced. We are cleaning and sanitizing more than ever before, our offices and publicly accessed places are now as clean as the operating room. This does provide a certain level of income for the humble cleaning company in returning regularly to re-clean and re-sanitize monthly, weekly, and sometimes even multiple times a day. This obviously places a monetary burden on all companies and the challenge is to keep the costs as low as possible, while keeping a high level of cleanliness. I believe if costs stay the way they are the trickle-down effect is going to impact everybody in their wallets.

An example of conventional cleaning methods take one of my customers who lease over 30,000 sf (3 floors) in a downtown Vancouver building. Their office is working at perhaps 40% capacity, and we are cleaning 7 nights a week. Some workstations, offices, meeting rooms, some are cleaned nightly as these areas are set up as hoteling areas (anybody can use them) as they are disinfected throughout the night and ready for a different employee in the morning. Some workstations, offices etc. are cleaned weekly as they are used daily by the same staff member throughout the week. We are also completing all high touch area cleaning every night (light switches, railings, door handles, card readers, copy rooms etc.). You can see this is very detailed work from trigger spraying and wiping to the use of fogging machines, and electrostatic sprayers. The



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financial burden for this one customer runs a little shy of \$4000 per week for this service, the labor is running close to 5 hours per evening and longer on the weekend. We have been completing this detailed cleaning service for approximately 5 months and have invoiced close to \$90,000.

Having looked at the science, and seen the results of Cedar Leaf Oil vapor, I believe this is a solution that we need. A safe and **cost-effective** way to kill, not just the viruses we have today but potentially kill the viruses of tomorrow. ServiceMASTER of Vancouver Commercial would seriously consider getting involved in the distribution of Cedar Leaf Oil to the end-user and introducing this method of sanitizing the office environment to our current customer base which is well over 200 customers.

Sincerely,

Steve Page

Steve Page
General Manager