



To Our Valued Customers and Friends,

As businesses are starting to open, customers are returning to work and we are all experiencing this "new normal", CCM is continuing to practice PPE guidelines. In my previous letter, we stated all that we are doing to ensure our customers and employees are kept safe. Here again are the initiative we have developed for our company, customers and services we offer.

Our customers are returning to regular scheduled services and I want to make sure you all understand that the above safety precautions are not going to stop. We will continue to advance and refine all practices as new information regarding the Corona Crisis becomes available. My first intent always is safety and that begins in our offices where we are all wearing masks, using rubber gloves as needed and keeping the 6-10 feet of social distancing. We changed our work location for our residential crews to our warehouse where we have a huge amount of space and are able to keep the overhead door open in warmer weather. We are still practicing social distancing in our cars and will continue to do so. We specialize our services for each customer. If you have special needs we will accommodate to the best of our ability that they be met. We have always go over and beyond for our seniors, from making lunch and running errands. Our goal is always to CUSTOM our services to your household or business location.

At this time, we are nearing a full schedule for residential and commercial cleaning. Along with our regular cleaning services Electrostatic Disinfection System. A machine that can be used in your home or office. Many of you have scheduled this service on a regular basis, weekly, bi-weekly or monthly. If you schedule service on a regular basis, we offer some great discounts. Please feel free to contact Thomas McCrone from our office for more information regarding this machine that is used by the Cleveland Clinic and Kaiser Permanents. The feedback from our customers has been overwhelming good!

Please know that I am always available to you for any comments or concerns. As we unite and get through this crisis, we will come back stronger than ever". Remember these words from Chemist Marie Curie, "Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less".

Sincerely,  
Custom Cleaning and Maintenance

A handwritten signature in blue ink that reads "Marlene Cornachio".

Marlene Cornachio  
President and CEO