

# INFORMATION ON CLEANING AND DISINFECTING SERVICES AGAINST COVID-19

## ServiceMaster EMT

ServiceMaster EMT, one of the largest cleaning and disinfecting service providers in SoCal & Nevada, offers over 30 years of proven experience through our offices in San Diego, Los Angeles, Riverside, Orange, San Bernardino and Ventura Counties. As well as Las Vegas, NV.

Disinfection and cleaning services are core ServiceMaster EMT capabilities, and the company has already performed hundreds of COVID-19 related services across numerous healthcare facilities, schools, businesses and homes, that are directly related to the current COVID-19 pandemic. ServiceMaster EMT is working around the clock to protect their customers, employees, and communities and help them adjust to the shifting landscape by focusing on the following:

**“AS ONE OF THE LARGEST AND MOST EXPERIENCED CLEANING AND DISINFECTION SERVICE PROVIDERS IN THE WORLD, WE ARE CERTIFIED AND TRAINED FOR MOMENTS SUCH AS THIS,”**  
**- ASTER ANGAGAW, PRESIDENT OF SERVICEMASTER BRANDS.**

### **Customer Safety and Service Needs (Healthcare Facilities, Schools, Businesses, and Homes)**

- Prioritizing the needs of healthcare facilities and healthcare workers
- Providing services, including pre-contamination protocols, post-contamination protocols and deep cleaning protocols with focus on high-touch points and other sensitive areas in customer environments
- Performing enhanced customer service protocols, based on customer preferences and/or regulatory requirements, to minimize person-to-person interactions
- Assisting essential businesses to stay open, and helping other businesses safely return to work, through deep cleaning protocols and services that help prevent the spread of COVID-19
- Deploying the 24-hour emergency response capabilities when needed by our customers.
- Monitoring information from the World Health Organization, the Center for Disease Control (CDC), and relevant local and state agencies, to adapt practices and protocols to continue to meet the needs of employees and customers



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- Leveraging the ServiceMaster network of businesses, if it is necessary, to make a customer's out-of-area facility safe and ready for business.
- Leveraging 30 years of experience in cleaning and disinfecting businesses and homes to protect customers

### **Employee Safety**

- Increasing training, testing, and educational opportunities for employees of the network, including certifications in the use of personal protective equipment (PPE) and the adoption of social distancing
- Offering updated health and safety protocols to prioritize hygienic safety, based on guidance from the CDC to minimize the spread of the coronavirus
- Ensuring adherence to strict health and safety protocols, including limiting employee-to-employee in-person interaction (for example, by enforcing 'stay at home' orders for ill/exposed employees) and increasing disinfection frequency for tools and materials

### **Resilience in Communities**

- ServiceMaster EMT holds regular virtual training sessions to ensure expertise leveraged across the field in response to COVID-19
- The company's experts are working closely with customers to respond to exposure events and deliver uninterrupted services in a timely matter

**“WE HAVE BEEN WORKING AROUND THE CLOCK, SINCE THE ONSET OF THIS CRISIS, HELPING OUR CUSTOMERS BY PROVIDING OUR DISINFECTION SERVICES. OUR CLIENTS ARE UNDERSTANDABLY CONCERNED ABOUT THEIR ENVIRONMENTS. WE HAVE ALWAYS BEEN THERE WHEN OUR CUSTOMERS AND COMMUNITIES NEED US THE MOST, AND NOW IS NO DIFFERENT.”**

**BOB ROBERTS JR., PRESIDENT,  
OF SERVICMASTER EMT .**

**If, during this time of uncertainty, you believe that EMT can help you in anyway, please do not hesitate to call us directly at the 800 number listed below 24 hours a day.**



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