

## Dear Valued Customer,

Small businesses are the soul of every community across the globe. Many of you own or work in a small business...and even more of you support your local community's small businesses each day. And right now, our communities are facing hardship.

As the Coronavirus continues to impact all of us, I wanted to take a moment to reach out to you. We here at HD clean recognizes the challenges ahead for small business owners, employees and their customers. Very humbly, we want you to know that we're here for you.

Below are a few updates of what we're doing right now:

1. We are open for business. We've taken several proactive measures to address the challenges that COVID-19 brings and avoid any disruption to our services. We are working hard to protect the health of anyone who may need our services. We are stepping up health and safety efforts in our production using a sanitizer on all our screens to sterilize the surface of your home before completing each job.
2. We have exterior only cleans readily available to sterilize your home from the outside in, resources to pay without ever having to step foot in the privacy of your home.
3. We are creating additional resources. On our website we will answer the most "frequently asked questions" that our customers are currently asking of us; timely educational and inspirational content for your small business; helpful links to important government and small business advocacy organizations; and stories of how other small businesses are navigating through these challenging times.
4. 7 things small business owners can do right now

Right now, we're all living in a stressful, unpredictable time...and it's putting small business owners (like you!) in a tough position.

Consumers are being encouraged to stay home to protect themselves and the public. So, instead of going out to dinner, hitting the gym, or window-shopping, people are staying in. Whether you own a brewery, a barre studio, or a baby boutique, this is a challenging time to be a small business owner.

Here, we're highlighting seven things you can do right now...to help yourself, your customers, and other small business owners.

- Encourage customers to buy gift cards now (and use them later)
  - Use other businesses curbside pickup
  - Offer contact-free delivery
  - Stream virtual classes check out zoom
  - Clearly communicate how you're cleaning
  - Give back (if you're able to)
  - Support other small business owners
5. We would love to hear from you and share your stories. Over the last week, our family has been moved by all the inspiring stories that you have shared with us and others. We are sharing these stories, ideas and needs with the world, on our social channels. Keep them coming...your fellow small businesses want to hear from you, and so do we. If you have any specific questions, ideas, stories, anecdotes or inspiration, we would love to hear from you. Please feel free to continue to reach out to us social media channels, or email us at [guzmana613@gmail.com](mailto:guzmana613@gmail.com) or [kevinjohnson89@gmail.com](mailto:kevinjohnson89@gmail.com)