



SOP 37-23CW February 17, 2023

## Rear Windshield Wiper Blade Sleeve Procedures & Policy

**Purpose:** At CarWash808 Express, our mitter brushes could potentially catch/snag a rear wiper blade causing it to pull away from the vehicle and then a wrap brush would come around to clean the rear of the vehicle and could break off the wiper blade arm. To prevent this from occurring at CarWash808 Express, Greeters will be offering windshield wiper sleeves to vehicles that come equipped with a rear windshield wiper blade. To ensure the safety of our employees and our customers, this SOP outlines the proper steps when offering and installing the windshield wiper sleeve.

### Greeter:

1. Identify vehicle equipped with a rear windshield wiper blade.
2. Advise customer to install wiper sleeve:
  - a. "It is recommended that all vehicles with a rear wiper blade installs a rear wiper sleeve to prevent possible damage going through our express carwash."
  - b. "Every time you come to wash, please ask a Customer Service Representative (CSR) for a rear wiper sleeve."
3. Give the customer a rear wiper sleeve to install:
  - a. If customer asks employee to install:
    - i. Once transaction is completed, advise customer to pull forward until the gate closes behind them.
    - ii. Once gate is closed, carefully walk towards the rear of the vehicle ensuring next customer can clearly see the employee installing rear wiper sleeve.
    - iii. Install wiper sleeve and tuck excess of sleeve under the rear wiper blade.

### Flight Deck Operator:

- As the flight deck operator, the employee can visibly monitor all vehicles going through the wash tunnel. In case a vehicle does enter the wash without a rear wiper sleeve, monitor the vehicle, particularly when going through the mitter brushes. If it is observed that a mitter brush gets caught in the rear wiper blade, immediately press the "STOP"

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button. While wearing proper Personal Protective Equipment (PPE), enter the carwash tunnel to install a rear wiper blade sleeve and safely place the rear wiper blade in its original position. Be sure to advise the Loader the reason the belt was stopped. Once completed and employees have returned to their respective positions, re-start the wash.

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