

### Culture of clean

We are here to introduce you to the AutoStone culture of clean developed to educate each Jaguar Land Rover on best cleaning practices, methods and processes. You have just purchased the best ARCH approved floor system for your Jaguar Land Rover dealership. Your store has either/or all AutoStone produced and/or supplied tile in your showroom, service reception and/or service workshop. Based on each area, you will have a different or modified approach to cleaning these areas. Due to the demand required to service automotive vehicles, more attention may be required of your service reception and your workshop, due to the reality of the automotive service product.



### Impervious clinkershop tiles

An impervious tile is the highest performance standard in the porcelain tile industry. Your AutoStone supplied Jaguar Land Rover clinkershop tile is an impervious surface that absorbs less than 0.005% moisture, which provides you an excellent surface to aid with your regularly scheduled cleaning practices.

Cleaning your service reception and workshop on a daily basis is a needed component of any floor tile system. The reality of a dealership is that the floors are truly only clean, after the dealership shuts down and cleans the

floors and until you open for business. The next day, when you open your doors, vehicles track-in road contaminants and technicians will spill chemicals, oil, grease, petroleum, gasoline and other contaminants.

AutoStone clinkershop floor tiles are premium floor system with a surface that is designed to provide STF (slip, trip and fall) benefits and have a surface that is easier to clean than a traditional "sand-paper" textured tile.

### The importance of regularly scheduled cleaning practices

Even though impervious tiles from AutoStone resist rubber transfer and staining, regularly scheduled cleaning is important. Spills and contaminants will sit on-top of the floor surface until removed by your scheduled cleaning practices, or by a spot-clean. Properly conducted and scheduled cleaning is strongly recommended.

We recommend daily scheduled floor cleaning with a floor scrubbing machine, use of a proper cleaner (de-greaser) and established protocols for spills, or "spot-cleans". Clean floors provide a better customer and employee experience as well as reduce STF (slip, trip and fall) risk and also reduce potential fires which may result from spilled flammable liquids left un-addressed on the floor. Proper floor cleaning practices require the daily proper cleaning of your floors and established "spot-clean" protocols to address spills of flammable liquids and other petrols to help reduce risk and improve workplace safety.

### General cleaning

General cleaning is an established daily cleaning procedure, done after your dealership closes and before it re-opens. We recommend dealers keep and maintain records to reflect "proper and regular cleaning practices and spill clean-up (spot-clean) protocols". **Proper cleaning includes the daily use of a floor-scrubber-sweeper machine with a wet-vac and squeegee-blade to suck-up the dirty water and wipe your floor surface clean of chemical residues.**

## cleaning recommendations

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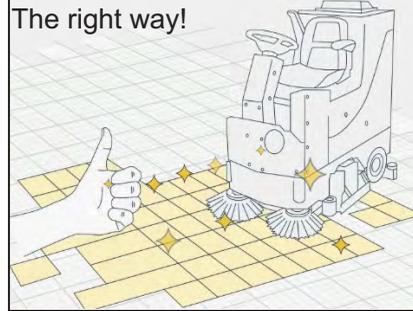
In the process of cleaning your service facility, dealers may need to take additional cleaning steps to assure that floor surfaces are properly cleaned. Hard-to-get areas sometimes don't get cleaned with your floor scrubber-sweeper-wet-vac and squeegee blade machine.

When your cleaning machines don't get to all places, additional steps should be taken to assure that your dealership workshop and service drive floor always has that clean, fresh, bright and "like-new" look. Hard-to-get spots are places where your floor cleaning machine doesn't cover on a regular basis. They can include areas such as:

- \* Against walls.
- \* Around lift posts in tech bays.
- \* Up against tech cabinets.
- \* Up against equipment racks and machines.
- \* Around drums, consumables and storage areas.
- \* Around center floor drains.
- \* Around floor drains and vents.
- \* At vehicle entry doors and exits.
- \* The interior space of tech stations.



### The right way!



- \* Riders are great.
- \* Generate good friction with black or green nylon pads.
- \* Frequently clean-out tanks.
- \* Replace consumables on regular basis.
- \* Park on chemical pad (machine drip).

## Cleaning hard-to-get places and spot spills

In these places, additional cleaning steps need to be established to make sure all these places are addressed. Depending on your dealership culture, attention to detail and your cleaning regimen these cleaning tips can help your dealership look "like-new" for the life of your dealership.

For spot-spills and hard-to-get places, we recommend dealers invest in sponge mops (with lever activated wringers) and large mop buckets (with wheels) for both your cleaning staff, and your tech's (depending on your established practices) to help address these areas on a daily basis. Having sufficient sponge mops, replacement sponge mop heads and buckets of clean water will deliver better results. We also encourage dealers establish and publish a written protocol on who cleans what areas based on individual workspaces and shared workspaces to assure that all areas are cleaned on a daily and regular basis.

Addressing and assigning cleaning duties for hard-to-get areas and when spot spills occur will help to build a strong team environment, pride in their workspace and overall better results for your dealership. The following tips should be considered for best hard-to-get places and spot spill clean-up strategies:

- \* Buckets of dirty water should be emptied after use and not left behind for the next person.
- \* When dirty water is left in buckets, it gets used again-and-again.
- \* Do not re-use water, doing so contaminates your floor with oily, dirty and greasy water.
- \* Oily, dirty and greasy water will elevate your STF (slip, trip and fall) risk and degrade your dealership appearance.
- \* Establish and post cleaning protocols to address spot spills which occur throughout daily operations.
- \* Promote the benefit of a clean environment for customers and employees alike.

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### Cleaning equipment examples for hard-to-get and spot-clean efforts

We recommend the use of a sponge mop, as shown below:

We do not recommend the use of a string-type mop:



When selecting your mop buckets, we recommend that you select a singular bucket as shown below. If you are using a sponge mop with hand wringer, you will not require a dual tank mop bucket, which are designed for use with a string mop. You need to have the right equipment used in combination together.

Recommended mop bucket type:

We do not recommend the use of this type mop bucket:



## Do's, tips and more

When implementing your cleaning strategy, make sure that your program includes the following:

- \* Mop equipment supplements your cleaning practices and does NOT replace recommended use of floor scrubber machine.
- \* Frequent replacement of consumables. Example: your sponge mop head should be replaced at least on monthly basis, depending on the area of use.
- \* Your dealership should have multiple sponge mops and buckets for use.
- \* Distinguish the difference between daily cleaning practices and "spot-cleaning". Spot-cleaning is addressing daily spills of chemicals (oil, grease, gas and all contaminants) that happen in the course of servicing vehicles. We recommend that there be an established practice on how such spills should be cleaned. Leaving spills on the floor increases your STF (slip, trip and fall) risk. AutoStone recommends that spot-cleaning be addressed quickly with the same cleaning process as outlined above.

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Avoid dirty mop water:



Hard-to-get and missed by floor scrubbing machine locations:



Additional cleaning protocols:

- \* Establish a proper janitorial location of appropriate size where supplies are accessible to your staff for both spot-cleaning and your daily-cleaning regimen.
- \* Remember: gravity causes all things to fall to the ground **and stay there until properly removed!** An AutoStone Floor System is not exempt from Newton's law of gravity! Reduce risk events and create a better visual aesthetic with AutoStone vitreous tile with good cleaning practices, you will achieve better results and a cleaner automotive dealership facility.

A culture of clean also means that AutoStone is here to educate and support you with the fundamental principles and practices required to provide you a first class Porsche facility.

## Additional information and recommendations

Please download this document as a guide to help you with proper methods and practices related to keeping your floor clean. AutoStone will also work with your cleaning service company and/or facility director during the installation phase of your floor to help them with best cleaning practices. AutoStone provides a Site Supervisor and/or an Installation Supervisor who will visit your dealership during the construction of your floor. This is the best time to get your team up to speed with proper cleaning practices.

AutoStone can review your equipment to assist you in making sure your floor scrubber-sweeper is correctly configured to maximize its ability to clean your tile and grout. AutoStone does recommend you have at least (2) floor scrubber-sweepers for your dealership. One for your AutoStone workshop and service reception and another unit specifically for your showroom. Historical evidence has shown that when floor scrubbers get dirty from cleaning the shop, they have a tendency to leave them outside the showroom use. We always recommend a good wet-vacuum to suck up dirty water. We also recommend a good flood rinse at the end of your cleaning with chemicals to remove all chemical residue which in many cases can negatively impact the performance of your floor.

## Mopping limitations and expectations

Using only a mop is not a recommended cleaning process. Mops only sling around dirty water, which dries and leaves soap and dirt contaminants behind. Mops are best used for getting to hard-to-get places floor scrubbers can't get to and for spot cleaning spills and similar temporary messes. Mops are to supplement your floor scrubbing machine practices, not replace use of a floor scrubbing machine.

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### Multi-step “sponge” mopping

We have seen multi-step “sponge” mopping work for grout joints in showroom applications. This requires (2) sponge mops and (2) separate buckets of water. You can spray a light chemical in the joint and wipe it out with the 1<sup>st</sup> sponge mop and wring it out in the bucket. The 2<sup>nd</sup> sponge mop and clean bucket of water is to act as the final clean water rinse.

In both cases, you need to empty the buckets of water, especially the 2<sup>nd</sup> bucket to make sure that you are not just re-applying chemicals to the grout joint. You can substitute the 2<sup>nd</sup> sponge mop with a good wet-vacuum system to suck up the chemicals. This low-tech manner can help get your grout joints back to a cleaner state.

### De-greasing cleaners + a clean water flood rinse

We encourage your cleaning crew to be very careful about the type of chemicals to use. We recommend that you use the appropriate cleaners for your showroom facility and your service drive and workshop areas. The chemical should be used according to the manufacturers recommend ratio. Regardless of the chemical you use to clean, we recommend your standard cleaning practice include a flood rinse with clean water after each chemical introduction.



### AutoStone cleaner for your workshop and service reception areas

For Jaguar Land Rover dealers that have our clinkershop floor system, we recommend the use of dealerclean. This is a proprietary chemical that enhances surface traction, while providing you the best cleaner for your workshop and service drive environments.

While this is a safe chemical to use with your floor scrubber machine and for your employees to administer, we do not recommend its use in your showroom. Additionally, do not allow your floor scrubber machine to drip on any floor tile surface after use. Always store your floor scrubber machine over a safety pad to capture any chemical drippings from underneath your floor scrubber machine.

Never use more than **2 oz of dealerclean per gallon of cold or hot water in your floor scrubber machine**. This de-greasing formula is a general maintenance cleaner with added STF benefits. When you use dealerclean on a regular basis, you have the best opportunity to keep your dealership workshop and service drive floors clean and safer to walk-on. Ask for dealerclean for your service department cleaner.

### Grout joint

One of the bigger cleaning issues is when dirty water and chemical residues are left behind on the tile surface and in the grout joints.

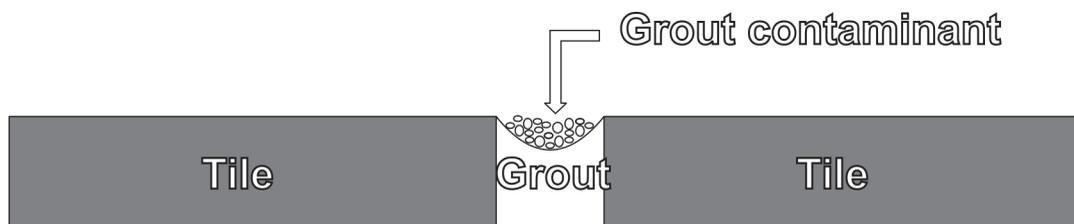
Whitening of grout joints is usually related to dried soap residue or efflorescence (caused by mineral deposits in water). Both can be better controlled by sucking up all water from the joints and using clean water as a rinse to remove any remaining chemical.

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Grout joints are the lowest point on the floor. Therefore all the contaminants usually end up in the grout joint. The best manner and method to keep them clean and true in color is to have a machine that scrubs out the joints and sucks up the cleaning chemical after scrubbing. Again, after this process, a good flood rinse will help remove any remaining contaminants and remove the chemical residue that may remain on the tile and in the grout joint.



## Tire tracking – a signature of cleaning residue

When you see rubber transfer on your floor that appears soon after cleaning, it is usually the indication that there is an acidic or similar chemical residue that remains on your floor. AutoStone recommended cleaners help reduce your concerns with tire tracking. If you use a non-AutoStone recommended cleaner, please follow the instructions on how to properly apply. If other cleaners leave a chemical residue behind which contributes to tire tracking, use a series of flood rinses to remove the residue. Acids will remain on the floor and need to be rinsed off a number of times with a clean water rinse.



## Life time technical cleaning assistance

AutoStone is here to provide technical assistance to your Jaguar Land Rover dealership for the life of your facility. As a reminder, if your cleaning practices diminish, for whatever reason, AutoStone is here to support you with technical cleaning assistance.

To achieve the best cleaning results, use AutoStone recommended cleaners for you the specific location(s) in your dealership. We recommend the use of AutoStone dealerclean for your service drive and workshop floors.

The added STF risk prevention aspect of this cleaner make it another great management tool improve workplace safety and reduce employee and customer injury on floors with chemical contaminants.

## How to achieve better cleaning results

Former cleaning practices need to be re-evaluated and a new understanding of your floor system should be embraced. There are two components that need to be cleaned: 1) your tile surface and 2) your grout joint. Both can be addressed in the same cleaning process with correct and proper cleaning equipment and techniques.

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### Mopping pro's and con's

Mops supplement good maintenance cleaning practices.

1. Mops supplement good cleaning practices. Mops should only be used to clean-up immediate spills and hard to reach areas. They should not supplant the use of a floor scrubbing machine.
2. Mops only spread dirty water and contaminants around.
3. Once the water evaporates from your floor, the dirt, soap and other chemicals/contaminants are left behind and on the surface of your tile and in your grout joint.
4. Even the best mopping practices are insufficient to provide long-term, in-depth cleaning for your showroom environments.



### Mopping hazards to avoid

1. Mopping your floor will leave soap residue behind. When the cleaner dries, it leaves a film on your tile surface, which will not provide you the cleaning appearance you desire. Certain chemicals and contaminants can make your floor look dirtier.
2. When soap residue is left behind, it can be easily re-activated with a light amount of water (misting from a light rain or even humidity). When soap is re-activated, it becomes very slippery and can negatively impact your DCOF (dynamic coefficient of friction) rating. Your DCOF level is your "slip-and-fall" rating. Soap residue will create a scenario for greater slip-and-fall accidents.
3. Mopping leaves soap residue, dirt and other contaminants in your grout joint. Initially, you will see a white residue in your grout joints – after each mopping (once the water has evaporated). This "white" contaminant is the soap residue sitting on top of your grout, in the "U" channel that makes up your grout joint.
4. Once the water has evaporated it leaves behind a chemical residue. This contaminant sits on top of the grout joint (not staining it), but remaining behind due to incorrect cleaning practices. Mopping is not the only culprit when grout looks this way. Dealers need to use a good floor scrubber-sweeper with a rotary brush and vigorous wet vacuum to suck up the dirty water, created during the scrubbing and cleaning process.
5. A good regimen that includes using a floor scrubbing machine with a wet vacuum which sucks up the dirty water generated from the cleaning process. A good wet-vac process is the best way to remove all surface contaminants. Mopping does not provide this important step in keeping your tile surface clean and your grout joint free of such contaminants.



### Achieving Jaguar Land Rover ARCH facility goals

If you follow these guidelines and keep vigilant on cleaning your Jaguar Land Rover service department and showroom, you can keep your dealership in a “like new” condition. Clean floors result because your dealership cares about your facility and the appearance of your dealership. Clean floors means you have created a safer environment as you have reduced STF (slip, trip and fall) hazards and you reduce other workplace injuries and risk by being vigilant about removing flammable liquids that may have been spilled on you floors.

Buying and AutoStone Floor System is one of many important steps in building a better Jaguar Land Rover ARCH compliant retail environment, service reception area and service workshop. That is why we focus on how our products are to be used and supported in your dealership environment.

When your dealership embraces a passion for clean, you will have a culture of clean. AutoStone is support your passion!

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