

# Quick Quack Car Wash Operational Summary

## Operating Statement

Quick Quack is a growing chain of exterior-only, soft cloth car washes in California, Texas, Colorado, Utah, and Arizona. We take pride in being environmentally friendly by conserving & recycling water. Quick Quack's reclaim system uses as little as eighteen to twenty-three gallons of fresh water per car and the environmentally friendly shampoos are water soluble and biodegradable. Quick Quack does not use any of the acids or other corrosive materials that touchless car washes typically employ.

Quick Quack is a proud member of Water Savers, a car wash industry program dedicated to raising awareness for water conservation and environmentally friendly practices at professional car washes. Quick Quack is also the very first car wash in Northern California to be certified as a Sustainable Business by the Sacramento Business Environmental Resource Center.

### **1. Hours of operation:**

- 7am – 9pm
- 7 days per week

### **2. Team Members:**

At any given time, we will have 2-4 Team Members on site depending on expected volume, working in two shifts. Each store typically employs up to 18 Team Members.

### **3. Water Usage:**

100% of the water used is reclaimed from the showroom and recycled. The water is pumped back into the showroom and through cleaning and filtering equipment, then back to the wash equipment again to be re-used. On average, we are discharging about 18-23 gallons of water per vehicle back into the **sewer system**. The annual water demand is anticipated to be 23 gallons x 350 cars / day x 364 days a year = ~2.9 million gallons a year. Compare that to washing the same number of vehicles in the driveway at home. Driveway washing uses approximately 80-150 gallons of water per vehicle, or in this example approximately 15.9 million gallons a year, with the soaps that we use are water-soluble, biodegradable, and environmentally friendly.

### **4. How long does it take to get a car wash?**

Unlike carwashes typically found at gas stations, Quick Quack Car Wash uses a conveyor that keeps cars moving even if there are a few cars in line. The entire wash cycle lasts about THREE MINUTES and since there is no waiting for the car in front of you to finish, you will rarely spend more than five minutes from the time you pull in to and when you are back on your way.

### **5. Fast, Clean, Loved... Everywhere!**

Why do Quick Quack team members wear ties? Cleanliness is one of our company visions and we believe that this extends beyond just a clean car. We feel that our facilities and team members should also represent the highest standards of appearance. Unlike full-service car washes or other automotive service centers where employees might be more hands-on, our team members are primarily cashiers and customer service professionals who greet customers with a friendly smile and clean appearance. Quick Quack Car Wash's state-of-the-art car wash equipment does the heavy

lifting and the “dirty work”. Our signature duck ties have become an important part of our brand image that most of our customers appreciate and have come to expect and love. The Main Vision of our Company is: Fast, Clean, Loved...Everywhere.

#### **6. Traffic and Parking:**

At any given time, there are two to four employees on site; they have their own parking stalls including one accessible stall apart from the customer vacuum stalls which can also be used for parking when needed.

We are an express wash and our desired site size for each location is +/- 1 acre and we are typically over-parked per local codes. We are really a convenience stop for most of our customers; they are expecting to be in and out quickly. We offer individual, varied washes, or we also offer an unlimited program. With the unlimited program, those customers are waved through the line and can visit the wash as many times as they want per month.

#### **7. Sound and Equipment:**

We have 165 operating stores and have always complied with local requirements relative to sound standards. All our equipment is contained inside the building, and we take care to do our best to design so that whatever sound is coming out of the building is directed away from any areas considered a conflict. Most of the wash equipment in the showroom is hydraulic except for the blowers that dry the car, which are electric. The hydraulic pumps are contained inside of our equipment room that remains closed during operating hours unless we are completing some type of maintenance. The blowers are also contained inside the building, along with several sound attenuation elements, we are able to comply with sound guidelines at the property line.

#### **8. Being a Good Neighbor:**

Our goal is to always be a good neighbor. We employ people who live in the community, and we do our best to contribute to the community in a positive and kind way for all our customers, team members and neighbors. Once open, we also have a proven track record of being active members in our communities. We participate in many of the local municipality’s programs for welcoming new residents to the city, we participate in local events and fund raisers, we also offer a “Day at the Wash” where we offer an alternative from the typical group car washes with hoses and soaps heading down the storm drain, to groups who want to have a fundraiser, but want us to do all the work. We partner with local sports groups, local charities, and we open each new location by serving one local family in need before we serve ourselves. The fund raiser consists of one day of free washes where we only ask for donations for the family, Quick Quack will double the donations received and present the family with a check the day of the ribbon cutting ceremony. Our efforts have been successful, and we are very proud of how we give back.