



OUR RESPONSE. OUR RESPONSIBILITY.

Learn about our commitment to protecting the well-being of customers and employees, including our **Complete Clean Pledge**.

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We modified our services to protect customers and employees while remaining open to meet critical transportation and personal mobility needs as an essential service provider.

- Curbside rental transactions
- Delivery at some locations
- Minimize foot traffic in locations
- Social distancing and minimal contact
- Low- and no-touch experiences for our customers

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COMPLETE CLEAN PLEDGE

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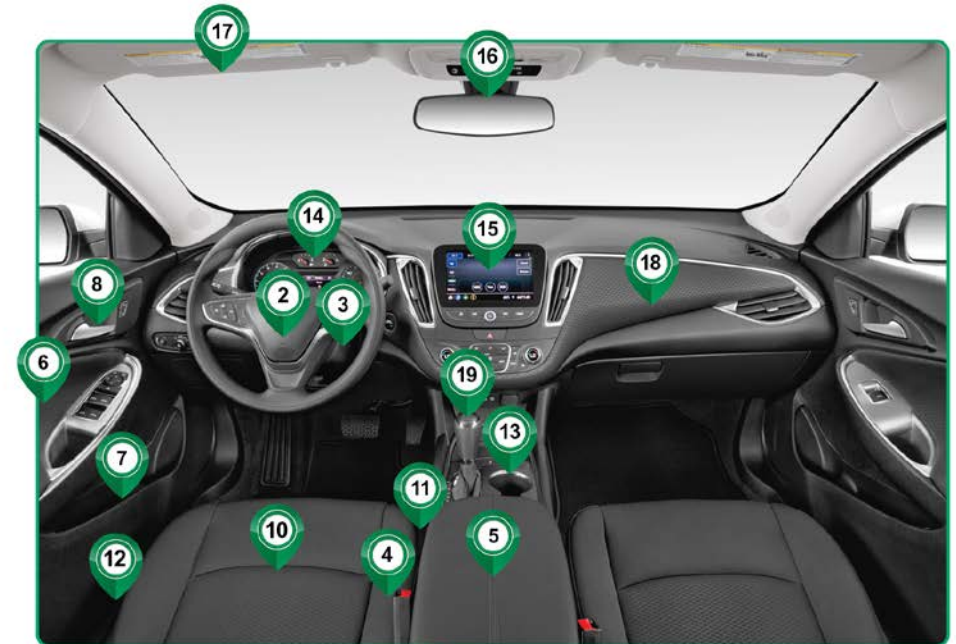




COMPLETE CLEAN PLEDGE

All vehicles rented carry the **Complete Clean Pledge** - to follow best practices recommended by leading health authorities to ensure your safety. In addition to vacuuming and general wipe-down cleaning, **between every rental**, we use a disinfectant to sanitize key areas throughout the entire vehicle including:

- | | |
|----------------------------------|------------------------------------|
| 1. Key / key fob | 11. Areas between seats & consoles |
| 2. Steering wheel | 12. Areas between seats & doorjamb |
| 3. Steering column | 13. Cupholders / compartments |
| 4. Seat belts | 14. Instrument panel |
| 5. Center console | 15. Accessory panel / touchscreen |
| 6. Door interiors | 16. Rearview mirror / side mirrors |
| 7. Door pockets | 17. Visors / visor mirrors |
| 8. Interior door handles | 18. Dashboard / vents |
| 9. Exterior door handles | 19. Gear stick / gear shift |
| 10. Seat pockets / seat surfaces | 20. Trunk release |



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VEHICLE CLEANING

As part of the Pledge, customers will begin seeing notifications within their vehicle that it has been thoroughly cleaned.





SHUTTLE BUSES

- Social distancing protocols are implemented as passengers board, ride and depart from our shuttle buses.
- High-touch areas are cleaned and sanitized using a disinfectant frequently between trips.
- This includes baggage racks, door handles, and seat backs.
- All surfaces are thoroughly cleaned and sanitized with a disinfectant at least once per day.



Airport Shuttle Signage

Queuing & Bus Exterior

For your safety, we are limiting passenger capacity.
Please practice social distancing.

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SAFETY, HYGIENE & SOCIAL DISTANCING

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CUSTOMER AND EMPLOYEE SAFETY



Branch locations will have:

- Plexi-glass counter shields
- Branch signage indicating social distancing “foot prints” to indicate the recommended 6-foot distancing
- Modified rental procedures to help keep customer and employees safe, including curbside rental

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SOCIAL DISTANCING & HYGIENE



Employees working in branch locations are following best practices:

- Wearing face coverings
- Limiting the number of employees in a location
- Using social distancing
- Staying home if they are feeling ill
- Frequently washing hands
- Frequently sanitizing touchable surfaces with disinfectant
- Using gloves and a disinfectant when cleaning vehicles
- Minimizing customer interaction at vehicle pickup or delivery
- Ensuring local teams have needed supplies and resources

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THANK YOU