



## OUR RESPONSE. OUR RESPONSIBILITY.

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



## OUR RESPONSE. OUR RESPONSIBILITY.

Enterprise modified its 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



**COMPLETE CLEAN PLEDGE**



## COMPLETE CLEAN PLEDGE

Vehicles rented from Enterprise 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                  |







## 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.



**SAFETY, HYGIENE &  
SOCIAL DISTANCING**





## CUSTOMER AND EMPLOYEE SAFETY



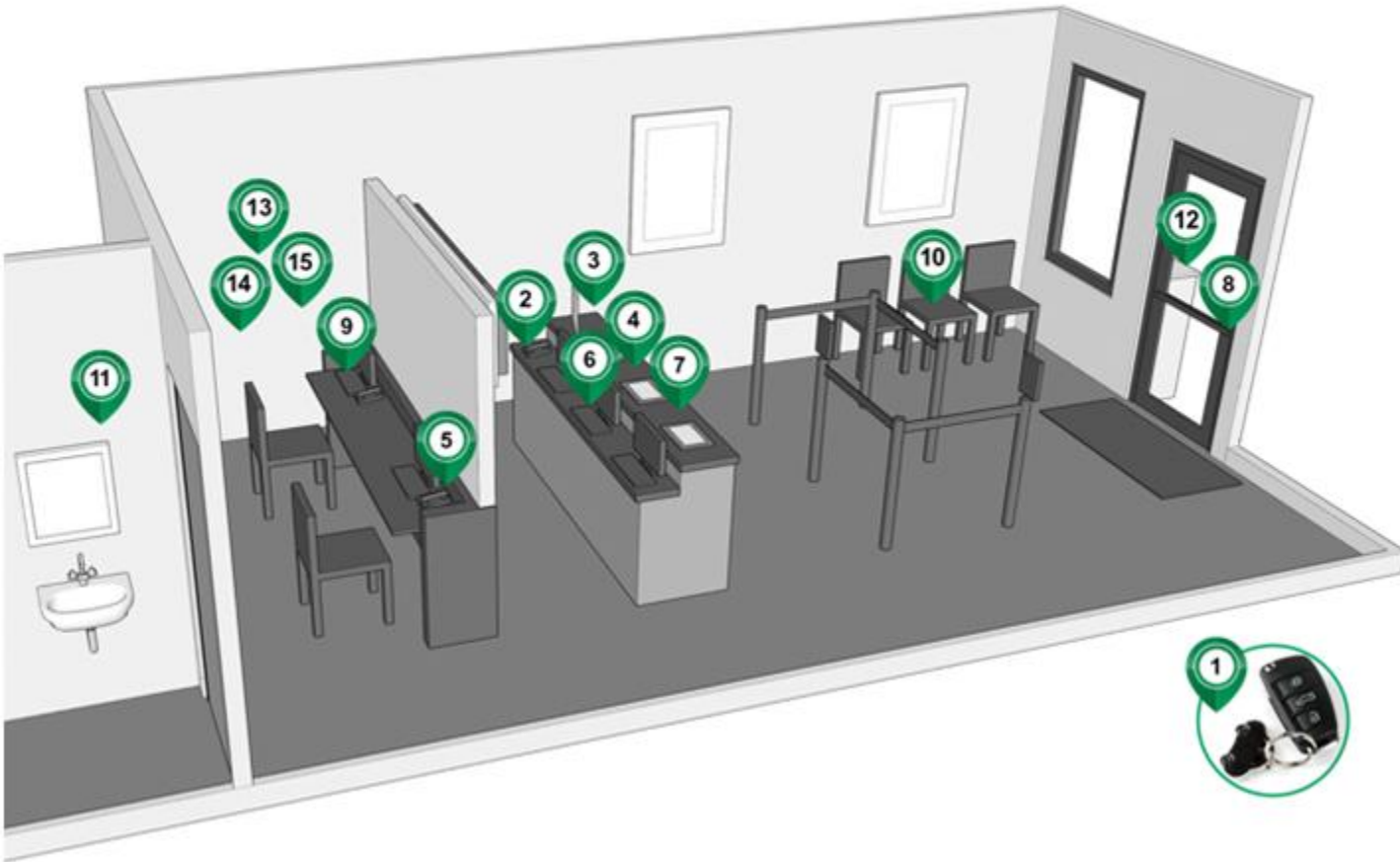
Branch locations will have:

- 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





## CUSTOMER AND EMPLOYEE SAFETY



Employees are frequently sanitizing touchable surfaces with disinfectant throughout the day.

- |                                       |                        |
|---------------------------------------|------------------------|
| 1. Keys and/or key fobs               | 9. Keyboards           |
| 2. Phones                             | 10. Desks / chairs     |
| 3. LaunchPad / airport tablet devices | 11. Restrooms          |
| 4. Payment devices                    | 12. Key drop boxes     |
| 5. Clipboards / pens                  | 13. Safes              |
| 6. Workstations                       | 14. Key lockers / keys |
| 7. Countertops                        | 15. Remote controls    |
| 8. Doorknobs                          |                        |



## 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



**THANK YOU**