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## Hertz Safety/Cleaning Process & Loyalty Status Update

May 13, 2020

# Hertz COVID-19 Cleanliness & Safety Actions Overview

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**Hertz is focused and committed to getting travelers where they need to be safely and with confidence.**

- Following current guidance from the CDC, WHO, local governments, and health authorities to ensure we are taking the right actions to protect our employees, customers and the communities where Hertz operates.
- In the United States, and around the world, we deployed enhanced cleaning methods at our locations, encompassing vehicles, shuttle buses, counters and other areas, including using an all-in-one cleaning and disinfectant solutions.
- Added alcohol-based hand sanitizers, training employees to take a variety of important hygiene steps.
- Training staff and reinforcing rigorous vehicle cleaning process.

# Vehicle Cleanliness & Safety

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## **Vigilant in maintaining high standards for safety and cleanliness.**

- Enhanced cleaning methods
  - Multistep cleaning process defined, standardized, & initiated
  - New all-in-one cleaner and disinfectant solution to clean areas most frequently touched:
    - steering wheel
    - center console
    - door handle
    - controls
    - keys, key fobs, etc.
- Disposable gloves
  - While cleaning rental vehicles
  - At counters and when touching other surfaces
  - Instruction provided on how to remove gloves properly to avoid exposure to exterior of the glove, and prevent cross contamination from gloves

# Vehicle Exposure Guidelines

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## **Vehicle disinfection guidelines vary upon the situation.**

- If vehicle is returned and any exposure to coronavirus is expected, we will keep the vehicle from being entered for seven days. After seven days, we will clean the vehicle using our normal cleaning process.
- If customer reports they have or believe they have the coronavirus and want to return vehicle but can't, we will ask the customer to place the keys in the vehicle and leave it unlocked. We will then work with a tow company to transport the vehicle. The tow company will be advised not to enter the vehicle.
- Once the vehicle is returned to the location, we will take the appropriate steps to have it thoroughly disinfected by a third party vendor. While the vehicle is waiting to be cleaned, it will be placed on a hold to prevent rental.

# Customer Area Cleaning & Bus Protocol

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## **Our Customer areas are cleaned every two hours.**

- This includes a thorough wipe down, using an approved, all-in-one cleaner for:
  - Counters
  - Door handles
  - Kiosks
  - All commonly touched surfaces

## **Buses cleaned and space managed to support safety.**

- Each bus trip, commonly touched surfaces are also wiped with disinfectant, including:
  - Rails
  - Handles
- Limiting occupancy, to social distance passengers
- Ask customers to maintain distance when entering and exiting
- Drivers avoid unnecessary handling of luggage, except in must assist situations

# Social Distancing, Face-Covering, and other Guidelines

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## **All employees must maintain a social distance of at least 6 feet.**

- Counter signage asking customers to adhere to social distancing
- Guidance to our employees for counter transactions
  - safely exchanging credit cards
  - identification
  - keys, etc.

## **Several counties and/or states have new face covering requirements.**

- Prioritizing the distribution of face coverings to locations.
- Guidelines for employees regarding acceptable coverings.

***Hertz will take additional precautions as recommended by the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and local governments to minimize the risk to our customers and employees.***

# Hertz Loyalty Changes – May 2020

During these extraordinary times, we want to give our customers extra peace of mind. That's why we're making the two changes (below) to our Hertz Gold Plus Rewards® program.

- **We are extending current members' Hertz Gold Plus Rewards® statuses through January 31, 2022.** There is no action required for Customers to keep their status.
- Additionally, if Members have **any points expiring between March 13 and June 30, they will have the option to extend them until December 31, 2020.** Members will simply need to click on the “Extend My Points” link in the email sent on May 4, to extend the expiration date out until the end of the year. The points, with the new expiration date reflected, will appear in Hertz Gold Plus Rewards® member accounts no later than June 1<sup>st</sup>. The last day that customers will be able to Extend their points through the email link is also June 1<sup>st</sup>.

