

LVAIC Contract Communications

- LVAIC Travel and Transportation
 - A-1 Limousine
 - WE DELIVER: You stay home, we'll run your errands.
 - Social distancing is an incredibly important practice and one that we take very seriously. In order to help you #doyourpart we are now offering delivery service. Delivery services available include:
 - Grocery shopping
 - Prescription pick-up
 - Package delivery
 - Document transportation
 - With rush and same day delivery options available, A-1 Limousine is helping to keep you safe at home. All of our vehicles are sanitized using HOSPITAL GRADE cleaning products in between every ride and delivery. Our professionally trained chauffeurs wear gloves when handling your packages and will always keep a safe distance from you upon delivery. We even offer NO-CONTACT DELIVERY if you prefer.
 - Our goal is to help keep you safe during this time. That means delivery service, safe transportation to and from essential travel, doctors visits and anywhere else you need to be.
 - Call 888.LIMO.888 and let us know how we can be of service!
<http://alimo.com/delivery/>
 - Travel Leaders
 - As you prepare to travel, please follow the CDC recommendations for health precautions. Practice good hygiene, good hand hygiene, cover your cough, avoid contact with symptomatic people, stay home if you are ill, and use a disinfecting wipe to clean hard surfaces while traveling.
 - When traveling internationally, we encourage you to enroll in the STEP program. The [Smart Traveler Enrollment Program \(STEP\)](#) is a free service that allow U.S. citizens and nationals traveling and living abroad to enroll their trip with the nearest U.S. Embassy or Consulate. As an enrolled traveler, you can receive important information from the Embassy about safety conditions in a destination country, help the U.S. Embassy and relatives contact you in an emergency.
 - Enterprise
 - **Daily Operations**
 - While this is truly an unprecedented time for everyone, our first priority is and will always be the safety of employees and customers. To ensure their safety and wellbeing, we have made the decision across our global corporate owned operations that only essential offices or locations will remain open. This is to serve customers, like you, who rely on us to provide critical transportation options or that support

emergency services, utilities, the military and local governments in their efforts. Our company is an essential services provider supporting relief agencies, as well helping move people, services and goods during this global health crisis. We remain open and committed to continuing to help serve these critical transportation infrastructure needs.

- As part of these temporary operational changes, we've modified our offerings to include curbside rental transactions at a select number of our North American Enterprise Rent-A-Car neighborhood locations that remain open to help get customers on their way while minimizing foot traffic in our locations. In addition to our neighborhood locations, our airport car rental branches located in all major cities across the US are ready to continue to serve customers.
- Please be assured that despite a temporary reduction in locations, we will continue working hard to meet business partner needs. If customers have questions or have any issues, they are encouraged to contact:
 - Enterprise: 1-800-736-8222
 - National: 1-800-227-7368
 - Alamo: 1-800-462-5266
- **Employee Wellbeing**
 - Employee wellbeing remains a top priority. For those small teams who remain working in our open locations, we are committed to providing them with a consistent and safe work environment during these unpredictable and challenging times. We are encouraging team members to follow health authority best practices like frequent hand washing and staying home if they are feeling ill. We also continue to take steps to ensure all local teams have the resources and supplies they need. We've taken additional steps to ensure groups are practicing increased social distancing efforts while working, including limiting the number of employees at an open location or within vehicles, avoiding gatherings, and encouraging employees to maintain distance from others whenever possible. This also includes telework options that have been implemented at all our administrative offices.
- **Vehicle and Location Cleaning**
 - We've always taken seriously the cleanliness of our locations and vehicles, and we know this is more important now than ever. We've implemented additional measures to clean and disinfect our locations and vehicles, in alignment with guidance from health authorities. This includes routine cleaning with a recommended disinfectant of all frequently touched surfaces at our locations. We also have a very formal training process in place that instructs all employees about the proper cleaning of vehicles (inside and out) prior

to a customer rental. Of particular focus, our procedures mandate a thorough cleaning and wiping of the interior with a recommended disinfectant. This includes the dashboard, instrument panel, steering column, wheel, accessory panel, center console, cup holders, compartments, seats, between console and seats, between doorjamb and seats, door and door pockets, among other areas. We are reinforcing frequently the importance of this process with our team members and have shared similar guidance with our franchise partners. Additionally, we have measures in place to immediately isolate and quarantine any vehicle if needed.

▪ **Putting Customers First**

- We are constantly evaluating ways to provide our customers with flexibility for their travel plans and to assist them and their families in these challenging times. For example, we have extended our existing no-fee cancellation policy to include customers with pre-paid rentals booked directly through us. For the latest steps we are taking to support customers, please visit our websites at:
- Enterprise: <https://www.enterprise.com/en/advisory>
- National: <https://www.nationalcar.com/advisory>
- Alamo: https://www.alamo.com/en_US/advisory

▪ **Executive Response Team**

- Our executive leadership team and risk committee is meeting regularly to monitor and discuss developments. Additionally, market and local leaders are monitoring the situation and communicating with government and health authorities as appropriate. We will continue to closely monitor this global health situation and all of our efforts are subject to continuing review. Through everything, we remain committed to keeping you updated.
- **Enterprise Rent-A-Car Ready to Help University Students Get Home**
- **Enterprise Reducing Minimum Rental Age to 18**
- [Enterprise Rent-A-Car](#) today announced, in order to help university students get home, the business is waiving its young renter fee and reducing its minimum age to rent a vehicle from 21 to 18 years old. The change is effective now through the end of May at all locations in the United States. With colleges and universities all over the United States announcing campus closures in response to coronavirus (COVID-19) concerns, many students may need last-minute transportation. By reducing the age minimum and waiving the young renter fee, more students can access rental cars. “We want to do whatever we can to make this

unprecedented situation easier for students and their families," said Will Withington, Senior Vice President, North American Operations for Enterprise Holdings, which owns and operates Enterprise Rent-A-Car. "With an Enterprise Rent-A-Car location within 15 miles of 90% of the U.S. population, we're in range of nearly every college campus in the country and able to help students get wherever they need to go. In order to be eligible, students ages 18 to 24 will need to provide a valid driver's license and official student ID card. For more information and to begin their car rental reservation process, students can visit [enterprise.com/studenttravelassistance](https://www.enterprise.com/studenttravelassistance) or call (1-844-624-4412).

- Available to College Students 18 – 24 years of age
- Valid for rentals of an economy through full size cars, minivans, small pick-up trucks and cargo vans
- Offer valid at U.S. locations only for car rentals reserved in advance.
- Standard driver and credit requirements apply, except for the minimum car rental age per this offer
- Official Student ID must be presented at the time of rental
- Offer expires 5/31/2020

- A-1
 - As many of you know A-1 Limousine has taken additional precautionary measures to ensure the continued safety of our passengers and employees. These include upgrading our cleaning products to HOSPITAL GRADE sanitizers. Additionally, our chauffeurs have received training on how to best protect themselves and our clients from unnecessary exposure.
 - We understand that many schools are starting to put into action a remote education plan for the remainder of the semester. This can be a stressful time for students, educators and their families.
 - That being said, **if you or your students need to get home safely**, A-1 Limousine is an ideal alternative to public transportation; be it air, rail or bus. A private vehicle can be arranged for your students. Feel secure knowing each vehicle is thoroughly sanitized prior to every pickup.
 - **We will even upgrade your sedan reservation to an SUV at no additional cost!**

- Technology Equipment
 - IntegraOne

- Keeping you connected. Using technology to solve business challenges associated with COVID-19.
 - COVID-19 presents not only health and safety risks, but also unforeseen business challenges. IntegraONE is there to help you leverage technology to adjust to these new demands. Should you feel the need to reduce in-person meetings, or move to a 'work from home' model (or remote learning or virtual healthcare), for instance, IntegraONE can help you understand what relevant offerings exist, and how to go about making the change (temporarily or for the long-term). Whether you are starting from scratch, or looking to scale an existing solution, we can be a sounding board to check your thinking or provide complete design, deployment and support services. For more information, click the following link:
 - <https://www.integraone.com/solutions/business-continuity/>
- Software
 - E2 Campus
 - Alertus has released an app that allows people to track the spread of COVID-19. For more information, click the following link: <https://www.alertus.com/blog/press-release-alertus-releases-new-app-to-help-with-covid-19-tracking>
- Services
 - Curtis Bay
 - Curtis Bay released updated guidelines for preparing medical waste for removal generated from the treatment of suspected or known infected patients. For more information, click the following link: <https://curtisbaymws.com/blogs/news/coronavirus-handling-statement>
 - AERC
 - Clean Earth has enacted several procedures for protecting employees and customers, including: restricting the access of non-essential visitors all of our facilities, setting up strict protocols that must be followed by any essential visitor until further notice, providing employees with explicit directions about handwashing and other preventative measures, such as regular cell phone and laptop cleaning and sanitizing, providing appropriate sanitizers, cleaning sprays and/or wipes throughout our workplaces and in common areas to clean and disinfect hands as well as frequently touched objects, increasing the frequency of cleaning of all workplaces, instructing employees to stay at home if they are not feeling well, instituting team splitting to ensure business continuity, cancelling all external trainings; and postponing attendance at all

conferences and seminars. For more information, click the following link: <https://www.cleanearthinc.com/covid-19>