

In line with guidance from the World Health Organisation, as well as government advice, the following measures have already been introduced:

1.

A thorough **20 point vehicle hygiene check** is carried out between rentals, which involves the deep cleaning of the vehicle high-touch areas using specially formulated sanitiser concentrate.



2.

An improved paperless experience at the counter means you'll be in and out faster with a digital signature on tablet and all the important paperwork immediately sent to your inbox.

3.

Increased frequency of cleaning and sanitising of our public and high-touch areas within our branches including door handles, counters, digital screens and payment devices.

Plexiglass screens have been installed at all branches and our employees have access to PPE such as disposable gloves.



4.

Employees are cleaning their personal work stations between uses and are disinfecting any shared items in order to avoid potential transmission of Coronavirus.

Hand sanitiser stations have been installed widely within our branches for customer and team use and we have put in place social distancing measures, including floor markings and instructional notices at all necessary points of the customer journey.



5.

New procedures to sanitise the vehicle keys between rentals, placing them into a sealed envelope ensuring that the next person to touch the keys is the customer renting the vehicle.



We continue to enhance operational procedures in line with the latest government and global health guidelines. All employees receive regular briefings, training on enhanced operating protocols and Coronavirus risk assessments.

20 Point Vehicle Hygiene Check

- | | |
|-----------------------------------|---------------------------|
| 1 Interior Handles | 11 Seat Adjuster Controls |
| 2 Steering Wheel | 12 Middle Console Area |
| 3 Indicator & Control Stalks | 13 Glove Box |
| 4 Gear Stick | 14 Sun Visor |
| 5 Dashboard | 15 Air Vent Adjusters |
| 6 Dashboard Controls & Buttons | 16 Exterior Door Handles |
| 7 Infotainment Screen | 17 Fuel Flap |
| 8 Rear View Mirror | 18 Boot Release |
| 9 Seating Area | 19 Bonnet Release |
| 10 Seat Belts, Adjuster & Buckles | 20 Vehicle Key & Fob |

