

## OUR RESPONSE TO COVID-19

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Dear Partner

Given the ever-evolving situation, I wanted to provide another update on our company's response to the coronavirus health crisis. We know everyone has been touched or impacted by COVID-19, and we are grateful for your continued support. Please be assured we are doing everything we can to support your needs. We have robust business continuity and disaster recovery plans in place across our global operations, as well as an agile and flexible workforce and technology solutions to address disruptions to our business.

### 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 as 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](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.

While no one can predict the duration or extent of this situation, we are a 62 year-old company that has managed through numerous economic cycles, political turmoil, and natural disasters – and we are well equipped to handle the current situation because of our outstanding people and our strong financial position.

Thank you again for choosing Enterprise Holdings. Now more than ever, we are reminded of the importance of serving our customers. We look forward to continuing to meet your business needs. Please contact us directly if you have any questions or additional requests we can help with.

Thank you,

The logo for Enterprise Holdings, featuring the word "ENTERPRISE" in blue and "HOLDINGS" in grey, with a registered trademark symbol. A vertical line is positioned between the two words, with a short orange segment at the top and a longer grey segment extending downwards.

**Tony Cosenza, CTA**

Strategic Accounts  
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