



HEALTH, SAFETY & DISINFECTING GUIDELINES

"YOUR RIDE, OUR PROMISE, TO DELIVER THE SAFEST RIDE"



THESE PROCESSES HAVE BEEN REVIEWED, CERTIFIED AND ENDORSED BY

CORPORATE MEDICAL ADVISORS, A MEMBER OF THE INTERNATIONAL SOS GROUP
A LEADING MEDICAL AND TRAVEL SECURITY SERVICES FIRM TO FORTUNE 500 COMPANIES.

DR. PATRICK YU, A SENIOR MEMBER OF THE CMA PHYSICIAN TEAM
AND EXPERT IN COVID-19 BUSINESS RESPONSE, LEAD THE REVIEW PROCESS.

CORPORATE MEDICAL ADVISORS



IN-VEHICLE AMENITIES

- In the event a guest needs a mask, Surgical masks will be available upon request
- Hand sanitizer & sanitizing wipes offered to guests
- Bottled water no longer placed in the rear seat of the vehicle, and available upon request
- Universal phone chargers continue to be offered and sanitized before and after each trip
- Complimentary Wi-Fi continue to be offered
- Car seats offered and available upon request, undergoing a sanitizing and disinfecting procedure as noted above
- Magazines & newspapers no longer offered in order to mitigate risk of contamination and minimizing of common touch points

CHAUFFEUR INTERACTION

- Chauffeurs remain outfitted in their company issued black suit & tie, with added N95 mask or equivalent and nitrile gloves
- Chauffeurs equipped with ample supply of:
 - N95 face masks (Or equivalent), and regular face masks
 - Disposable Nitrile gloves
 - Hand sanitizer
 - Disinfectant wipes
 - Thermometers
- Chauffeurs will put on a new pair of Nitrile gloves prior to handling a guest's luggage, carry-on bags, etc. Guests will be offered option to handle their own bags should they prefer their belongings not be touched. Hand sanitizer offered to all guests.
- Guests will ride comfortably knowing the vehicle they are in has gone through an extensive non-toxic disinfecting process and all touch points are disinfected again after each guest exits the vehicle. Our vehicles undergo enhanced cleaning exceeding industry guidance prior to any guest entering the vehicle
- Upon guest arriving at their destination, our chauffeur will once again, sanitize their hands prior to opening their door and prior to touching any of our guest's belongings.
- We will discourage the use of the front passenger seat to accommodate physical distancing
- In the event we discover a COVID-19 positive case among our chauffeurs or passengers, tracing will be completed to proactively notify all passengers or employees whom the infected party was in contact with beginning two days prior to the onset of symptoms to 14 days after onset of symptoms.

FLEET DISINFECTING PROTOCOLS

- All vehicle touch points, including child seats, disinfected with sanitizer wipes before and after each trip. All products used will be selected from the list of CDC approved products located [here](#).
- We have purchased the EMist Electrostatic Disinfectant system and our entire fleet has been disinfected using Electrostatic technology along with [VitalOxide](#). To learn more about these systems, visit [EMist](#).
- In the event of a possible case of COVID-19 in one of our vehicles, the vehicle will be removed from service for 48 hours (Twice the amount of time recommended by the CDC) and thoroughly sanitized with our electrostatic disinfectant system.
- Far-UVC wand utilized to kill or inactivate microorganisms for additional disinfecting of common touch points. (The UVC wands will be mounted in each of our larger capacity vehicles – Vans, Mini, and Full size Motor Coaches).

IN-CABIN AIR

- Air filters replaced in all vehicles with a 3 layer high-efficiency particulate air (HEPA) filter, providing the cleanest air possible with a filtration efficiency of 99.97% at 0.3 microns.
- Air re-circulation button will always be in the off position so that fresh air will be drawn from outside the vehicle. The windows of the vehicle will be open slightly to facilitate better air circulation in the vehicle.

CONSISTENCY

- In a widespread collective effort with our affiliates around the world, we are committed to these processes in all markets we service. Our affiliates have reviewed, provided input and signed off on implementing these processes in their respective markets.

FACILITIES

- Point of Entry “POE” signage will be posted at all facilities reminding employees that entry is not allowed if they are showing any symptoms of COVID-19 (List of Symptoms will be displayed) and to contact their supervisor from outside the facility if they are experiencing any symptoms
- POE Temperature kiosks at all EmpireCLS locations to monitor employees’ temperature prior to beginning a shift
- Touchless hand sanitizers throughout all location
- Educational Signage displayed throughout our offices, which include:
 - Instructions on proper use and disposal of masks and gloves
 - How to effectively wash hands
 - Reminders to help avoid touching the face
 - Social distancing practices
- 50% of our employees will work from home on a rotating schedule upon return. This will further reduce our office staff to accommodate greater physical distancing than the current CDC recommendation.
- Employee meal and rest breaks will be staggered to reduce the number of employees on break at any given time to avoid congregating.
- Maintenance staff will use disinfectant spray to disinfect door handles, bathrooms, and all other touch points throughout the building. This Team will be staffed from 6am to 11pm.
- In addition to our daily disinfecting protocol, a professional cleaning crew will sanitize our facilities every 45 days with the EMist electrostatic system, to further disinfect all work spaces.

EMPLOYEE PROTOCOLS

- Personal protective equipment (PPE)
 - Supplied to all employees based on roles and responsibilities and in accordance with state and local regulations.
 - Mandatory training on how to properly use and dispose of PPE (N95 or equivalent and Nitrile gloves)
- Inventory Management (PPE)
 - We will have a rolling 3 month supply of the following to ensure preparedness for any spike in activity – N95 masks or equivalent, surgical masks, Nitrile gloves, CDC approved cleaning spray and wipes and hand sanitizer.

EMPLOYEE PROTOCOLS (CONTINUED)

- Employee work stations and shared equipment:
 - Employees responsible for disinfecting and wiping down their work stations and any shared equipment during the beginning and end of each shift
- Physical distancing:
 - Extending the current work from home program to reduce the number of employees in the office, helping to mitigate risk and physical distancing
 - Offices reconfigured to support proper physical distancing between workstations in all departments
 - Employees standing more than six feet apart from guests and other employees whenever possible; and trained to practice these guidelines at all times, including off-duty time
 - Employees instructed to stay home if they do not feel well:
 - Should a team member exhibit the symptoms of COVID-19, they are instructed to immediately notify their supervisor. Their supervisor along with our Human Resources department will monitor the employee's progress.
 - All employees have been provided the link to the Mayo Clinic COVID-19 Self-assessment test located [here](#).
 - All chauffeurs will be supplied with thermometers which they will use to monitor their temperature throughout the day. While this will not detect asymptomatic infections, it will create awareness when a chauffeur has a fever and may not know. If fever is detected, the team members are instructed to immediately notify their supervisor. Their supervisor along with our Human Resources department will monitor the employee's progress after they are sent home to determine RTW status.
 - As employees, all Chauffeurs have paid sick time, and are protected under FMLA should they fall sick or need to care for a loved one who is sick.
 - In the event an employee is exposed to COVID-19, the employee will be asked to contact their primary care physician immediately to schedule testing. The employee will be asked to work from home until they receive the results of the COVID-19 screening. If the test is negative for COVID-19, the employee may return to work immediately.
 - In the event an employee tests positive for COVID-19 but wishes to continue working, they will be instructed to work from home until they are cleared by their Doctor to return to work in our offices



THANK YOU FOR CHOOSING US

WE ARE CONSTANTLY MONITORING FEDERAL, STATE AND LOCAL GUIDELINES TO ENSURE OUR PROCESSES REMAIN CURRENT AND EFFECTIVE TO ENSURE THE SAFEST ENVIRONMENT POSSIBLE FOR OUR GUESTS AND EMPLOYEES.

THAT IS THE **EMPIRECLS** DIFFERENCE.

