

**QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY  
PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS  
RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER  
INSTITUTIONS**

**Company/Organization Name: Enterprise Fleet Management**

**Industry/Sector: Automotive**

**Date: 6/5/2020**

1. Are you open or partially open? We are open
  - a. Are you an essential business? Yes
  - b. Are you open under an exception such as: No
    - i. Outdoor Business?
    - ii. Pickup/Delivery?
    - iii. Curbside Retail?
    - iv. Food Distribution?
  - c. Have employees and customers cooperated with the health safety protocols? Yes
  - d. To your knowledge, have employees or customers become infected with COVID-19? No
2. How many of your activities can be moved outdoors? Delivery of vehicles
3. For indoor activities:
  - a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? All team members are working from home.
  - b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)? Masks are required by all and we have a companywide “Clean Car Pledge” (Every vehicle has a 19 point disinfectant cleaning to sanitize key areas)
  - c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry? Our rental locations have a kiosks to provide masks/hand sanitizers.

- d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? Yes by having people wait outside
- e. Can customers make appointments to gain entry while inside capacity is restricted? Yes
- f. How can social distancing be maintained inside your premises? Marking locations that are 6 feet apart.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees? We have already secured PPE for all retail locations for all employees and customers.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.) Have people wait outside. Team meetings are virtual.

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.) We have names and numbers of all clients and employees.

7. In order to assist safe and productive re-opening, what are your needs relative to:
- a. Regulation? n/a
  - b. Licensure? n/a
  - c. Childcare? With camps and schools closed it will be needed
  - d. Housing? n/a
  - e. Digital Inclusion? n/a
  - f. Commute-Free Working? n/a

8. If you have been opened or partially opened, what challenges have you experienced? Training team members.

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been? 99% compliant.

## New Approach to Customer Meetings and Travel

<b>Is an in-person meeting necessary</b>	For the safety of our customers and employees, meetings should continue to occur virtually and in person meetings should be the exception. For customers requesting this, management should reach out to emphasize this is for the safety of our customers and employees. Provide details on how EFM can help manage their fleet and reduce TCO using virtual meetings.
<b>Use technology</b>	Virtual meetings should be the norm. Customers reluctant to use Zoom for security reasons, explain EFM has a business license with security that is encrypted and password protected. Every effort should be made to conduct the meeting virtually.
<b>Prepare for travel to be different</b>	When meetings are in person and require travel, be prepared for additional COVID-related restrictions in public places and airports at origin and destination. There may be state travel restrictions that require a potential quarantine upon exiting or entering a state, or both. Reach to local HR to determine if this applies. Additionally, employees should expect additional travel time may be needed and therefore plan accordingly.
<b>Employee self-care</b>	Vigilance around self-monitoring for any symptoms consistent with COVID-19, including monitoring one's own temperature, is critical. <b>If employee develops symptoms consistent with COVID-19 while traveling, interactions with other people should cease. Employee should return home immediately and make an appointment with a medical professional. Management should be notified immediately for further instructions.</b>
<b>Connect with Group HR</b>	Group HR is monitoring state and local CDC guidelines. Discuss additional measures that may be needed. In some areas, employee self-certification and temperature taking may be required. <b>This information is subject to change as CDC guidelines are updated.</b>

## Pre-Meeting

Managers should discuss the request to meet in person with Account Executive/Account Manager to gauge their level of comfort and to review safety protocol. If the employee is uncomfortable, find an alternate solution including revisiting the ability to Zoom or have a manager attend the meeting. There should be no retaliation for an employee expressing discomfort. Reach out to local HR for additional guidance.

Managers should reach out to client and discuss the following:

- Inquire about safety measures in place at customer workplace including social distancing, cleaning procedures, employee self-screening, and other measures consistent with state, local and CDC guidelines.
- Explain EFM safety guidelines. Refer to "Staying Healthy on the Road".
- Suggest customer wear a facial covering such as a mask. If they do not have one, let them know we can provide them with one.
- Ask about the number of meeting participants. There should be no more than 10 people in the meeting with 6 feet of separation between each person.
- Limit visit to one EFM employee when possible. Other employees can Zoom or tele-conference in.
- Explain there will be no handouts and rather the presentation will be sent in advance.
- Reiterate these measures are being taken as customer and employee safety are our top priority.

## Staying Healthy on the Road

<b>Face-coverings</b>	Employee will wear a face-covering while interacting with customers and should have a face-covering available at all times. The company has taken steps to order cloth and disposable face-coverings. Employee should provide their own face-covering if the local group cannot get one in the short-term.
<b>Hand sanitizer</b>	Like face-coverings, it is recommended that employees carry hand sanitizer during travel.
<b>Avoid handshakes and hugs</b>	New and creative ways to greet others will be necessary. Most customers will understand that this is a step we are taking for their safety and ours.
<b>Technology</b>	If client does not have the technology needed, Enterprise employee will use EFM equipment while ensuring 6 feet social distancing is maintained. CBDMs can help provide solutions.
<b>Social Distancing</b>	Employees will need to do their best to stay a minimum of 6 ft. away from whomever they are interacting with.
<b>Personal hygiene behaviors</b>	Employees should cover their mouth and nose with a tissue when coughing or sneezing or use the inside of their elbow. Used tissues should be discarded in the trash immediately. Touching one's face should be avoided. Travel clothes should be washed before wearing them again. Hands should be washed frequently for at least 20 seconds with soap and water.
<b>Hotel</b>	For travel requiring an overnight stay, use a company approved hotel. Book approved hotels through Carlson Wagonlit Travel.
<b>Notebooks/Note-taking</b>	Choose note taking devices that can be wiped down. If possible, wipe it down with a sanitizing wipe after travel.
<b>Lunches/Food</b>	When dining with others, please ensure social distancing is practiced.
<b>Vehicle</b>	Company vehicles should be cleaned more regularly. This can be as simple as a sanitary wipe-down to eliminate the spread of germs. Refer to the <a href="#">EFM Complete Clean Pledge</a> for details on how to keep company cars sanitized.
<b>Phone/Tablets</b>	Phones, surfaces, and other devices should be wiped down with a sanitizing wipe frequently. A good rule of thumb is to wipe phones as often as washing hands.

# EFM Client Meetings and COVID-19

Updated June 1, 2020

## Reference Links

**COVID-19** Please refer to the [EFM HUB space: Covid-19 Guidance](#) for all Coronavirus Disease updates as the global pandemic continues to change and more information becomes available.

*\*\*If you or someone you have been in contact with are experiencing any symptoms of COVID-19 – please do not meet with customers. Stay home and notify your manager immediately.*

# ON CALL FOR ALL



FLEET MANAGEMENT



## WELCOME TO THE ENTERPRISE COMPLETE CLEAN PLEDGE

Today and every day, employee and customer safety are our top priority, including a commitment to maintaining the highest standards of cleanliness.

To reinforce this commitment, we have launched our Complete Clean Pledge program. Following guidance from health authorities and in partnership with the travel industry, we are taking additional measures to build on our already rigorous cleaning protocols so customers can feel confident in the cleanliness of their vehicle every time they do business with us.

As part of our Complete Clean Pledge, we'd like to ask for support from our partners to ensure vehicles are clean and sanitized using an appropriate disinfectant before customers take possession of the vehicle. This includes particular attention to the high-touch areas highlighted below.



- |   |  |
|---|--|
| <input type="checkbox"/> <b>Key and key fob</b> | <input type="checkbox"/> <b>Seat belts</b>                       |
| <input type="checkbox"/> <b>Steering wheel</b>  | <input type="checkbox"/> <b>Interior door handles</b>            |
| <input type="checkbox"/> <b>Steering column</b> | <input type="checkbox"/> <b>Exterior door handles</b>            |
| <input type="checkbox"/> <b>Center console</b>  | <input type="checkbox"/> <b>Areas between seat/console</b>       |
| <input type="checkbox"/> <b>Vents</b>           | <input type="checkbox"/> <b>Areas between seat/doorjamb</b>      |
| <input type="checkbox"/> <b>Accessory panel</b> | <input type="checkbox"/> <b>Instrument panel and touchscreen</b> |
| <input type="checkbox"/> <b>Cupholders</b>      | <input type="checkbox"/> <b>Rearview mirrors</b>                 |
| <input type="checkbox"/> <b>Compartments</b>    | <input type="checkbox"/> <b>Visor mirrors</b>                    |
| <input type="checkbox"/> <b>Door interior</b>   | <input type="checkbox"/> <b>Dashboard</b>                        |
| <input type="checkbox"/> <b>Door pockets</b>    | <input type="checkbox"/> <b>Gearshift</b>                        |
| <input type="checkbox"/> <b>Seat surfaces</b>   | <input type="checkbox"/> <b>Trunk release</b>                    |
| <input type="checkbox"/> <b>Seat pockets</b>    | <input type="checkbox"/> <b>Any other high-touch areas</b>       |