SANITARY PREVENTION PROTOCOLS

COMMUNICATION
We encourage our client to complete the pre-registration information in order to reduce physical contact with personal identification and credit cards.

SHUTTLE SERVICE
We offer a shuttle service in a secure environment for both driver and passengers. Strict sanitation methods have been put in place to ensure social distancing as required by public health authorities.

RETURN POLICY
In order to ensure a clean and sanitized vehicle for the next renter, we ask for the cooperation of all our clients to help protect the safety of our employees by limiting movement inside our locations to only client picking up vehicles. Additionally, we ask returning clients to empty their own personal trash from the rental vehicle in the garbage bins provided to that effect. We ask our clients to respect a physical distance of 2 meters from our agents conducting the post-rental inspection.

PREPARATION OF THE VEHICLE
All our vehicles are cleaned and disinfected in 12 points in order to ensure the security of our clients and our employees.

OFFICE ENVIRONMENT
All our locations follow a strict disinfection routine in order to protect the health and safety of both our employees and clients.

RESERVATION
On the web or by telephone
SANITARY PREVENTION PROTOCOLS
COMMUNICATION

PRE REGISTRATION

Pre registration allows our clients to complete essential capture of vital information before the pickup of their rental vehicle. It is put in place to protect both employees and clients.

PRE PAYMENT

Prepayment allow our clients to prepay their rental with their credit card to reduce the need to be in contact with pin pads, and manipulation of credit cars by our employees.

1. Interior handles
2. Door consoles
3. Vents
4. Steering wheel
5. Rear view mirror
6. Central console
7. Drive shift
8. Seat belt clips
9. Glove box
10. Exterior door handles
11. Trunk handle
12. Truck door latch
SANITARY PREVENTION PROTOCOLS
OF THE VEHICLES

1. Interior handles
2. Door consoles
3. Vents
4. Steering wheel
5. Rear view mirror
6. Central console
7. Drive shift
8. Seat belt clips
9. Glove box
10. Exterior door handles
11. Trunk handle
12. Truck door latch
SANITARY PREVENTION PROTOCOLS

SHUTTLE SERVICE

- Minivan (7 ou 8 passengers)
  1 passenger maximum per vehicle

- 2 meters distance between driver and passenger

- No contact between client and employee
  - Employee is equipped with gloves

1. Interior handles
2. Door consoles
3. Vents
4. Steering wheel
5. Rear view mirror
6. Central console
7. Drive shift
8. Seat belt clips
9. Glove box
10. Exterior door handles
11. Trunk handle
12. Truck door latch
SANITARY PREVENTION PROTOCOLS

IN BRANCH 1/2

Discount car and truck rentals requests the cooperation of all our clients to limit unnecessary movement and ensure a safe working environment for our employees.

<table>
<thead>
<tr>
<th>Hand washing stations</th>
<th>Restricted use of our washroom facilities to employees only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plexiglass separators</td>
<td>Health questionnaire</td>
</tr>
<tr>
<td>Floor indicators</td>
<td>Keys in plastic bags</td>
</tr>
<tr>
<td>Strict hygiene measures</td>
<td>Waste bags in vehicles for easy disposal after each rental</td>
</tr>
<tr>
<td>A 12 point cleaning process for all our vehicles</td>
<td>Zero personal manipulation of documents, credit cards and Driver’s licences</td>
</tr>
<tr>
<td>Strict cleaning schedules in locations</td>
<td>E-Invoicing by text or email</td>
</tr>
<tr>
<td>Isolated payment terminals cleaned before and after each use</td>
<td>2 meter distancing between employees</td>
</tr>
<tr>
<td>Isolated tablets, cleaned after each use</td>
<td>Continual cleaning of equipment (phone, computers, chairs etc)</td>
</tr>
</tbody>
</table>
SANITARY PREVENTION PROTOCOLS
IN BRANCH 2/2

1. Outdoor/indoor handles
2. Furnitures
3. Tablets
4. Payment terminals
5. Car keys
6. Pens
7. Tablets
8. Phones
9. Wash hands after each customer visit.
10. Clean bathroom door handles, sink and toilet handle.
RETURN PROCEDURE

1. Park the vehicle at the designated spot on return

2. Dispose of all trash in the bag provided in the vehicle in the bins designated to that effect.

3. Return the keys to the agent

4. Accompany the agent for return inspection

5. Receive your invoice by email or text message