



COVID-19 Operating Standards

Carey International Standards for Operating in
a COVID-19 Environment

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DEFINING THE STANDARD

Due to the increased travel risks presented by the COVID-19 global pandemic, Carey International is working under the guidance of global health authorities, including the WHO and CDC; and in conjunction with local governments and public health experts, to implement the following standards for chauffeured ground transportation.

These standards are based upon the best information available and will be updated in real-time as research advances our understanding of the COVID-19 virus. We will also update these standards as we receive further guidance from our partners and health consultants.



CHAUFFEUR STANDARDS

- Personal Health
 - Chauffeurs must not report to work if feeling ill
 - Perform and report daily “fever check” self monitor temperature, using Carey-issued or other approved personal thermometer
 - Disclose to Carey any known contact or exposure to COVID-19 and get tested immediately
- Personal Protective Equipment (PPE)
 - Wear required professionally manufactured face coverings that meet CDC recommendations, at all times
 - Maintain a supply of CDC-approved hand sanitizer for passengers
- Hygiene + Personal Disinfectant
 - Wash hands frequently at every opportunity and at breaks
 - Use hand sanitizer before and after each trip and touching any surface on the vehicle



SERVICE STANDARDS

- Social Distancing
 - Must maintain a 6-foot distance from the passenger outside the vehicle
 - Chauffeurs will not shake hands and avoid all physical contact
 - Ask passenger permission before helping with bags and luggage
- Air Circulation
 - AC/heat circulation must be set at outside air, never recirculated
 - Keep at least one window slightly cracked to improve air circulation
 - Avoid excess conversation to limit the amount of particles emitted
- Service Amenities
 - Remove all candies, magazines, and consumables from vehicle
 - Do not provide water or other beverages
 - Provide hand sanitizer or sanitizer wipes to passengers
 - Provide CDC-approved surgical masks to passengers



VEHICLE STANDARDS

- Sanitation

- Full surface sanitization must be performed and logged after each trip using CDC and EPA approved cleaning agents
 - Virex II 256
 - Vital Oxide
 - Lysol / Clorox wipes
- Hand sanitizer or hand sanitizer wipes to be available for both passenger and chauffeur

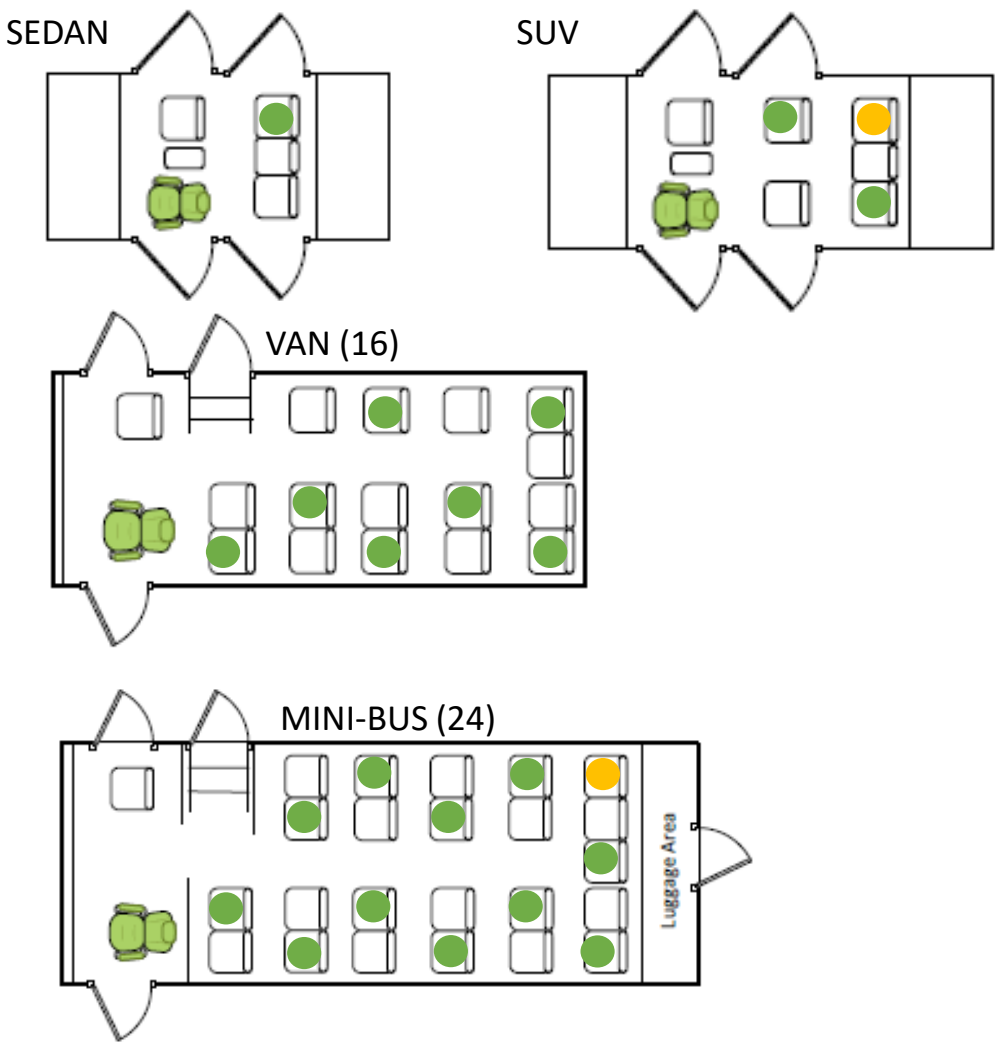
- Loading + Seating

- Limit passenger surface/interaction by opening all doors and compartments
- For larger vehicles, load rear-seats first
- No seating of passengers in the front seat of vehicle
- Follow Vehicle Seating Chart

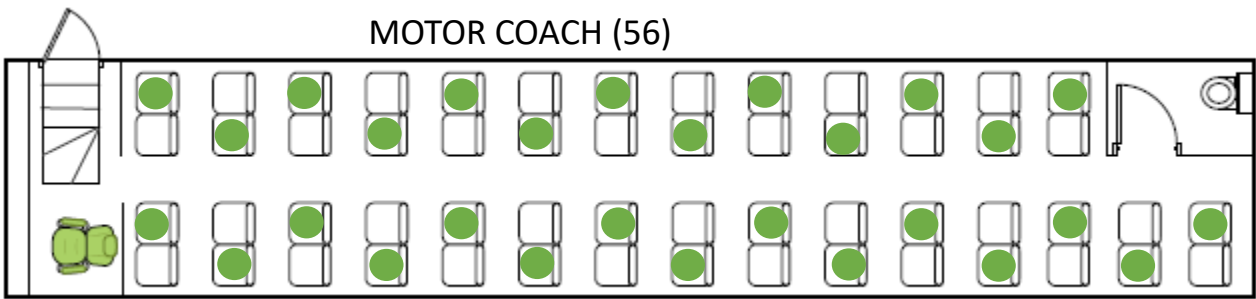
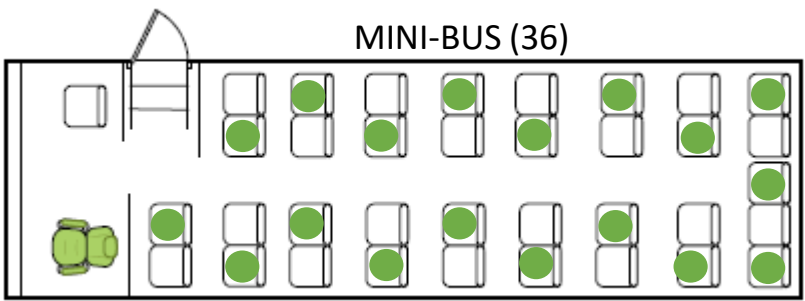


VEHICLE SEATING CHART*

*Social Distance Seating does not apply to families or “quarantine pods”



Vehicle Type	Standard Capacity	Social Distancing Capacity
Sedan	3	1
SUV	7	2-3
Van	16	7
Mini-bus (24 PAX)	24	11-12
Mini-bus (36 PAX)	36	18
Motor Coach	56	28



PASSENGER STANDARDS

- PPE Requirements

- Passengers MUST wear a face covering
- Carey will provide a CDC-approved surgical mask, or other approved face covering, if the passenger does not have one
- Carey reserves the right to refuse service if passenger(s) will not comply (particularly in cities or jurisdictions where the use of face coverings is mandated by law)

- Social Distance

- Families or “quarantine pods” are exempt from social distance seating restrictions if indicted by the lead passenger—this does NOT include front seat seating
- Passengers are encouraged to handle their own baggage
- Passengers are encouraged not open their own doors or compartments when entering the vehicle



OVERSIGHT + ENFORCEMENT

- Communication
 - Training materials sent to all Franchises and Alliance Partners
 - Conference calls and meetings to assure understanding and compliance
 - Rapid-response coaching and remediation protocols
- Implementation
 - Local management team monitors operation
 - Coordinates with executive management team on metrics
 - Assures spot inspections and reporting are completed
- Accountability
 - Compensation of local managers tied directly to performance metrics
 - Chauffeurs receive coaching and retraining if found deficient in any standard, including those related to COVID-19



REPORTING + METRICS

- **Chauffeur Health**
 - Chauffeurs log their temperature daily
 - Carey collects data
 - Reports out by city
- **In-Vehicle Supplies**
 - Carey inspections assure hand sanitizer is available in each vehicle for passenger use.
 - Post-trip survey asks passenger if sanitizers were supplied by chauffeur
- **Vehicle Sanitization**
 - After every service, chauffeur reports sanitation procedure once completed
 - Carey then compares report with dispatch log
 - Reports on compliance as a percentage, by city
- **Custom Reporting**
 - Carey can capture specific data network-wide
 - Work with you to develop meaningful KPIs



THE CAREY DIFFERENCE

- **Carey Global Franchise Network**
 - Provides Carey the business control necessary to implement safety standards + protocols in more than 1000 cities worldwide
 - Enables unmatched access to reporting and data
 - Offers operational transparency + consistency
- **Duty of Care**
 - Carey's commitment to protecting our clients and employees is at the core of everything we do
 - Working with leading health + safety agencies to assure our standards are reliable, executable, and most of all, effective.
- **Experience**
 - Founded 1921 and serving more than 1.5M trips per year
 - History of adapting + innovating our business to meet the needs of our clients and partners during challenging times
 - Stability + longevity to provide you with peace of mind that you have chosen the right partner



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CAREY[®]

INTERNATIONAL



RESOURCES

Johns Hopkins University COVID-19 Tracker

<https://coronavirus.jhu.edu/us-map>

WHO Weekly COVID-19 Updates

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>

CDC Guidelines for Travel

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

CDC Guidelines For Taxi/Livery/Rideshare

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>

CDC Guidelines For Hand Washing

<https://www.cdc.gov/handwashing/index.html>

CDC Information on Face Masks

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

EPA Information on VIREX II - 256

https://www3.epa.gov/pesticides/chem_search/ppls/070627-00024-20041021.pdf