



Hertz Safety and
Cleaning Process.
Safety measures to
your ears

Kontiki

April, 26 2021

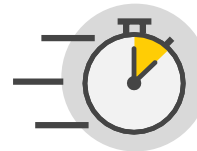
‘Safety to your ears....
Safety rules are your best tools’!



Hertz Gold Plus Rewards®



Fastest



- Bypass the counter at key locations
- Dedicated Gold counters
- No unnecessary paperwork
- Instant return

Easiest



- Simple enrolment process
- Online profile management
- Carfirmation® - email confirmation of car location prior to pick-up

Most Valued



- Earn points toward free rental days
- Exchange points for miles
- eReceipts
- Bonus points and upgrades when you achieve elite status

Hertz COVID-19 Cleanliness & Safety Actions Overview



Hertz COVID-19 Cleanliness & Safety Actions Overview

Hertz is focused and committed to getting travelers where they need to be safely and with confidence.

- Guidance from European country governments and World Health Organization
- Enhanced cleaning methods, encompassing vehicles, shuttle buses, counters and other areas, including using cleaning and disinfectant solutions.
- Added alcohol-based hand sanitizers, cleaning wipes, and a variety of important hygiene steps.

Vehicle Cleanliness & Safety

Safety and Cleaning standards:



- Multistep cleaning process defined
- Disinfection solutions to clean most frequently touched areas:
- Steering wheel, seats , Center console, Door handle, Controls, Keys, Key Fobs, etc.



Disposable Gloves implemented while cleaning

Enhanced 40-point vehicle disinfection methods



- Standardized 40-point disinfection process

Vehicle Exposure Guidelines

Vehicle disinfection guidelines vary upon the situation.

- If the vehicle is exposed to coronavirus, we will keep the vehicle from being entered for minimum 48 hours.
- Customers reporting expected coronavirus while the car is on rent
- Vehicles are placed on hold to prevent rental

Customer Area Cleaning & Bus Protocols

Our Customer areas are cleaned regularly



- Counters
- Door handles
- Tablets, Screens and Credit Card readers
- All commonly touched surfaces

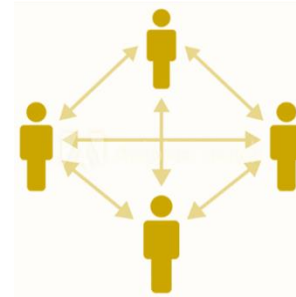
Buses cleaned and space managed to support safety

- In Hertz operated buses,
- Rails
- Handles
- Limiting occupancy
- Customers asked to maintain distance
- Drivers avoiding unnecessary handling of luggage



Social Distancing, Face-Covering, and other Guidelines

- Employees and Customers must maintain a social distance of at least 1 to 2 meters, depending on country specific regulation.
- All countries have new face covering requirements.



Hertz will take additional precautions as recommended by the World Health Organization (WHO) and country governments to minimize the risk to our customers and employees.

Introducing the *Hertz Gold Standard Clean Seal*



Sanitized. Sealed. Delivered.

At Hertz, you can rent with confidence because of
Hertz Gold Standard Clean

Hertz Gold Standard Clean –



Europe has launched **Hertz Gold Standard Clean**, an initiative also live in the US, featuring our 40-point vehicle disinfection and sanitization process designed to give you and your customers total confidence when a car is rented

Sanitized. Sealed. Delivered.



Spotless
exterior wash



All interior
surfaces wiped



Compartments
checked & cleaned



Odors removed
& disinfected

Hertz Gold Standard Clean – Live in Europe and the US

Hertz Gold Standard Clean