

# Health and Safety Standards

Across our global chauffeur network, thousands of Universal-Drivania affiliate vehicles have pledged to follow our **cleaning and disinfecting standards** in accordance with the guidelines of the World Health Organization (WHO) and U.S. Centers for Disease Control and Prevention (CDC). We also expect all of our chauffeurs to comply with their local government requirements. This helps us ensure a safe, clean, and comfortable trip for each client.

## Daily Cleaning and Disinfecting:

- We expect all chauffeurs to conduct pre-trip and post-trip cleanings, and chauffeurs must use disinfectant-grade products that are EPA-approved and effective at killing COVID-19.
- Special attention should be taken to disinfect commonly used surfaces of the vehicle, like doorknobs, pulls and handles, seatbelts, as well as all other passenger touch points.
- We expect deep vehicle cleanings to happen every night.
- Hand sanitizers should be offered to passengers.
- Sanitizing wipes should be available to passengers who want to wipe down surfaces themselves.

## Health & Safety Protocols:

- Every chauffeur must wash their hands using hand sanitizer immediately before picking up passenger and after dropping them off at their destination. They should also avoid touching their eyes, nose and mouth. Only cough or sneeze into elbows, inside their shirt or into a tissue.
- Chauffeurs should not initiate handshakes and should avoid all personal contact with passengers, FBO & hotel concierge staff, or any other person involved in the trip, maintaining precautionary social distancing measures.
- Chauffeurs should only handle luggage after obtaining consent from the lead passenger and use disposable gloves when doing so or thoroughly disinfect their hands immediately before and after doing so.
- Printed reading materials, tissues, candies, and bottled water should be removed from the vehicles, unless requested by the client. If requested, then these items are also thoroughly sanitized.
- Chauffeurs should increase ventilation by opening windows, replacing air filters regularly, keeping fans "on" and re-circulation "off" to ensure fresh air flow.

## High-Risk Destinations:

- Chauffeurs providing services in a region identified by the WHO as high-risk must use face masks when driving.