



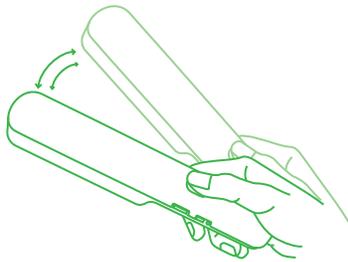
YOUR SAFETY IS OUR PRIORITY

Dear Valued Customers and Partners,

Here at ALV, our priority has always been the safety of our passengers. As we prepare to resume operations, we want to assure you that we are going the extra mile to ensure our passenger's safety. This guideline is what we will do to keep our passengers and employees safe. Our protective measures surpass the industry standards.

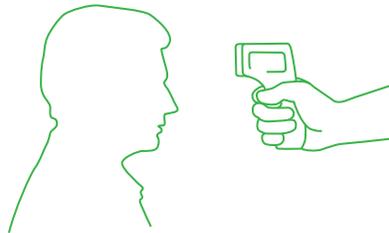
Innovative Technology for Our Passenger's Safety

COVID-19 PROTECTIVE MEASURES



UV Sanitizer Wand

Commonly touched vehicle surfaces and shared items between chauffeurs and passengers will be sterilized after each ride with a powerful UV Sanitizer Wand.



Infrared Forehead Thermometer

We will screen our chauffeurs and employees temperatures before each shift. Any employee displaying a temperature over 100 °F will be sent home.



Infrared Automatic Alcohol Dispenser

Alcohol-based hand sanitizer containing at least 60% alcohol will be available in vehicles for our passengers to use at their discretion.



YOUR SAFETY IS OUR PRIORITY

The health and safety of our passengers and employees is our number one priority. We are closely following the recommendations informed by the Centers for Disease Control (CDC).

COVID-19 PROTECTIVE MEASURES

Clean and Disinfect

- Cleaning procedures have been enhanced. All vehicles are thoroughly cleaned and disinfected after each ride, including, but not limited to, touched surfaces such as handles, seat belts, air vents, buttons and armrests, using EPA - approved disinfectant and the UV Sanitizer Wand.
- BG Frigi Clean® will be used in the ventilation system of all our vehicles. This product removes accumulated bacteria, mold and fungi reducing respiratory infection and illness.

Stay at Home If Sick

- All our chauffeurs and employees have been encouraged to stay home if they are sick and check with a health care provider when needed.

Limit Contact

- Our chauffeurs and employees are required to wear cloth face coverings.
- Our chauffeurs have been instructed to not shake hands as a gesture to keep everyone safe.
- Passengers will not be permitted in the front passenger seat.
- All printed and reading materials have been removed from the seat-back pockets. Water offerings have ceased. Close contact and sharing of all physical material between passengers and chauffeurs have been limited.
- A distance of at least 6 feet from passengers will be kept whenever possible.

Practice Proper Hand Hygiene

- Chauffeurs have been instructed to take extra precautions and to practice proper hand hygiene: Wash hands regularly with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% alcohol, especially before eating; after using the toilet; after blowing the nose, coughing, or sneezing; after handling passengers' luggage; between rides, after handling money; before and after pumping gas.
- Also cover the cough or sneeze with a tissue, then throw the tissue in the trash. Avoid touching eyes, nose, and mouth.

We are committed to protect the health and safety of our passengers and employees. For additional information on protective measures, please visit the CDC website.

Thank you for your loyalty and continued support,

ALV Management