

# Wingz, Inc. COVID-19 emergency plan

(Last updated September 16, 2020)

## **Objective:**

Provide a COVID-19 emergency plan in place detailing how the carriers will ensure the safety of its drivers and passengers.

## Rider communication

### 1. Booking confirmation Email update

The Wingz booking confirmation email needs to be updated on a regular basis, in order to list the latest CDC and CPUC-recommended best practices.

### 2. Update rider policy

Inform passengers of the new cancellation policy that enables riders and drivers to cancel the ride if the other party doesn't wear or refuses to wear a mask. We provide disposable masks to drivers so that they can provide them to riders who aren't wearing a mask. Neither riders, not drivers will be required to take a ride with an individual who refused to wear a mask. The updated policy is available on the Wingz website.

### 3. Update website FAQs

The Frequently Asked Questions section is referenced in multiple communications and touchpoints the user has with the Wingz service. A dedicated COVID section will provide information about COVID-19 and discuss prevention tips.

# Communications and action items for drivers

## 1. Mandatory Health & Safety video tutorial and knowledge test

We invited all registered drivers to view a 3-part Health & Safety Practices Tutorial, that describes CDC and CPUC recommended best practices. After each video, drivers are invited to respond to a series of questions regarding the content of the video. At the end of the session, drivers are invited to provide the shipping address where they would like to receive the Personal Protection Equipment Kit.

## 2. PPE Kit

Wingz staff sends PPE kits to drivers who have passed the Health & Safety Practices Tutorial and knowledge test successfully. The kit provides the supplies enabling drivers to follow the new guidelines. It contains the following items:

- Reusable face mask for the driver
- Disposable face masks for riders, in case they need one
- Disposable gloves
- Disinfectant wipes

## 3. Deactivation of drivers who don't take the Health & Safety Practices Tutorial and knowledge test

We want to make sure that all drivers who provide rides on the Wingz platform are familiar with the new Health and Safety guidelines and protocols. Drivers who haven't completed the tutorial and knowledge test will be deactivated.