

Dear Valued Customer

WE ARE OPEN!

Effective from 1 June 2020, all Tempest Car Hire branches and depots around the country were opened to meet your rental requirements. Due to some residual complexities, we will require a 48-hour lead time in order to facilitate your reservation. While there may be some branches that may not be manned by personnel for full working days, these branches still remain open for business and will facilitate any bookings. Our operations team will make contact once a reservation is made to finalise the booking accordingly and to ensure our service providers are available to meet your request.

All booking channels are open and are functioning optimally. Please use the website to make bookings as per normal and feel free to call our call centre on 0861 836 737 if you have any queries or special requirements.

Tempest Car Hire still has an extensive fleet of economy, luxury, SUV, people carriers, 4x4, and commercial vehicles available for rent anywhere in South Africa. We have also retained our extensive product offering, value add additional products and our industry leading payment solutions.

The world as we know it has changed, and we all need to continuously improve our processes, actions, awareness and habits to ensure that the spread of the virus remains contained and people remain safe.

We are especially aware of our responsibility for the safety of our customers and employees and have made sure our spaces are safe, clean and sanitised.
We understand our obligations to our stakeholders.

To our customers to provide safe, reliable and cost-effective mobility solutions.

To our employees and their families to provide meaningful work and provide a living in a safe and nurturing environment.

To our suppliers and partners who support us in our mission.

To our shareholders who have substantially invested in our business and supported us through the challenges of the lockdown.

We also do not forget **the communities** in which we operate and interact.

Additional Safety Measures

Our first and foremost priority is, and always has been, the safety of our customers, staff and suppliers. We have ramped up our health and safety procedures to continue to combat the virus and ensure everyone who interacts with Tempest Car Hire is safe. Our business has made significant investment in a number of initiatives to ensure the risk of spreading the virus is minimised, broadly focused around three main areas - branches, vehicle sanitising and people.

Branch

- Cleaning frequency has been increased and includes sanitising of all hard surfaces.
- Social distancing is in place between all Tempest Car Hire staff.
- Social distancing between customers is encouraged by means of floor decals, revised queuing layout and regular communication.
- Tempest Car Hire staff wear face masks to prevent the potential spread of the virus.
- Tempest Car Hire has invested in counter screens to limit the possibility of infection in high traffic branches.
- Regulated temperature testing for employees and customers will take place for all people entering our premises.
- Keys, pens, credit card machines, and any other items are sanitised between each transaction.

Vehicle Cleaning

Clean vehicles have always been important to us, and we know cleaning and disinfecting vehicles is even more critical during these times. Our cleaning procedures, using recommendations from health authorities and in line with international best practise, include:

- All cars are sanitised by our drivers after delivery to the branch so that no other person enters a vehicle during the period between when it is sanitised and when a customer receives it.
- All hard surfaces are cleaned with approved sanitiser, specifically:
 - o All outside door handles
 - o Boot handles
 - o Steering wheel
 - o Gear lever
 - o Handbrake
 - o All safety belt buckles and handling areas
 - o The rear-view mirror
 - o All vehicle controls (indicators, window controls, light switches, etc.)
 - o All inside door handles
 - o All other hard surfaces that are commonly touched
- After the driver has completed sanitising the vehicle, a hanger is placed on the steering wheel to evidence the process was completed. This is to enable internal quality control and to give customers peace of mind that the process was completed.
- Deliveries follow the same process.

People

- Policies have been implemented for older/vulnerable people, for example work from home if possible, to protect people most at risk.
- Isolating procedures are in place for all people displaying symptoms, including the people they have been in contact with.
- Movement and interaction with staff from other locations and businesses is limited.
- Where possible, shifts are split so that teams do not come in contact with one another.
- Access to common areas such as the canteen have been restricted as far as practically possible.
- Biometric access controls have been disabled where possible and have been replaced by non-touch alternatives. Sanitising between each touch is implemented on essential systems.
- Training has been suspended or replaced by online alternatives.
- Hand washing is compulsory including the thoroughness and frequency thereof. Extensive and ongoing internal communications, including branch TV, e-mail, posters, team meetings and one-on-one interactions are in place to ensure this remains top of mind for all people.
- Staff, who are unable to wash their hands as regularly, have been provided with hand sanitiser.
- Avoiding physical contact, including eliminating shaking hands, is strongly encouraged and social distancing of 1.5 metres between office bound employees is in place.
- All non-branch locations are routine cleaned and sanitized.

We would like to take this opportunity to sincerely thank you for your ongoing support in these exceptionally challenging times. Our focus has been on ensuring that our customers are, and feel safe, when in our cars and branches and will remain an ongoing priority. Tempest Car Hire will continue to develop and enhance our processes into the future. We look forward to supporting your mobility requirements as the world returns to unrestricted travel.