
COVID-19 Return to Work & Enhanced Operating Procedures



Enhanced Operating Procedures During a Declared Pandemic



Covid-19 Return to Work Employee Screening



In accordance with CDC and OSHA guidelines, Colonial is implementing several types of employee screening to protect the health of our employees and customers. These are mandatory procedures, effective immediately.



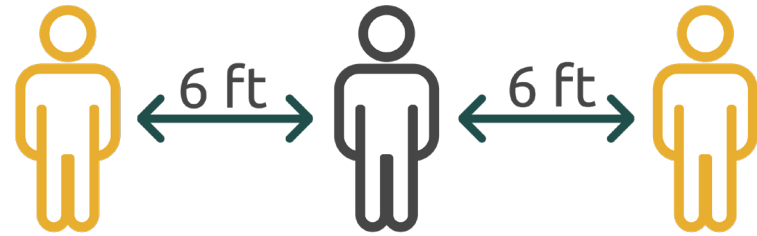
Pre-return to work and daily screening: Before returning to work from extended leave or furlough and before each workday, employees will be required to complete a screening questionnaire related to COVID-19. Any employees with a YES answer to one or more questions will not be allowed to return to work until cleared by HR.



Daily temperature check: Employees will be required to have their temperature taken each day. Any employee with a temperature of 100.4°F or higher will not be allowed to work and sent home.



Social Distancing, Signage and Floor Markings



Social distancing: Employees and customers are both expected to follow social distancing guidelines:

- Stay at least 6 feet (2 meters) from other people, whenever possible.
- Do not gather in groups.
- Limit the number of customers and employees in offices, booths or enclosed areas at one time.
- When possible, employees issuing tickets will extend arms out as far as practical and place ticket on the counter for customers to retrieve.
- Employees will limit touching vehicles, as much as possible.

Signage & floor markings: Floor graphics and signage will be placed within facilities to inform customers of social distancing requirements.

- Social distancing signs
- Social distancing floor graphics



Supplies

A variety of supplies will be available for locations. Colonial managers will work closely with clients for each facility to determine appropriate supplies and signage to be implemented in accordance with budgetary requirements.

Standard Supplies



Hand Sanitizer: Available in different sizes and types of dispensers for use by employees and customers in the parking facilities.



Disinfectant Wipes: Available in different sizes and types of dispensers for use by customers, or in some cases employees, to sanitize high-touch areas, vehicle touchpoints, credit cards, etc.



Disinfectant Spray: For employees to frequently clean and disinfect high-touch places in employee and customer areas of the parking facility.

Optional Supplies



Clear Plastic Screens: Available in different sizes, these can be used in cashiered and valet locations to provide a barrier between employees and customers.



Valet Supplies: Disposable steering wheel covers, seat covers, floor mats, gear shift covers and zip-lock bags for keys are available for applicable locations.



Supplies

Signage & Floor Graphics



Social Distancing Signs: To be mounted on a wall, booth or pedestal to inform customers that social distancing is in effect.



Social Distancing Floor Graphics: To be installed on floors in customer waiting areas to indicate where customers should stand and how much space should be between customers.



Customized Location Signage: Used to designate and differentiate waiting areas for customers awaiting their car or waiting to pay. Also used to give general instructions for that location.



General Guideline Posters: Required to be displayed in all locations, these posters from the CDC educate employees and customers about best practices for handwashing and stopping the spread of germs.



Limiting Direct Contact with Customers through Contactless Payment



Colonial Parking employees will be taking social distancing measures to avoid direct contact with customers (see Social Distancing).

Additionally, Colonial has several contactless payment solutions to further reduce needed contact:

- Tap and Pay
- Preferred Parker Reservations
- Monthly Accounts
- Valet-by-Phone
- Pay-by-Phone



Contactless Payment Solutions

- **Tap & Pay:** Customers use an enabled phone, watch or credit card at compatible credit card machines, pay-on-foot machines or PARCS equipment.



- **Preferred Parker Reservations:** Customers make reservations online and display their confirmation to the parking attendant or using a QR Code reader on the PARCS equipment.

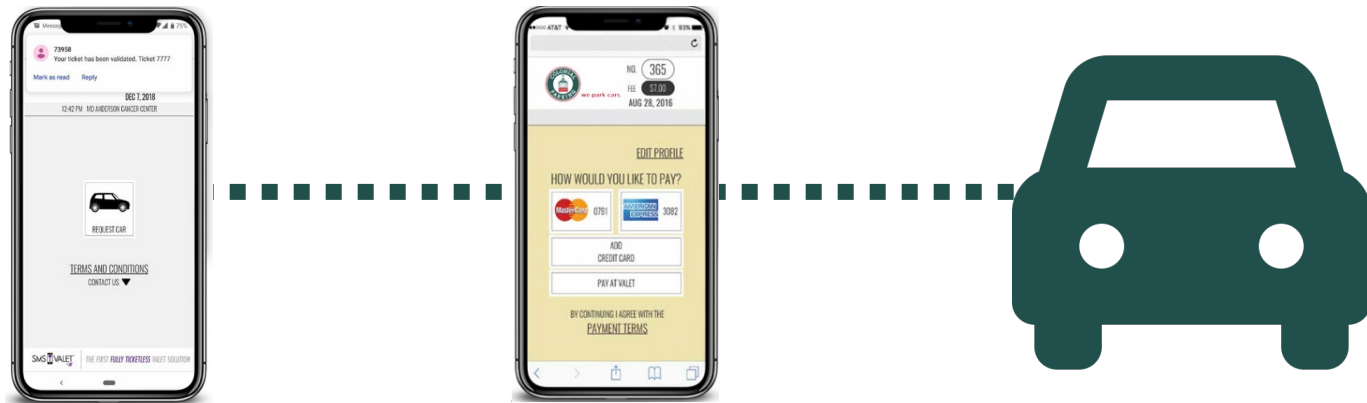


- **Monthly Accounts:** Customers access the parking facility with a window cling, hang tag, RFID card or transponder that will allow seamless, contactless entry and exit.



Contactless Payment Solutions

- **Valet-by-Phone:** Customers check in with their phone number. When they are ready to leave, they can request the vehicle, pay and tip right on their phone without downloading an app. No valet ticket is required.



- **Pay-By-Phone:** Customers can use their cell phone to start, end and pay for their parking session.



Assessing & Equipping The Parking Facility



Custom Solutions for Each Facility



Colonial Parking has created custom solutions for each type of facility we operate, taking the below into account.

- Is the facility automated or manual?
- Is there a cashier booth or do the attendants collect payment at a valet podium or in the drive lane?
- Can the credit card machine be repositioned to allow customer to insert their own credit card? Are contactless payment solutions enabled and advertised?
- Is there a waiting area for customers while they pay? Is there seating? Benches?
- Is there an office? A booth? Just a podium?
- Is there an employee break room or gathering area? A restroom?
- Is there valet parking? Stack or valet assisted parking? Are customer keys retained? Are there key boxes?



Self-Park Manual & Event Procedures



Supplemental uniform: Employees use re-usable face masks, disposable gloves with frequent changes and face shields, where appropriate, during all transactions



Issuing tickets: Employees maintain social distancing, to include: extending arm as far as practical, leaving the ticket on a surface for the customer to retrieve, offering to take a picture of the ticket, instead of the ticket itself & avoiding touching the vehicle.



Cashiering procedures: Employees maintain social distancing, to include: extending arm as far as practical, leaving the ticket on a surface for the customer to retrieve, offering to wipe down credit card or offering wipes for that purpose.



Reviewing the facility, cling & permit checks: Employees maintain social distancing as much as possible and avoid touching vehicles as little as possible.



Full Valet with Luggage Procedures



Supplemental uniform: Employees use re-usable face masks, disposable gloves with frequent changes and face shields, where appropriate during all transactions



Optional valet: At applicable, client approved locations supplemental valet supplies are used, including steering wheel covers, disposable seat covers, disposable floor mats and gear shift covers.



Issuing tickets: Employees maintain social distancing (see Self-Park Manual & Event Procedure). If a customer refuses valet, employees are aware of location's plan and are ready to implement. When prepaying, employees follow supplemental cashiering procedures (see Self-Park Manual & Event Procedure)



Vehicle handling down and up: If supplemental valet supplies are provided, employee place steering wheel cover, seat cover, shift cover and disposable floor mat in vehicle before entering and do not operate any unnecessary controls to avoid unneeded contact with vehicle surfaces.



Vehicle delivery to customer: If supplemental valet supplies are used, employees remove them and offer customers wipes to clean the car. If the customer chooses, employees clean the steering wheel, gear shift, start button, keys and door handles with disinfectant wipes.



Luggage & luggage carts: Employees always ask permission before touching the customer's luggage and only do so with gloves on. Only the handles of the luggage are touched, whenever possible, and employees offer to wipe the handles after handling each bag. Luggage carts are also wiped down prior to providing to a customer



Valet Assist (Stack Parking) Procedures



Supplemental uniform: Employees use re-usable face masks, disposable gloves with frequent changes and face shields, where appropriate during all transactions.



Receiving the vehicle: Employees maintain social distancing (see Self-Park Manual & Event Procedure) and avoid touching the vehicle as much as possible while surveying. If customer refuses valet, employees are aware of location's plan and are ready to implement. If supplemental valet supplies are provided, employees place steering wheel cover, seat cover, shift cover and disposable floor mat in vehicle before entering and do not operate any unnecessary controls to avoid unneeded contact with vehicle surfaces.



Issuing tickets: When prepaying, employees follow supplemental cashiering procedures (see Self-Park Manual & Event Procedure).



Vehicle delivery to customer: Employees maintain social distancing (see Self-Park Manual & Event Procedure) and if supplemental valet supplies are used, employees remove them and offer customers wipes to clean the car. If the customer chooses, employees clean the steering wheel, gear shift, start button, keys and door handles with disinfectant wipes.



Fully Automated Location Procedures



Cleaning and Sanitizing: Employees clean and disinfect all machines frequently, including ticket dispensers, pay-in-lane, pay-on-foot and pay-and-display meters.



Cameras and intercoms: Employees utilize intercom and cameras as much as possible when assisting customers.



Direct help: If an employee must help a customer directly, they wear the proper supplemental uniform, including masks, gloves and face shields, if necessary.



Help in drive lane: If an employees assists a customer in the drive lane, all social distancing procedures are followed, as much as possible.



Help in office: If an employees assists a customer in the office, they limit the number of customers and employees in the office at one time. Aiming to only have one employee helping one customer at a time, while maintaining 6 feet of separation.



Training on Enhanced Operating Procedures

Colonial Parking employees will receive training on how to properly use PPE and proper procedures for enhanced cleaning



Mask Training: Putting on a Mask



- 1** Wash your hands with soap and water for at least 20 seconds. Dry your hands with a clean paper towel and throw the paper towel away.
- 2** Check the mask for any defects, such as a tear or missing tie or ear loop. Throw away any that are defective.
- 3** Make sure the exterior (usually the colored side) of the mask is facing out, away from your face.
- 4** Place the mask on your face with the exterior side facing out and the stiff, bendable edge at the top by your nose, if the mask has one.
- 5** If the mask has ear loops, put one loop around each ear.
- 6** Once the mask is in place, use your index finger and thumb to pinch the bendable top edge of the mask around the bridge of your nose.
- 7** If the mask has a lower tie, then once the mask is fitted to the bridge of your nose, tie the lower ties behind your head with a bow.
- 8** If the mask has ties, pick up the mask by the ties and tie the upper ties behind your head with a bow.
- 9** Make sure the mask is completely secure. Make sure it covers your nose and mouth so that the bottom edge is under your chin.
- 10** Wash your hands.



Mask Training: Removing a Mask



- 1** Wash your hands before removing the mask.
- 2** Do not touch the inside of the mask (the part over nose and mouth). It may be contaminated from your breathing, coughing or sneezing.
- 3** Untie or remove the ear loops and remove the mask by the straps.
- 4** Place the mask in a plastic bag until it can be laundered at home. If using a disposable mask, throw the mask in the trash.
- 5** Wash your hands or use hand sanitizer.

Please Note: If you are using a reusable cloth mask, at the end of the day, take the mask off from the straps (not touching the front), place in a pillowcase to keep the ties with the mask. Wash it in the washing machine with hot water and completely dry on medium or high heat.



Gloves Training: Putting on Gloves



- 1** Wash your hands or use hand sanitizer.
- 2** Remove all watches, rings, and other jewelry from your hands before putting on your gloves. This is a precaution to prevent any accidental rips or tears in the glove.
- 3** Do not contaminate your gloves by placing them on a dirty surface.
- 4** In order to preserve the cleanliness of the glove, try not to touch the outside of the glove as you put them on. An easy way to do this is first put the nitrile or latex glove on your dominant hand, while touching it as little as possible. Then, put the other glove on your non dominant hand, using your gloved dominant hand to pull it on.
- 5** Once both gloves are on your hands you can adjust your fingers and the fit of the glove.



Gloves Training: Removing Gloves



- 1** Pinch the outside of the glove about an inch or two down from the top edge inside the wrist.
- 2** Peel downwards, away from the wrist, turning the glove inside out.
- 3** Pull the glove away until it's removed from the hand. Hold the inside-out glove with the gloved hand.
- 4** With your gloveless hand, slide your fingers under the wrist of the glove, do not touch the outside surface of the glove.
- 5** Repeat step 3. Peel downwards, away from the wrist, turning the glove inside out.
- 6** Continue pulling the glove down and over the first glove. This ensures that both gloves are inside out, one glove enveloped inside the other, with no contaminants on the bare hands.
- 7** Dispose of the gloves.
- 8** Wash hands or use hand sanitizer.



Enhanced Disinfection & Cleaning Training: Touched Hard Surfaces



Colonial Parking employees will clean and disinfect frequently touched hard surfaces to include:



Cashiers' counters, desks, tables and other work surfaces



Doors and doorknobs



Benches and chairs



Valet podiums and key boxes



Enhanced Disinfection & Cleaning Training: Hard Surfaces & Touchpoint Cleaning Guidelines



- 1** Wear disposable rubber gloves.
- 2** Spray hard surfaces with approved disinfectant cleaner and leave wet for 5-10 minutes. All Colonial approved disinfectants have been proven effective against human coronavirus.
- 3** Wipe clean with a disposable paper towel or cleaning wipe.
- 4** Discard used paper towels or wipers immediately.
- 5** Discard rubber gloves immediately.
- 6** Wash hands thoroughly after cleaning.



Enhanced Disinfection & Cleaning Training: Parking & Office Equipment



Colonial Parking employees will clean and disinfect frequently touched parking and office equipment to include:



Keyboards, mice, monitors and printers



Telephones and intercoms



Ticket dispensers, pay-in-lane machines, pay-on-foot machines, pay-and-display meters and QR code scanners



Cash registers and credit card machines



Enhanced Disinfection & Cleaning Training: Parking & Office Equipment Cleaning Guidelines



- 1** Wear disposable rubber gloves.
- 2** Spray approved disinfectant cleaner onto paper towel or wipes. All Colonial approved disinfectants have been proven effective against human coronavirus.
- 3** Paper towel should be damp, not soaking wet.
- 4** DO NOT SPRAY DIRECTLY ON PARKING EQUIPMENT, COMPUTERS, KEYBOARDS, ETC.
- 5** DO NOT use any cleaning products that contain ammonia on clear plastic screens as they may become cloudy over time.
- 6** Wipe keyboards, mice, and other frequently touched equipment.
- 7** Wipe the front of the parking equipment including buttons, touch screens, credit card readers, etc.
- 8** Discard used paper towels and gloves immediately.
- 9** Wash hands thoroughly after cleaning.



If you have any questions, please
contact your Senior Operations
Manager.

