

# E-Scooters:

## COVID Safety Response

### Overview

As COVID-19 spreads, cities continue to face extraordinary challenges in ensuring the safety and health of residents while enabling them to meet critical needs, such as picking up prescriptions or getting public health staff to work.

As coronavirus spreads through close personal contact in shared spaces, single-person micromobility vehicles are a safer alternative to public transit (which some city leaders have discouraged use of) or enclosed rideshare vehicles.

With that in mind, we'd like to announce some of the safety measures we have rolled out as we reopen some cities under our LimeAID program. Our main priorities revolve around preventing on-surface transmission, thorough employee training, and educating our riders on safety protocols.

### How We Clean and Disinfect Our Scooters

At Lime, we have a responsibility to help reduce the spread of coronavirus just as we enable communities to respond to and recover from its impacts

During our LimeAID program we have both morning and afternoon operations that are dedicated to finding, diagnosing, and disinfecting our fleet. Every interaction with a Lime vehicle follows the CDC recommendations for cleaning and disinfecting, including:

- **Disinfect all surfaces using cleaners and wipe so that the surface remains visibly wet for five minutes and then let it dry.**
- **Disinfect a surface using a bleach solution, allowing the solution to be in contact with the surface for at least five minutes. Rinse and air-dry.**
- **Focus on frequently touched areas on our vehicles; Handlebars, Brake, Throttle, etc.**
- **Focus on high traffic areas in our daily operations; Vans, doorknobs, bathrooms, mechanic stations, etc.**

Lime is committed to only using **Tier 1 Products recommended by the ACC, CBC, and EPA** for the fight against the Novel Coronavirus. We are doing daily inventory checks and working with our suppliers to ensure our facilities are properly stocked with these supplies.



### A Message To Our Riders

As always, we ask riders to stay safe and take the necessary steps to help protect themselves and our communities, as advised by local public health officials and detailed on our blog. Together we can emerge from this crisis and THRIVE. We will be focusing our communication efforts to remind our riders on the below health and safety tips when riding with Lime.

**Take precautions - inspect the scooter to make sure the wheels, brakes, throttle, lights, and frame are all in good working condition. For a tutorial please see: <https://safety.li.me/>**

**Hands - wash your hands or use hand sanitizer which is at least 70% alcohol-based when you arrive at your final destination. Wear gloves when you can.**

**Ride Solo - for safety and social distancing; maintain a distance of at least 6 feet from others.**

**Identify - bike lanes and be aware of traffic lights and signs.**

**Vigilance - remain alert of your surroundings and potential safety hazards.**

**Essential Rides Only - rides are for essential travel only, such as the grocery store, pharmacy or for healthcare purposes. No joyriding, and please follow your city's shelter-in-place orders.**



## Our Commitment to Employee Training

Before reopening any market all employees must complete several training courses including:

- **Hazard Communication**
- **Preventing the spread of Transmissible Illness**
- **Cold and Flu Prevention**

Additionally, we have rolled out extensive measures to keep our local teams well informed of any new safety protocols we need to administer to ensure the safety of our team and riders. This is primarily focused around COVID. This includes:

- **All employees will be fully outfitted with CDC approved Personal Protective Equipment (PPE) including but not limited to:**
  - **N95 Respirator Mask**
  - **Disposable Nitrile Gloves**
- **Comprehensive PPE training, such as:**
  - **Respirator Mask training**
  - **Glove training, donning, and doffing**
- **Establishing COVID daily task force to keep the company updated on any relevant COVID global news in addition to new safety protocols announced by health organizations**
- **stopCOVID.co training course**
- **Social distancing protocols**
- **Preventing on-surface transmission**

## Experts: Micromobility's Role in Crisis

### Institute for Transportation and Development Policy

"This pandemic has created a moment to acknowledge **the significance of the ways in which small modes**, including cycling, enable us to safely and resiliently navigate our cities."

### Dave Snyder, Executive Director of the California Bicycle Coalition

"We'd love to see more, and **urge mobility companies to continue to provide shared bikes and scooters for essential travel**, including discounts and free service to new customers, especially people providing essential services."

### David Freedman, M.D., Professor of Infectious Diseases at the University of Alabama at Birmingham

"The virus is **not going to jump off the handlebars**...Instead, cleaning your hands after you touch the handlebars or any other potentially contaminated surface is probably the best strategy. It's really a shared responsibility between the owners and the users."