

## Aires Safe Landing Service Overview

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The COVID-19 pandemic has significantly impacted business travel and the mobility industry. One of the key precautionary measures for slowing the spread of the virus is self-isolation upon entry into a new city or country. As the need for self-isolation increases, Aires has created the following service offering to be delivered by our destination service providers to the employee and family upon landing in the new location. Specific regional or country requirements will always be followed and may supersede these guidelines.

### Elements of Service

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- Driver pick-up at airport (FFP2/3 or N95 masks will be worn by driver and supplied to the employee and family, if available locally)
- Transportation will be provided to the self-isolation residence or hotel via a vehicle that is deep cleaned prior to and after transport
- Drivers will wear gloves and wipe down luggage with anti-bacterial cleaner/wipes prior to loading in the vehicle
- Accompanied check-in (all paperwork should be pre-arranged and completed; no interaction with desk staff)
- Useful contact information during self-isolation, including emergency services (911 or local equivalent), food delivery services, and local grocery delivery services will be provided
- If registration of self-isolation with local government is required, partner will inform Aires and the family of this legal requirement and will facilitate the registration of the isolation address
- *Optional Add-On:* Aires will confirm if pre-stocking the unit and/or provision of supplies listed below should be included with the service:
  - Basic food supplies as agreed with employee prior to arrival in order to coordinate delivery of one week's worth of food for the family upon arrival
  - Hand sanitizer gel
  - Anti-bacterial spray cleanser
  - Laundry detergent
  - Paper towels
  - Bed linens (if not provided by property)
  - Towels (if not provided by property)
- A shopping list for any additional needs can be provided via email by the employee (these items will be delivered on the day following check-in)
- Daily check-in with the assignee; all reasonable additional requests will be delivered

## If the Employee Becomes Symptomatic

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In the event the employee or family develops symptoms of COVID-19 (or any other illness), the destination partner will assist the family to contact medical and/or emergency health services directly.

## At the End of the Self-Isolation Period

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When the self-isolation period ends:

- Partner will arrange transfer to regular short-term or permanent accommodation with accompanied check-in
- Additional authorized destination services will resume
- Each apartment will be deep cleaned between occupancy

Aires is committed to the health and safety of your employees during this time, and we are here to support you through the pandemic. We continue to closely monitor the situation and will provide updates regarding our partners and their practices.