



Lime's COVID-19 Safety Procedures

Overview

Cities are on the front lines in responding to COVID-19. They face unprecedented challenges in protecting the safety and health of residents, maintaining the public's access to critical goods and services like pharmacies and groceries, and ensuring essential workers can get to work.

Thankfully, single-person micromobility vehicles present a safe alternative to enclosed transportation and can help riders maintain a safe social distance from others while commuting, visiting the grocery store, pharmacy or doctor's office, or simply getting out of the house.

At Lime, we know that frontline workers and residents still need to get to where they need to go; it's our top priority that they do so safely. We've implemented new measures to prevent on-surface exposure, while ensuring employee safety and educating our riders on safety protocols. We're glad to be a partner to cities during this time of need, and to help their residents and frontline workers travel at a safe social distance.

How We Clean and Disinfect Our E-Scooters and E-Bikes

We are committed to helping reduce the spread of COVID-19 and enabling communities to better respond to, and recover from, COVID-19 impacts.

Lime staff clean every e-scooter and e-bike in our fleet every time they come in contact with one, and follow CDC recommendations for disinfecting, including:

- **Disinfect all surfaces** using approved cleaners. Wipe so that the surface remains visibly wet for five minutes, and let dry.
- **Focus on frequently touched areas** including handlebars, brakes, throttles, on our e-scooters and e-bikes.
- **Focus on high traffic areas** in our daily operations including vans, doorknobs, bathrooms, and mechanic stations.

Lime is committed to only using Tier 1 Products recommended by the ACC, CBC, and EPA. We conduct daily inventory checks and work with our suppliers to ensure facilities are appropriately 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 their communities as advised by public health officials.

We focus our rider communication on the below health and safety tips when riding with Lime, delivering education through in-app messaging, emails, social media, local media and our blog. We ask them to:

LISTEN to advice from your local public health officials on COVID-19 prevention.

INSPECT the e-scooter or e-bike to ensure the wheels, brakes, throttle, lights, and frame are all in good working condition.

MASK up in public settings and wash your hands or use hand sanitizer before and after riding with Lime.

EDUCATE yourself on safe, vigilant, and socially-distanced riding. Don't forget your helmet! Visit <https://safety.li.me/>.

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 needed to ensure the safety of our team and riders. This includes:

1. Outfitting Lime employees with CDC approved Personal Protective Equipment (PPE), including but not limited to:

- N95 Respirator Mask
- Disposable Nitrile Gloves

2. Conducting comprehensive PPE training, including:

- Respirator Mask training
- Glove training, donning, and doffing

3. Establishing a COVID-19 task force to communicate COVID-19 global news in addition to any new safety protocols announced by relevant health organizations

4. stopCOVID.co training course

5. Social distancing protocols training

6. Preventing on-surface transmission training