

For additional information email us at CovidCustomerQuestions@ur.com

Throughout the COVID-19 pandemic, United Rentals has been taking steps to keep our, and your, employees safe. In early March, we activated our Emergency Operations Center (EOC) comprised of functional leaders throughout the company, as well as third party experts. Since its inception, the EOC has worked together to review emergency orders and regulations; to develop guidelines for our branches to follow for safe, continuous operations based on the then-current, local COVID-19 data; and to protect the health of our employees and yours.

Preventive practices have been established for use by our employees including COVID-19 related training and routine related safety messaging to all employees; distribution of PPE such as face coverings and gloves for use by our employees; frequent handwashing and/or the use of hand sanitizer; and staggering work hours to provide better spacing and to limit exposure.

We've also physically modified our branches and have changed some of our business practices to ensure added protection. Steps we've taken include installing plexiglass barriers and floor decals to encourage physical distance; routinely disinfecting our branches; limiting the number of visitors and vendors allowed at our branches; establishing drive-up contactless service; designating drop zones; enhancing paperless transactions via the United Rentals app; and implementing our "Last Touch" equipment disinfection of equipment that is picked up from our branches or delivered to your jobsite.

All of these measures are aimed at preventing the spread of COVID-19 in connection with day-to-day business operations, implementing CDC and COHS guidance, and complying with applicable laws, rules, and regulations. We remain ready and able to provide you with equipment and services while keeping our, and your, employees safe.



If you need further information on how we can assist your emergency response needs, visit UnitedRentals.com/emergency-response
For information on how United Rentals is responding to the COVID-19 situation, visit UnitedRentals.com/covid19