



To Our Customers and the Communities We Serve:

We care deeply about the safety and health of our team members, our customers' employees, and the citizens of our communities. We know that during these uncertain and challenging times, normal operational practices are insufficient in the current COVID-19 environment. As a result, we — like many of you — have taken extraordinary measures across our operations to minimize exposure to and the impacts of COVID-19, all while maintaining our ability to support your critical operational requirements.

To that end, as we support our customers through this crisis, we have instructed all our team members to:

- Make every attempt to contact you prior to any business meeting and follow your special instructions for delivery and pick up of equipment.
- Adhere to all the protocols your organization has established to minimize COVID-19 exposure and transmission.
- Follow Herc Rentals' policies and recommendations with respect to personal space, handshakes, and other forms of greeting or interactions involving physical contact.
- Observe enhanced hygiene and sanitary practices as outlined by the Centers for Disease Control and Prevention.
- Stay home if they are sick or if they suspect that they have been exposed to anyone confirmed to have contracted COVID-19.
- Refrain from entering a known COVID-19 contaminated or shuttered facility to perform repairs or pick-up equipment.
- Provide flexibility for your equipment rental needs during this unusual period.

We know that in times like these, having a reliable and responsive resource ready to support you is critical to keeping your operations functioning. To that end, we have initiated our emergency protocols to support business continuity to the extent possible and according to local, state/provincial and national directives.

Fundamentally, in the event of a suspension of activities at a branch that serves your operations, we are prepared to redirect support for your business needs to our nearest unaffected branches, and with drivers and service technicians that can be redeployed as necessary.

We want to assure you that we have significant experience operating under extreme and emergency conditions. For example, we have maintained business support for customers and communities before, during and in the aftermath of hurricanes, wildfires, floods, blizzards and other catastrophic events. We remain prepared and committed to supporting you through this difficult moment in time, and we look forward to doing so long after the current challenges we all now face together.

I wish you all the best as we persevere through this adversity together.

A handwritten signature in black ink that reads "Larry Silber".

Larry Silber  
President and Chief Executive Officer  
Herc Rentals

March 19, 2020