

LYFT, INC'S CALIFORNIA COVID-19 PLAN

I. PURPOSE

The purpose of this Plan ("the Plan") is to comply with the California Public Utilities Commission ("CPUC") Resolution TL-19131 and inform Lyft Inc. ("Lyft") users of Lyft's response to the Coronavirus Disease 2019 ("COVID-19") pandemic for its rideshare platform in California.

II. HEALTH SAFETY PROGRAM FOR RIDESHARE

Extra health safety precautions help protect each other from COVID-19. Based on guidance from the Centers for Disease Control and Prevention ("CDC") for rideshare¹, other public health official guidance, and consistent with the the California Department of Public Health ("CDPH") guidelines², Lyft has developed new policies, products, and education to help everyone practice healthy habits during the ride – and to help protect everyone in the car. All riders and drivers are required to agree to a few simple rules before they can use Lyft.

Lyft's [Health Safety Program](#), announced on May 7, 2020, is designed to ensure that everyone knows how to use Lyft safely during the pandemic. Lyft's Health Safety Program includes:

- Personal health certification for drivers and riders
- Required face coverings for drivers and riders
- Distribution of face coverings and other supplies for drivers
- Health safety education for drivers and riders

A. Personal Health Certification

Before using Lyft, every rider and driver is required to self-certify that they will wear face masks throughout the ride, are symptom-free, and will follow CDC and local guidelines related to COVID-19. Specifically, riders and drivers will confirm that:

- They will wear a face mask or covering
- They will not ride or drive with Lyft if they have COVID-19, think they have it, or have related symptoms
- They will keep vehicles clean and sanitize their hands frequently
- They will leave windows open when possible and avoid recirculated air when possible
- Passengers will not ride in the front seat

Anyone who does not agree to the personal health certification will be unable to request a ride or drive with Lyft.

B. Face Coverings and Other Supplies

In addition to agreeing to a personal health certification before using the Lyft platform, all Lyft drivers and riders are required to wear face coverings during all rides. Lyft

¹ <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>.

² <https://files.covid19.ca.gov/pdf/guidance-transit-rail.pdf>

created an online resource to offer drivers easy access to affordable face coverings and cleaning supplies that can otherwise be hard to find, undersupplied, or costly. Lyft does not make a profit off these sales.

Since the pandemic began, Lyft has dedicated nearly \$2.5 million to securing and providing face masks and cleaning supplies to drivers across North America, at no cost to them. As of August, 2020, Lyft had distributed almost 40,000 sanitizing packs (consisting of sprays and/or wipes), and over 8,500 masks to our most active drivers, free of charge, at several local distribution points throughout California. In addition, Lyft shipped over 14,000 safety kits—consisting of a reusable cloth face mask, sanitizer and disinfectant—to our most active California drivers, and plans to ship an additional approximately 7,600 kits in the state.

Lyft recently announced expansion of its Health Safety Program with a plan to roll out vehicle partitions to frequent drivers. Lyft is currently distributing free partitions to eligible drivers in California markets that opt in to the program..

C. Health Safety Education

Lyft has created COVID-19 websites for both [riders](#) and [drivers](#) that feature health safety education based on the latest guidance from the CDC and local health officials, including the following best practices:

What to do if you feel sick

- *If you begin to develop a fever, or symptoms such as a cough or difficulty breathing, call a medical professional.*
- *Please stay home if you feel sick. If you need to see a doctor, work with a medical professional to discuss transportation options.*
- *Per the CDC, if you have been diagnosed with COVID-19 or suspect you may have it, you should not use rideshare, public transportation, or taxis.*

Wear a face covering

- *The CDC recommends the use of simple cloth face coverings to slow the spread of the virus, and help people who may have it, but don't know it, from transmitting it to others.*
- *Cloth face coverings can be made from household items or common, low-cost materials.*
- *Some local authorities require that you wear a face covering in some public settings. You should seek out local guidance in your area.*

Practice proper hand hygiene

- *Wash your hands often with soap and water for at least 20 seconds. Visit the CDC's guide on handwashing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.*
- *Avoid touching your eyes, nose, and mouth.*

Limit contact with others

- *Avoid close contact with people who are sick.*
- *Passengers should sit in the back seat.*
- *Roll down the windows during trips and / or use the car's vents to bring in fresh outside air. Avoid using the recirculated air option for the car's ventilation.*

Cover coughs and sneezes

- *Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.*
- *Throw used tissues in the trash.*
- *Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.*

Clean and disinfect

- *Clean and disinfect frequently touched surfaces frequently. This includes door frames and handles, windows, seat belt buckles, the steering wheel, the gearshift, signaling levers, and other vehicle parts.*
- *If surfaces are dirty, clean them with detergent or soap and water before you disinfect.*

Lyft also offers COVID-19 safety education videos for both drivers and riders, sends regular updates to drivers with the latest CDC guidance, and maintains a [Local Updates](#) site providing information about restrictions and public health mandates from state, city and county government officials. Lastly, Lyft has put together a [guide with FAQs](#) to help drivers navigate the process of accessing unemployment assistance due to COVID-19.

III. PAUSE OF SHARED RIDES

Lyft has paused Shared rides across all markets and requires users to reduce the number of riders allowed in a ride, by agreeing that the front seat will always be kept empty.

IV. FOCUSING ON SAFETY AND INCLUSIVITY

Drivers and riders can always decline to accept or cancel rides for health safety reasons, including if a user is not wearing a face covering, without penalty. If a user is found to repeatedly violate Lyft's personal health certification, their account will be subject to suspension. Discrimination – including on the basis of race, national origin or suspected medical condition – is not allowed, and this policy is communicated to riders and drivers often.

V. ACTIVATING OUR COMMUNITY PARTNERS

In response to COVID-19, Lyft has activated more than 500 partners through LyftUp – our comprehensive effort to expand transportation access to all. These partnerships focus on providing access to free rides to those who need them most right now, particularly vulnerable communities with essential transportation needs, like trips to the grocery store, pharmacy, or healthcare appointments. Lyft offered access to free Lyft rides, scooter trips, and bike memberships to those working on the front lines, like first-responders, healthcare workers,

and transit staff. In addition, Lyft is facilitating the delivery of food and life-sustaining medical supplies to families in need, seniors, those with chronic diseases, and other vulnerable communities.

VI. ADDITIONAL COVID-19 RELIEF EFFORTS

Lyft has provided funds to drivers diagnosed with COVID-19 or put under individual quarantine by a public health agency. Lyft has also extended our commitment to provide funds to qualifying drivers, including individuals who have been diagnosed as immunocompromised and directed to isolate by their doctor because of COVID-19. Lyft will continue to evaluate this fund as the crisis evolves.