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IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

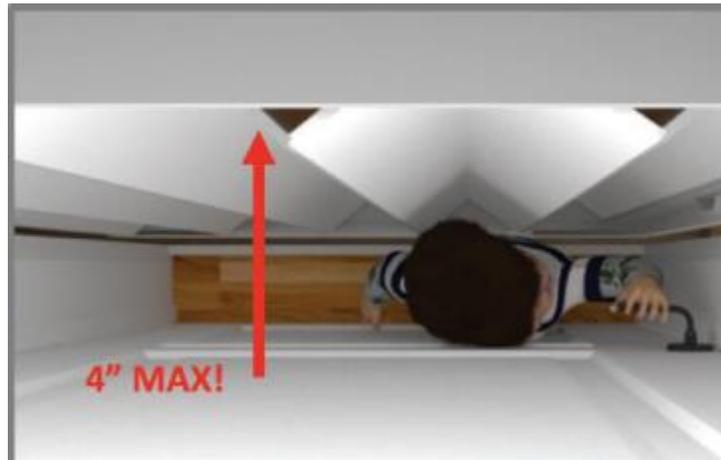
Steve Kaufer
President & Chief Executive Officer
Tripadvisor, Inc.
400 1st Avenue
Needham, MA 02494

July 26, 2021

Dear Mr. Kaufer:

We are writing to seek your assistance in helping the B&B, vacation home, and guest house homeowners across the Tripadvisor platform (including FlipKey.com and VacationHomeRentals.com) protect their guests from a serious potential hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents, and the risk may be higher in vacation homes or other temporary or rental properties with elevators, as guests may not be familiar with the devices or the proper safety measures. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your hosts so they can take steps to address the gap space if an elevator is installed in their rental property. We also ask you to include information on residential elevators, including information about gap spaces and potential entrapment, in the Safety portion of your homeowner policies and guest education materials. Homeowners should make sure to advise their guests to **never let children ride in an elevator without an adult and never allow children to play on or around an elevator.**

If your hosts have any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge you to ask them to contact us immediately for assistance by calling us, toll free, at 1-800-285-9862 or visiting <https://www.homelevator-safety.com>. thyssenkrupp Access Corp. elevators include units furnished by ThyssenKrupp Access Manufacturing, LLC, Access Industries, or National Wheel-O-Vator under the following model names:

Chaparral	Destiny
LEV	LEV II
Rise	Volant
Windsor	

The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. company a **free** inspection to determine the sizes of their gap spaces. If excessive gap spaces are identified,

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homeowners can request **free** installation of **free** space guards to reduce these gap spaces. thyssenkrupp Access also offers free, simple instructions for inspections and space guard installation for homeowners who prefer, due to COVID-19 or other concerns, to measure the gap space and install free space guards themselves.

More information about the Program, including a powerful video that illustrates the seriousness of the entrapment hazard and the value of space guards in reducing that hazard, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors who are expected to be experts in applicable elevator safety codes and other requirements. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is working to get the Program's vital safety message to homeowners through other means, including a nationally distributed press release, social media, and digital advertising, and we would welcome your support for our program.

We encourage you to share this letter with your B&B, vacation home, and guest house owners. If you or they have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

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