

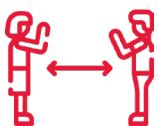
THE WAY FORWARD

ABA's Resources for Recovery



EMPLOYEE CARE

IN OFFICE FOR EMPLOYEES



SOCIAL DISTANCE WITH CO-WORKERS



WEAR MASKS



DON'T CONGREGATE IN OPEN AREAS



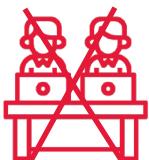
WASH HANDS REGULARLY

IN OFFICE FOR EMPLOYERS

CONSIDER SURVEYING OR SCREENING EMPLOYEES



CREATE A PROCEDURE AND CHECKLIST FOR CLEANING STAFF



NO SHARED WORK SPACES



PROVIDE EMPLOYEES WITH FACEMASKS AND GLOVES



HAVE SUPPLIES OF APPLICABLE CLEANING SOLUTIONS EASILY ACCESSIBLE



PROVIDE APPROPRIATE VENTILATION

ON THE BUS



PROVIDE DRIVERS WITH CLEANING MATERIALS AND REQUIRE THEM TO DISINFECT HIGH-TOUCH AREAS DURING STOPS AND LAYOVERS

MAINTAIN SPACE FROM PASSENGERS WHEN OFF AND ON THE BUS



CUSTOMERS SHOULD WEAR MASKS WHILE RIDING THE BUS



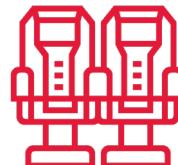
ENSURE THE DRIVER HAS ENOUGH FACE MASKS AND GLOVES FOR THE TRIP



PASSENGERS SHOULD LOAD OWN LUGGAGE OR DRIVER SHOULD WEAR GLOVES



BATHROOMS ARE OPTIONAL USE FOR CHARTERS
NO BATHROOM USE ON LINE RUNS



LIMIT NUMBER ON BUS TO ADHERE TO STATE REQUIREMENTS

THE WAY FORWARD

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BUS MAINTENANCE & CLEANING

PRETRIP

JUST CLEANED STICKER
VISIBLE TO THE CUSTOMERS

SHARE CLEANING METHODS
WITH CUSTOMERS



INSTALLING SAFETY
BARRIERS? MAKE CERTAIN
IT DOESN'T IMPACT THE
INTEGRITY OF THE BUS

ENSURE ALL CHANGES
DO NOT INTERFERE WITH
EXITS, AISLES OR WINDOWS



SAMPLE CHECKLIST

To ensure a clean ride for all of our guests, we follow strict daily sanitation procedures that include:

- ✓ Fully Disinfected Coaches & Mini-Buses
- ✓ Comprehensive Driver Training
- ✓ Hand Sanitizer Stations Available
- ✓ CDC/EPA Approved Disinfectants
- ✓ Attention to Critical Touch Points
- ✓ Complete Coach Disinfectant Fogging
- ✓ HVAC Disinfection
- ✓ Masked Drivers
- ✓ Attention to Detail Cleaning (Reading Lights/Air Nozzles, Rails, Handles)
- ✓ Industry Sample Policies
- ✓ Commitment to Professional Care

SOME QUESTIONS TO CONSIDER

How can you promote social distancing of co-workers in the shop?

How will drivers account for cleaning in their hours of service?

Should revisions be made to the pre-trip inspection process?

ON THE ROAD



DRIVER SHOULD KNOW THE
LOCATION OF SERVICE STOPS
& WHAT TYPES OF CLEANING
PROGRAMS THEY OFFER

SCHEDULE 1:
10-POINT DISINFECTING
WIPE SEVERAL TIMES A
DAY WHEN PASSENGERS
ARE OFF THE BUS



SCHEDULE 2:
32-POINT INVASIVE DEEP
CLEANING ONCE A DAY

BUS RETURN

THOROUGH CLEANING
INCLUDING HVAC AND
VENTILATION



THE WAY FORWARD

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CUSTOMER CARE

PRE-TRIP COMMUNICATIONS



CLEANING PROTOCOLS FOR COACHES



EMPLOYEE PROTOCOLS



ENCOURAGE CUSTOMERS TO BRING OWN SANITIZERS, WIPES AND MASKS, EVEN WHEN AVAILABLE ON COACHES

SIGNAGE SHOULD TELL WHEN COACH IS CLEANED



EXPLAIN PROTOCOLS FOR MOTORCOACH OPERATOR AND/OR TOUR OPERATOR IF SOMEONE ON THE TRIP BECOMES ILL



SAMPLE MESSAGE REGARDING DISTANCING

To help maintain CDC recommendations for social distancing onboard our buses, we are temporarily reducing the available number of seats on our tours to give our drivers, tour directors, and customers more personal space.

SOCIAL AWARENESS

Passengers and Drivers Should Wear Masks

Social Distance Where Possible

Before Booking, Know the State Rules on People Congregating

BOARDING PROCEDURES



PASSENGERS SHOULD LOAD OWN LUGGAGE OR DRIVER SHOULD WEAR GLOVES



FILL THE SEATS FROM BACK TO FRONT

ON BOARD



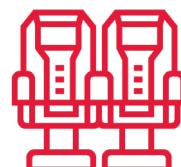
HAVE HAND SANITIZERS/ WIPES AVAILABLE



MAKE MASKS REQUIRED ON BOARD



REGULARLY DISINFECT VISIBLE TOUCHPOINTS



INSTITUTE ASSIGNED SEATING PROCEDURES

THE WAY FORWARD

ABA's Resources for Recovery



REMOTE TRAVEL INCIDENTS

PRE-TRIP CONSIDERATIONS

AMEND CUSTOMER CONTRACTS TO INCLUDE LANGUAGE ABOUT COVID-19 AND ILLNESS

AN EXAMPLE OF LANGUAGE

{Company} has taken enhanced health and safety measures for you, our other guests, and our employees. You must follow all given instructions while traveling with {Company}. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and even death. According to the Center for Disease Control and Prevention, senior citizens and those with underlying medical conditions are especially vulnerable. By traveling with {Company}, you voluntarily assume all risks related to exposure to COVID-19. Join us by keeping each other healthy and safe by practicing good hygiene.

DECIDE WHAT TYPE OF PRE-TRIP SCREENINGS YOU WILL PERFORM



DRIVER SHOULD KNOW THE LOCATION OF SERVICE STOPS & WHAT TYPES OF CLEANING PROGRAMS THEY OFFER



DRIVER MUST BE TRAINED IN THE CLEANING METHODS IN COMPANY'S PROTOCOL

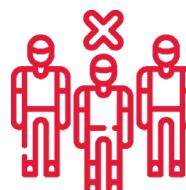


ON THE ROAD

COMPANIES MAY WANT TO TAKE TEMPERATURES EACH MORNING OF PASSENGERS



WHEN SOMEONE BECOMES ILL



REMOVE PASSENGER FROM GROUP TO ISOLATE



NEED TO TRACE WHO THEY HAVE BEEN NEAR



PASSENGER WILL HAVE TO DEPART THE TOUR AT THEIR OWN EXPENSE AND USE THEIR INSURANCE TO TAKE CARE OF THEMSELVES



INFORM OTHER PASSENGERS AND QUARANTINE GROUP IF IT LOOKS WIDE SPREAD

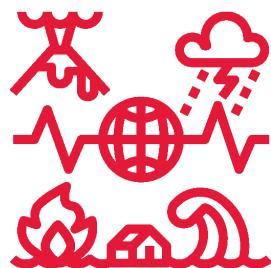
Note: It is good business practice for Tour and Bus Operators to keep detailed manifests of all people who are on that coach whether for a day trip or long trips. You may need to alert customers if one of their fellow passengers became sick while on or shortly after a trip.

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EMERGENCY EVACUATIONS



During natural disasters such as hurricanes, wild fires, tornadoes and other phenomena that put citizens in harm's way, motorcoach companies are called to help evacuate them. In any given hurricane season there could be hundreds of motorcoaches waiting at the ready for a call from the Federal Emergency Management Administration to help at a moment's notice.

COMPANY CONSIDERATIONS

- What vehicles do you have available to supply?
- If social distancing is mandatory, do you have enough drivers to accommodate additional vehicles needed?
- What exemptions have been allotted the industry during this time? Know your HOS rules before committing drivers and personnel.
- How will you keep your drivers safe? Provide safety kits.
- Should you install a driver shield to protect your driver during this time?
- How will you conduct wellness check-ins with your drivers?
- If your driver becomes ill during evacuations, can you supply a relief driver immediately?



FEMA/PARTNERS QUESTIONS

- Who will supply PPE for evacuees?
- How will drivers be protected health-wise?
- Will there be a cleaning station during evacuation runs?
Who is in charge of cleaning the bus?
- Who will communicate rules with passengers?
- What is the guidance on evacuating nursing homes vs general population?
- What has the industry been exempted from during emergency evacuations?
- Will partner have a wellness center to check driver wellness? Will drivers need to fill out checklists on health before driving?
- What accommodations will be provided to drivers? i.e., will drivers have to sleep on the bus? Hotel? Encampment?



THE WAY FORWARD

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COMMUNICATING WITH THE PUBLIC & PARTNERS ABOUT CLEAN BUSES

MAIN MESSAGES/TALKING POINTS

- WE ARE READY FOR YOU AND YOUR FAMILY TO TRAVEL AGAIN – WE CAN TAKE YOU ANYWHERE YOU WANT TO GO!
- MOTORCOACHES ARE THE SAFEST AND CLEANEST (INSIDE THE COACH AND THE ENVIRONMENT) MODE OF TRANSPORTATION
 - WE REGULARLY DISINFECT AND CLEAN BETWEEN ROUTES AND DURING LONG TRIPS
 - OUR MOTORCOACHES FILTER FRESH AIR THROUGHOUT YOUR RIDE
 - OUR DRIVERS ARE TRAINED TO BE SAFE AND HEALTHY
 - WE HAVE PROTOCOLS IN PLACE TO SAFELY DISTANCE PASSENGERS
 - WE HAVE PROTOCOLS IN PLACE IN CASE ILLNESS HAPPENS ON A TRIP



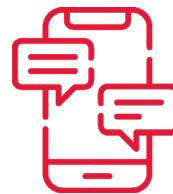
MARKETING YOUR MESSAGES

To successfully share these messages and instill confidence with your passengers, every employee needs to know your protocols and procedures for cleaning the buses, how to handle passengers and what happens if a passenger becomes ill on a trip. Drivers, especially, need to know what is expected of them on a trip and that passengers see them cleaning the bus regularly.

PRESS RELEASES ANNOUNCING YOU ARE OPEN FOR BUSINESS & HAVE ADDED ENHANCED SAFETY AND CLEANING PROTOCOLS



A DEDICATED SECTION ON YOUR WEBSITE HIGHLIGHTING YOUR PROCEDURES & PROTOCOLS



SOCIAL MEDIA POSTS/ GRAPHICS PROMOTING YOUR CLEAN BUSES AND HOW YOU CLEAN THEM



FAQ FACTSHEETS ABOUT CLEANING AND PROTOCOLS

STICKERS ON BUSES STATING THE BUS HAS BEEN CLEANED



THIS IS A TIME TO BE CREATIVE AND OPEN WITH YOUR CUSTOMERS