

As the Coronavirus continues to make its way across the globe, we are committed to being diligent in our efforts to keep our customers and employees safe, while taking proactive steps to prepare for the possibility of more cases locally.

We care about our customers and employees, and we are providing this announcement as a precautionary notice. While we have implemented additional cleaning and disinfecting processes, we would also like to remind our customers and employees of some of the basic precautions for health and wellness.

How do we help protect our customers and drivers?

Our bus cleaners have been trained to pay close attention when cleaning the items below with soap and water, and spraying with disinfectant each time a motorcoach returns from a charter. Drivers will wipe down these same surfaces with disinfectant wipes at the end of each day, during multi-day charters. Our drivers will ensure hand sanitizer and cleaning supplies are available on every charter.

Curis Portable Decontamination System

Arrow Stage Lines has been using the Curis Decontamination System (<https://www.curissystem.com/>) since 2016.

The EPA Registered CURIS Decontamination System provides a No-Touch, Whole-Room, Whole-Vehicle delivery system of 7% Hydrogen Peroxide Fog which kills 99.9999% of germs

We have implemented an accelerated schedule for use of the Curis system. This system will be used every 120 days in every motor coach or sooner if a passenger or driver is seen to have flu like symptoms while on charter. In that situation, the vehicle will be processed upon its return to an Arrow Stage Lines facility.

We have Curis Decontamination systems in each of our primary locations. These units are mobile and can be set up and used in any vehicle or office space, anywhere and at any time.

Items to pay special attention to while cleaning:

- Hand rails for entering and exiting the vehicle
- Arm rests
- Driver steering wheel
- Dash area
- Head rest
- Window sills
- Restroom door handles

- Restroom hand rails
- Vehicle sprayed well with Lysol disinfectant spray or similar product on a regular basis
- Baggage door handles interior as well as exterior
- Have Sani-wipes available on vehicle for operator and passenger usage.

If a passenger or driver starts showing symptoms of the flu or coronavirus while on a multi-day charter, the driver will notify dispatch immediately. Action will be determined on a case-by-case basis.

How to help protect each other in the shop and offices:

The best way to protect ourselves is avoid being exposed to the virus. The CDC always recommends simple everyday preventative steps to help prevent the spread of respiratory virus, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds (hum the “Happy Birthday” song twice for an easy estimate.
- If soap and water are not available, use an alcohol-based hand sanitizer(containing 60% alcohol or more
- Cover your cough or sneeze with a tissue and then throw the tissue away.

In addition to the above:

- Hand sanitizer and disinfectant wipes are available in every common area and available to all staff and tour guests. All common areas surfaces will be cleaned daily. Supplies are available for employees to clean their own workstations, keyboards, desktops, phones, and doorknobs on a frequent basis.
- “Key” positions are being identified and will have staff cross-trained to back up in the event of illness.
- If you have a fever or any signs of illness – STAY home, do not bring the bug to work.
- If an ill employee must work, we will make attempts to allow them do so from home, when possible. We can use social media resources such as Zoom, Skype, FaceTime, etc. for meetings. Slack or Google Hangouts can be used for communication amongst work groups.

We are monitoring the latest updates and most current information regarding the Coronavirus closely, while partnering with the American Bus Association, IMG, and federal resources to stay abreast of the most recent updates. Arrow Stage Lines will listen to the CDC and adjust accordingly to their recommendations regarding the coronavirus.