

RE: National Express Coronavirus/COVID-19: Response

Dear Customer,

As your committed partner and transportation provider, we are writing to you today to assure you we have taken proactive measures to combat COVID-19 as it relates to our operations in the workplace. The United States Center for Disease Control (CDC) recommends cleaning and disinfecting surfaces to help prevent the spread of COVID-19 and other viral respiratory illnesses. A mixture of bleach and water sprayed onto surfaces will kill germs, including COVID-19. Now and going forward, each day, we will be cleaning and disinfecting our vehicles by using an amply based water and bleach (spray based) solution. We have also reminded our employees to adhere to the CDC guidelines on COVID-19 to reduce transmission of germs and shared posters from the CDC website with them to print and post in our sites.

If any of our employees become affected by COVID-19, we have a notification process in place and will reach out to you immediately to inform you of the situation.

When it comes to the safety and well-being of our team members and passengers, we will work tirelessly to see to it that we are doing everything we can to manage this current situation.

If you have any questions or concerns regarding this letter, please reach out to your General Manager.

Lee Bruno

Signature