

March 10, 2020

Mr. Richard Mathieu,

At First Student, keeping our employees and the students we serve healthy and safe is a top priority.

In the wake of the ongoing news coverage and concerns about COVID-19, also known as coronavirus, we wanted to update you on what we are doing to help ensure we provide a safe operating environment for students and employees.

We are closely monitoring the status of the coronavirus. According to the Centers for Disease Control (CDC), the coronavirus threat is considered low at this time in the United States and Canada.

First Student has protocols and resources in place to reduce the spread of illness across our business and services, including Standard Operating Procedures (SOP) that apply to infection control response. These consist of the proper steps and notification process to follow if an employee or student is diagnosed with the illness. There are also guidelines in place when it is deemed necessary to clean the interiors of buses.

We are proactively communicating with employees about how to stay healthy with a focus on the importance of frequent hand washing. We are also in the process of providing employees with hand sanitizer as an additional layer of protection. In addition, drivers are prepared to deliver safety messaging to students as they begin their routes.

If you have questions or concerns, please do not hesitate to contact me. We will continue to actively monitor the situation and follow the direction of the CDC as we do in all matters of public health.

Thank you for your continued trust and partnership.

Sincerely,



Brenda Richard
Location Manager
First Student