

August 2020

Dear Friends of TOK Coachlines,

Since the start of the COVID-19 pandemic, our team has taken the time to focus on the health and well-being of our staff and customers. We understand that this is a difficult time for everyone and their families as we continue to navigate through the concerns that this virus has created.

As we look to normalize our lives and travel with family and friends once again, TOK Coachlines looks to provide peace of mind for our customers in offering a comfortable, relaxing and safe journey. We want our customers to know that TOK has allocated the necessary resources in providing our staff and customers with nothing but the best quality approved, cleaning and disinfecting products as part of our **Deep Clean & Ride Safe Program**.

Our Deep Clean program provides the following initiatives;

- After every charter, all buses are put through a standard clean process which includes;
 1. removal of debris left on the floors and seats.
 2. cleaning all windows
 3. washrooms are cleaned and disinfected
 4. floors mopped with a disincentive cleaning solution
 5. all high touch areas are wiped with a **Heavy-Duty Cleaner & Deodorizer concentrate** which kills any bacteria and viruses that may be found on hard surfaces
- Furthermore, all buses will be “**Fogged**” with a very fine high-pressure mist using a non-toxic, all-natural product designed to penetrate hard to reach areas and all fabrics to kill any bacteria, virus or spores that may be found on those surfaces.

Ride Safe Program

To ensure the safety of our drivers and passengers TOK has taken these additional measures:

- All drivers are given a wellness self-assessment to be completed daily.
- Hand sanitizing dispensers have been installed in the front and rear of the coaches to provide easy access for passengers while traveling on our coaches.
- In accordance to the Health and Safety protocol TOK will be providing all drivers Personal Protective Gear (PPG) including; face mask, gloves and face shields
- Masks are to be worn by passengers at all times while inside our coaches.
- Drivers will wear gloves and masks when handling any baggage and when loading / unloading the vehicle.
- For air quality on buses, the cabin air is recycled through the HVAC system once every 2 minutes or 30 times every hour. And there is a completed fresh air exchange once every

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- 10 minutes, or 6 times every hour.
- TOK has installed a **UV-C system** (ultraviolet light germicidal lamps) connected to the HVAC system which helps eliminate viruses, bacteria, and mold in the air by 99.9 % providing the most germicidal effect.
- Installation of Driver Protective barriers for safety while boarding and on route.

As part of this program, our drivers and support staff are trained and regularly updated on COVID-19 protocols. We understand the challenge of meeting the needs of travellers while at the same time providing a safe environment in which to travel.

On a regular and ongoing basis, TOK Coachlines will analyze and review all product accessories and customizations that are suitable for the safe operation of our coach buses. This involves looking at safe and improved boarding and disembarking procedures, proper vetting of passengers, and absolute minimized contact with the driver.

Most important to us is the clear communication and feedback from our customers about the recommendations that apply and what measures need to be taken as we go forward. This allows for an increased awareness and helps reduce anxiety for our staff and for our customers. In working together, we can support each other in offering a safe way to travel by coach during this period.

We are here to support you and assist with all your travel plans. Should you have any further questions about TOK Coachlines' COVID-19 protocols or our Deep Clean / Ride Safe Program, please feel free to contact our offices for more information.

Sincerely,

Steve Gucciardi
Operation Manager
TOK Coachlines