Clean, Disinfect & Protect Webinar

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MCI / NFI Parts Team

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Agenda

• Operator Feedback
• MCI resources and guidance:
  • Overview
  • NFI Parts
  • Customer toolkit
• NFI Parts: Clean & Protect product discussion
Motorcoach operators were recently asked the following survey questions:

- Q1: What elements of COVID-19 related prevention strategies will be most critical in regaining passenger confidence to ride motorcoaches?
- Q2: What areas of support will most assist your efforts?
- Q3: What is your level of preparedness on the same items?
- Q4: What specific equipment or technique is most likely to be your main disinfecting strategy?
- Q5: There are various distancing related strategies that may be part of “guidance”, please indicate those most likely to be implemented by your organization.
Operator Feedback

From the survey, the resulting themes emerged:

• Operators favored non-distancing themes – passenger masks as opposed greater spacing.
  • Current lack of clarity on guidance.
  • Will school bus CDC guidance influence motorcoaches? Why not airplanes too?

• Prioritizing of hand cleaning and disinfection strategies.
  • Fogging drastically reduces labor hours vs hand wiping.

• Increased customer communications.
MCI Available Resources
Cleaning & Disinfecting Resources

**Coach Disinfecting Protocol**

<table>
<thead>
<tr>
<th>Item</th>
<th>Schedule A</th>
<th>Schedule B</th>
<th>Schedule C</th>
<th>Notes/Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coach movement scenarios and recommended disinfecting schedules</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General home facility lot movements - no customers on board</td>
<td>✓</td>
<td>optional</td>
<td>optional</td>
<td>Maintenance personnel</td>
</tr>
<tr>
<td>Before each trip - home facility</td>
<td>✓</td>
<td>optional</td>
<td></td>
<td>Driver or Maintenance personnel</td>
</tr>
<tr>
<td>Out of trip - idle times with no customers on board</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>Driver</td>
</tr>
<tr>
<td>End of the day - away from home facility</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>Maintenance personnel</td>
</tr>
<tr>
<td>Before each trip - away from home facility</td>
<td>✓</td>
<td></td>
<td></td>
<td>Driver</td>
</tr>
<tr>
<td>End of the day - away from home facility</td>
<td>✓</td>
<td></td>
<td></td>
<td>Driver</td>
</tr>
<tr>
<td><strong>Item</strong></td>
<td><strong>Schedule A</strong></td>
<td><strong>Schedule B</strong></td>
<td><strong>Schedule C</strong></td>
<td><strong>Notes/Responsibility</strong></td>
</tr>
<tr>
<td>Are the latest company and regulatory agency guidelines being followed?</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>CDC, Health Canada, WHO, state/provincial &amp; federal governments</td>
</tr>
<tr>
<td>Have hands been washed thoroughly?</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Always wash hands before entering and after exiting a coach</td>
</tr>
<tr>
<td>Have garbage containers been emptied and other items removed as necessary?</td>
<td>optional</td>
<td>✓</td>
<td>✓</td>
<td>Never dry sweep a coach</td>
</tr>
<tr>
<td>Has the coach interior been cleaned?</td>
<td>optional</td>
<td>✓</td>
<td>✓</td>
<td>Disinfecting is only effective on clean surfaces</td>
</tr>
<tr>
<td>Are all required cleaning and/or disinfecting materials on-hand (soap &amp; water / disinfectant / rags / mop / bucket)?</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Disinfecting is only effective on clean surfaces</td>
</tr>
<tr>
<td>Confirm contact time of any disinfectant used.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Ensure that minimum contact time is met - “leave surfaces wet”</td>
</tr>
<tr>
<td>Checklist before boarding a coach - Utilize a “Clean-In / Clean-Out” philosophy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entrance door switch pad</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Clean at end of day, wipe clean in the morning</td>
</tr>
<tr>
<td>Entrance door grab rail</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>Clean at end of day, wipe clean in the morning</td>
</tr>
<tr>
<td>RH stepped grab rail</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>Clean at end of day, wipe clean in the morning</td>
</tr>
<tr>
<td>Entrance door key(s)</td>
<td>optional</td>
<td></td>
<td>✓</td>
<td>Confirm proper PPE is being worn for the specific disinfectant</td>
</tr>
<tr>
<td>Lock/unlock pin</td>
<td>optional</td>
<td>optional</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RH stepwell grab rail</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Clean at end of day, wipe clean in the morning</td>
</tr>
<tr>
<td>LH stepwell grab rail</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Clean at end of day, wipe clean in the morning</td>
</tr>
<tr>
<td>Entrance door key(s)</td>
<td></td>
<td></td>
<td></td>
<td>Confirm proper PPE is being worn for the specific disinfectant</td>
</tr>
<tr>
<td>Driver’s area - Focus on high touch surfaces, steering wheel, switches, controls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Ride Safe**

- Every motor coach is thoroughly cleaned and then disinfected before and after each use as follows:
  - Maintain all doors and windows closed and locked during travel.
  - Special focus on disinfecting high touch surfaces such as areas around handrails, seat backs, seat bases, armrests, and window releasers. Pay particular attention to the following areas:
    - Passenger seat headrests, armrests, seat bases and seat backs
    - All surfaces in the restroom, including door handles
    - All seat bases within the driver’s side

**Ride Smart**

- Onboard air quality is optimized as follows:
  - Cabin air is completely exchanged with fresh, outside air approximately every 10 minutes.
  - HVAC systems filters are either HEPA filters or higher-rated filter media, depending on filter availability.

- We help everyone stay safely distanced:
  - Physically distanced seating applies, though members of the same household may sit together.
  - Your driver is trained on social distancing protocols and will practice those techniques throughout your travel experience.

**Your Company Name**

Our Extreme Clean Commitment:

- Cleaning, Disinfecting, Distancing and Protection

**Resources on maintaining, cleaning and disinfecting are /will be accessible from MCI’s home page.**
NFI Parts – Four Clean and Protect Principles

**Disinfecting**
- Ensure Surfaces are clean before disinfecting
- Use a CDC approved disinfectant
- Foggers can be used to apply disinfectant

**Distancing**
- Driver barriers
- Ensure AS2 polycarbonate if in drivers view while operating
- Many types exist
- Optional seat layouts to ensure 6’ of separation

**Air Quality**
- Filtration with anti-microbial technology
- UV-C lighting in HVAC system
- Ventilated roof hatches to keep more air moving

**PPE**
- Hand sanitizer dispensers
- Masks for drivers

Further information can be found at www.nfi.parts/cleanandprotect
Customer Toolkit: Best Practices to Clean, Disinfect and Prevent SARS-CoV-2 Virus Spread
Strategy Decision Criteria

It's recommended to use decision criteria when evaluating the many different SAR-CoV-2 mitigation strategies:

- Does the strategy follow CDC, WHO or guidelines/recommendations from credible authorities or associations?
- Is the strategy safe for humans and animals?
- Is the system effective against mitigating/killing the virus?
- Will the system damage components in the vehicle?
- Is the system readily available?
- Is the system financially viable?
- Does it work well with operations?
- Will the system inspire passengers to ride?

Criteria will help guide us through the many options and alternative products and solutions.
This best practices guide for cleaning, disinfecting, and preventing contains:

Section A: Cleaning, Disinfecting and Protecting
1. Purpose & Objective
2. Guidance and recommendation
   • Included also summary of other protocols (seating, pre-check, barriers, filters) etc.
3. Checklist – printable and for customers also
4. Training on cleaning procedures
   • Driver
   • Mechanics/Showings
5. Material supply list

Section B: Customer materials / Customer information sheet
1. Customer handout PDF
   • Customer commitment statement sheet
   • Customer handout
2. Draft press release template
3. Customer email text with link to info
5. Customer examples
Toolkit
Section A1: Objective
Toolkit - Section A1: Objective

To provide tools and information that helps our motor coach operators:

✓ Implement Practices for cleaning and disinfecting motor coaches.

✓ Create customer confidence that motor coaches are a clean and safe mode of transportation.
Section A2: Guidance And Recommendations
Current CDC information regarding the SARS-CoV-2 virus includes the following:

- **The virus is thought to spread mainly from person-to-person.**
  - Between people who are in close contact with one another (within about 6 feet).
  - Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
  - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
  - COVID-19 may be spread by people who are not showing symptoms.

- **The virus may be spread in other ways**
  - It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about how this virus spreads.

- The virus may remain viable on hard surfaces like plastic and steel for up to 5 days, but does not survive on other materials like fabric for more than a day.

- The virus is approximately .05 to .2 micrometers in diameter but is not airborne (transmitted freely in the air). It is believed to be transmitted through larger respiratory droplets, which are greater than 5 micrometers in diameter. Note - one “micrometer” (um), also known as a “micron”, is the same as 1,000 “nanometers” (nm). Not circulating freely through HVAC systems.

- Current guidance suggests operating HVAC systems on high, with as many fresh air exchanges as possible.
The best way to prevent illness is to avoid being exposed to this virus. You can take steps to slow the spread.

- **Maintain good social distance** when possible (about 6 feet). This is very important in preventing the spread of COVID-19.
- **Wash your hands** often with soap and water. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- **Routinely clean and disinfect** frequently touched surfaces.
- **Face coverings in public settings.**
Reference Websites for Guidance

**CDC**
https://www.cdc.gov/
- Link to understanding COVID
  https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc
- Link to approved disinfectants
  https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

**Health Canada**
https://www.canada.ca/en/health-canada.html
- Link to approved disinfectants

**APTA**
https://www.apta.com/

**IMG**
https://www.imgcoach.com

**ABA**
https://www.buses.org/

**UMA**
https://www.uma.org/
CDC Decision Tool for Cleaning and Disinfecting

GUIDANCE FOR CLEANING & DISINFECTING

PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES

1 DEVELOP YOUR PLAN
DETERMINE WHAT NEEDS TO BE CLEANED. Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

Follow guidance from state, tribal, local, and territorial authorities.

2 IMPLEMENT
CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 MAINTAIN AND REVISE
CONTINUE ROUTINE CLEANING AND DISINFECTION. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.

Link to site: CDC Decision Tool for Cleaning and Disinfecting
CDC Mass Transit Decision Tree

The purpose of this tool is to assist mass transit administrators in making reopening decisions during the COVID-19 pandemic. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

Mass transit is critical for many Americans to commute to/from work and to access essential goods and services. Mass transit may need to remain open and certain routes prioritized. Follow these guidelines for bus transit operators, rail transit operators, transit maintenance workers, and transit station workers.

Bolstered policies and procedures will improve perception and drive increased ridership

Terminology

Per the CDC, it is important to know the difference between cleaning, disinfecting, and sanitizing.

- **Cleaning removes germs**, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

- **Disinfecting kills germs** on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

- **Sanitizing lowers the number of germs** on surfaces or objects to a safe level, as judged by public health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower the risk of spreading infection.

[https://www.cdc.gov/flu/school/cleaning.htm](https://www.cdc.gov/flu/school/cleaning.htm)
Disinfecting Strategies & Delivery Systems

The CDC recommends three methods to disinfect surfaces against the SARS-CoV-2 virus:

• Use an EPA approved disinfectant (EPA link shown below).
  ➢ [https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

• Use a diluted bleach solution.
• Use an alcohol solution (at least 70% alcohol).

• Disinfecting solutions can be applied to coach interiors in a variety of ways - for example, hand washing, wet mopping or fogging systems.

• Fogging systems provide excellent coverage, but they don’t discriminate between different types of surface materials. Disinfectants should be effective at killing the virus, but they shouldn’t damage coach interior surfaces.

• Bleach and ammonia-based disinfectants are generally not recommended due to potential damage to coach interior surfaces.

• Fogging equipment and MCI approved disinfectants are available through NFI Parts.
### Disinfecting Strategies & Delivery Systems – Overview

<table>
<thead>
<tr>
<th>Vehicle Disinfecting System Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
</tr>
<tr>
<td>Traditional liquid disinfectants</td>
</tr>
<tr>
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<tr>
<td></td>
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<tr>
<td>Single cycle disinfectant systems</td>
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<tr>
<td></td>
</tr>
<tr>
<td>Continuous disinfecting systems</td>
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<td></td>
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</tbody>
</table>
Supplier Example: Camira Fabric

Recommendations by fibre and material type:

<table>
<thead>
<tr>
<th>Cleaning</th>
<th>Cleaning method</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fabric/fibre type</td>
<td>Vacuum</td>
<td>Soap and water</td>
</tr>
<tr>
<td>Wool</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Wool-bast (Flax/Hemp/Nettle)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Polyester</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Polyester Mesh</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Trevira CS</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Polypropylene</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Coated polyester</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Vinyl</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Leather</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

* See also Disinfection matrix for different concentrations of bleach.

Disinfection

<table>
<thead>
<tr>
<th>Disinfection method</th>
<th>Fabrioc/fibre type</th>
<th>Soap and water</th>
<th>Steam clean</th>
<th>Bleach – diluted household strength (0.45%)</th>
<th>Bleach – healthcare protocols (10% sodium hypochlorite)</th>
<th>Alcohol / antibacterial spray / wipes</th>
<th>Washable to 60°C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wool</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Polyester</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Polyester Mesh</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Trevira CS</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Polypropylene</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Coated polyester</td>
<td>✓</td>
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<td>Vinyl</td>
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<td>✓</td>
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</tr>
<tr>
<td>Leather</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

In this example, bleach or alcohol should NOT be used on fabrics or leather.
Disinfecting Methods - Good / Better / Best

Disinfecting solutions can be applied to coach surfaces by either hand wiping or by utilizing a fogging machine (either a low pressure or an electrostatic fogging machine).

• Fogging systems provide excellent coverage and require less time than manually wiping surfaces, but they may not always be readily available. Both low pressure and electrostatic fogging equipment are significantly more cost effective than hand wiping.

• Disinfectants should be effective at killing the virus, but they shouldn’t damage coach interior surfaces. For this reason, bleach and ammonia-based disinfectants are generally not recommended.
Social Distancing Seat Layouts

MCI has seat layouts available for D and J series coaches providing 6' of separation (approximately 12 passengers + driver).

Companies should look to guidance of local and state transit as other approaches can be utilized to increase capacity while maintaining separation.

- Utilize only window seats.
- Skip rows.
- Encourage physical separation within the coach (various methods including retractable belts).
- Wear face masks.

Our guidance would be to NOT remove seats to create physical distancing. Communication supporting high capacity are favored.
HVAC & Filtration Tutorial

As per current guidance, the SARS-CoV-2 virus is NOT airborne – it is contained in respiratory droplets.

- MCI’s standard main HVAC MERV 5 filter media captures respiratory droplets, but MERV 8 filter media with an antimicrobial fiber layer is also available which provides even greater protection.

- Current guidance also recommends maximum fresh air exchanges, and the motorcoach provides:
  - A minimum of six (6) fresh air exchanges per hour (once every 10 minutes)
  - Roof vents that can be manually opened
  - Optional electric roof hatches to provide continuous ventilation.

- Whenever possible, HVAC fans should be operated on the HIGH setting to maximize airflow.

- HVAC mounted UV-C lighting systems are also available from NFI Parts which will inactivate the SARS-CoV-2 virus with direct exposure.
The actual SARS-CoV-2 virus is smaller in diameter than the particle capture size of most filter media. However, since it is only spread in a droplet form, it is trapped by MERV 5 – 8 (80% - 95% arrestance) or higher media (standard MCI = MERV 5).

### SARS-CoV-2 Filter Rating & Particle Size

<table>
<thead>
<tr>
<th>Filter Rating</th>
<th>Particle Size</th>
<th>Terminology</th>
</tr>
</thead>
<tbody>
<tr>
<td>MERV 1 - 4</td>
<td>&gt; 10 um</td>
<td></td>
</tr>
<tr>
<td>MERV 5 - 8</td>
<td>10.0 - 3.0 um</td>
<td></td>
</tr>
<tr>
<td>MERV 9 - 12</td>
<td>3.0 - 1.0 um</td>
<td></td>
</tr>
<tr>
<td>MERV 13 - 16</td>
<td>1.0 - 0.3 um</td>
<td></td>
</tr>
<tr>
<td>HEPA</td>
<td>&lt; 0.3 um</td>
<td></td>
</tr>
<tr>
<td>N95 Mask</td>
<td>0.3 um</td>
<td></td>
</tr>
<tr>
<td>SARS-CoV-2</td>
<td>0.05 - 0.2 um (0.125 um Average)</td>
<td>1 micrometer (um) = 1 micron&lt;br&gt;1 nanometer (nm) = 1/1000 of a micrometer&lt;br&gt;1 micrometer (um) = 1,000 nanometers (nm)</td>
</tr>
</tbody>
</table>

1 micrometer (um) = 1 micron
1 nanometer (nm) = 1/1000 of a micrometer
1 micrometer (um) = 1,000 nanometers (nm)

**SARS-CoV-2** (Virus) – Virus NOT airborne, but contained in droplets and therefore not passing through filters
HVAC & Air Distribution System Layout

- Driver HVAC System (Fresh + Recirculated)
- Parcel Rack HVAC System (Recirculated)
- Main HVAC System (MERV 5 with 6x Per Hour Refresh)
1 – Main System

- Supply Air Out to Heat Ducts
- Recirculated Return Air In
- Fresh Air In
- Fresh & Recirculated Return Air In
- Supply Air Out to Heat Ducts
- Heating & Cooling Coils
- Filter Media
2 – Driver System

- Supply Air Out to Windshields
- Heating & Cooling Coils
- Aluminum Mesh Filter
- Supply Air Out to Driver
- Fresh Air In
- Return Air In from Stepwell
- Fresh Air In
3 - Optional Parcel Rack Evaporator Modules

Return air is pulled into the parcel rack compartment through holes in the parcel rack structure located alongside the windows.

Supply air is distributed through individual passenger gaspers.

Air is drawn through blower motors and pushed through an evaporator coil.

Supply air is distributed through individual passenger gaspers.

Supply air is distributed through individual passenger gaspers.

Supply air is distributed through individual passenger gaspers.

Return air is pulled into the parcel rack compartment through holes in the parcel rack structure located alongside the windows.
FAQ

Where do I go for guidance on approved disinfectant?

CDC website: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2


Can you provide an overview of the HVAC system and filtration?

Generally the virus spreads person to person through respiratory droplets at close contact (within 6’) or by touching surfaces which have been contaminated by droplets. Relatively speaking, droplets are heavy and will fall to the floor after being expelled due to gravity. Droplets are also quite large in diameter, which means that they will not pass through standard MERV 5 or higher HVAC filter media (MCI = min MERV 5).

• Change filters every 3 months as a rule of thumb.
• CDC recommends providing maximum fresh air exchanges in enclosed spaces - the air inside an MCI motorcoach is replaced every 10 minutes (6 times each hour).

What are the top ways to prevent the transmission of the virus?

1. Physical distancing, including the use of masks.
2. Regularly cleaning and disinfecting surfaces.
Section A3: Overview and Checklist
Printouts – Protocol and Checklist

Protocol

Coach Disinfecting Protocol

Introduction
This document outlines the procedure for cleaning and disinfecting coaches that are under MCI’s control, regardless of where they are physically located.

Scope
This procedure is applicable to MCI’s new and pre-owned coach inventory, as well as to customer coaches under temporary MCI control (i.e., coaches being serviced).

Overview and Regulatory Guidance

According to the CDC, the SARs-CoV-2 virus (the virus which causes the respiratory disease COVID-19) is highly contagious and is transmitted primarily person-to-person contact with body fluids (e.g., blood, respiratory droplets), or via contact with contaminated surfaces or objects. The virus may be inactivated by:

1) Sprays/disinfectants - such asmethyl alcohol for at least 30 seconds, for soft (porous) surfaces. Surfaces are then sprayed and the area treated thoroughly.
2) Alcohol-based surface that is at least 60% alcohol on any surfaces with at least 70% alcohol for disinfecting surfaces.
3) Disinfectants. Disinfectants are any different chemical compounds which can inactivate the SARs CoV 2 virus. Refer to EPA List N: Disinfectants for use against SARS CoV 2.


Definitions

Cleaning: The removal of grime, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it leaves their numbers and therefore the risk of spreading bacteria and viruses.

Disinfecting. The process of using chemicals to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Surfaces must be clean for any disinfecting process to be effective.

Let Movement. Routine daily movement of coaches within MCI service centers or at off-site storage facilities. No direct customer interaction is permitted.

Customer Demo or Customer Delivery. This includes any pre-purchase review and/or test drives of MCI coach inventory by non-MCI personnel. The customer may or may not take place on MCI premises. If off-site, the required coach disinfecting materials must be taken to the demo or delivery location.

Checklist

Checklist before boarding a coach. Utilize a “Clean In/ Clean Out” philosophy.

Item

Schedule A

Schedule B

Schedule C

Notes/Resposibility

Checklist before boarding a coach. Utilize a “Clean In/ Clean Out” philosophy.

Item

Schedule A

Schedule B

Schedule C

Notes/Resposibility

Stepwell Area: Focus on high touch surfaces, grab rails must be disinfected all around.

Driver’s area: Focus on high touch surfaces, steering wheel, switches, controls.

Driver’s area: Focus on high touch surfaces, steering wheel, switches, controls.

Driver’s area: Focus on high touch surfaces, steering wheel, switches, controls.

Available online for printing – MCIcoach.com
### Coach Disinfecting Protocol

**Version 1.0 May 22, 2020**

<table>
<thead>
<tr>
<th>Item</th>
<th>Schedule A</th>
<th>Schedule B</th>
<th>Schedule C</th>
<th>Notes/Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coach movement scenarios and recommended disinfecting schedules</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General home facility lot movements - no customers on board</td>
<td>✓</td>
<td>optional</td>
<td>optional</td>
<td>Maintenance personnel</td>
</tr>
<tr>
<td>Before each trip - home facility</td>
<td></td>
<td>✓</td>
<td>optional</td>
<td>Driver or Maintenance personnel</td>
</tr>
<tr>
<td>During trips - idle times with no customers on board</td>
<td></td>
<td></td>
<td>✓</td>
<td>Driver</td>
</tr>
<tr>
<td>End of the day - home facility</td>
<td></td>
<td></td>
<td>✓</td>
<td>Maintenance personnel</td>
</tr>
<tr>
<td>Before each trip - away from home home facility</td>
<td>✓</td>
<td></td>
<td></td>
<td>Driver</td>
</tr>
<tr>
<td>End of the day - away from home facility</td>
<td>✓</td>
<td></td>
<td></td>
<td>Driver</td>
</tr>
</tbody>
</table>

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<tr>
<td><strong>Checklist before boarding a coach - Utilize a &quot;Clean-In / Clean-Out&quot; philosophy</strong></td>
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<tr>
<td><strong>Stepwell Area</strong> - Focus on high touch surfaces, grab rails must be disinfected all around</td>
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<tr>
<td><strong>Driver's area</strong> - Focus on high touch surfaces, steering wheel, switches, controls</td>
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<tr>
<td><strong>Passenger area</strong> - Focus on high touch areas, grab rails, seat accessories, seat belts</td>
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<tr>
<td><strong>Lavatory</strong> - Focus on high touch areas, toilet seat/cover, door handle</td>
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<tr>
<td><strong>Exterior</strong> - Focus on high touch areas, entrance door keypad, baggage door handles, battery door &amp; disconnect switch</td>
<td></td>
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<tr>
<td><strong>Driver protocol / tips</strong></td>
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<tr>
<td><strong>Post-coach-movement guidelines - Ensuring that the coach is ready for the next use</strong></td>
<td></td>
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</tbody>
</table>
Driver Techniques for Passenger Engagement

Be trained and practice cleaning and disinfecting procedures.
- Always practice a “clean-in / clean-out” philosophy
- Add partitions to enhance physical distancing

Reduce touch points in the process
- Adopt ticketless systems

Practice social distancing and follow guidelines
Wear masks – especially when social distancing can’t be ensured

Where needed to engage passengers:
- Always ask for permission
- Explain the steps being taken and why they are necessary
- Wash hands often, use sanitizer and/or wear gloves
- Show passengers available supplies such as masks, sanitizer and wipes
Section A4: Training
Available Training

Training is available online through the MCI Academy LMS (Learning Management System):

Drivers
- Practice “clean-in / clean-out” techniques
- Incorporate physical distancing measures

Technicians
- Practice “clean-in / clean-out” techniques
- Add disinfectant fogging to regular maintenance schedules
Section A5: Supply List
Supply List

The Basics:

- **PPE** (safety glasses, gloves, mask/respirator – as required)
- **Soap/detergent & water**
- **Approved disinfectant(s)**
- **Towels**
  - Cloth
  - Paper
- **Mop & bucket** (never dry sweep)

Supplies Available at:

- **NFI Parts**
  - [https://nfi.parts/cleanandprotect/](https://nfi.parts/cleanandprotect/)
  - EnviroNize anolyte
  - Celeste SaniCide
  - Masks

- **Normal retail outlets**

- **EPA list of approved disinfectants**
  - [https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

- **Health Canada list of approved disinfectants**
Section B1: Customer Handout PDF Customer Commitment Statement Sheet
Explanation of Tools

The following are designed as "general" guidance and should be tailored to the policy and procedures of:

- The company
- The state and local guidance
- Type of customer – Tour, Charter, Line Haul / Scheduled Service
[Insert customer name] cares about cleaning, disinfecting and protecting passenger and drivers

Follow best practices in cleaning and disinfecting

✓ Before every trip
✓ Focus on re-disinfecting high touch points after each loading and unloading
✓ Deep cleaned and disinfected daily or between each customer use.

Protect

✓ May require that passengers wear masks and will provide one if needed.
✓ Disinfectant hand gel and wipes available on the coach.
✓ Provide recommended physical distancing between passengers.
✓ Drivers may be wearing masks for their protection and in some cases, shields may be in place to provide physical distancing from passengers.
✓ Pre-boarding screening techniques.
✓ Reduced/no touch ticket handling, where applicable.
✓ Additional features may also be included in the coach designed to enhance air filtration and/or provide continuous disinfecting.
Motorcoach Cleaning, Disinfection, Distancing & Prevention

For years motorcoaches have provided safe critical transportation as part of our nation’s infrastructure and as a connector to many of life actives and events ... from work, to vacation. Now, more than ever we need to earn the trust of our passengers and inspire the confidence to ride in safety - now with extra focus on cleaning and disinfecting processes. Our promise to you is:

This Motorcoach

✓ Is Clean
  ▪ Dirt and debris removed; floor mopped.

✓ + Disinfected:
  ▪ After every use - critical touchpoints, doors, handrails
  ▪ Daily - complete coach and all surfaces interior and exterior touch points
  ▪ Weekly - interior fogging or deep cleaning with safe disinfectant

= Sanitized Coach

✓ Has a filtered HVAC system that allows fresh air circulation as advised by the CDC

✓ Is driven by a professional trained in proper distancing and sanitation techniques including face masks

✓ This vehicle is also equipped with added items to protect & prevent the spread of pathogens
  ▪ Physically distanced seat layout
  ▪ Driver barrier
  ▪ Enhanced filtration system
  ▪ Ultraviolet light disinfecting system
  ▪ Ventilation fans

This company

• Applies consistent and compliant COVID-19 cleaning and disinfecting strategies

• Is following best practices for cleaning and disinfecting ALL of their vehicles to standards developed specifically for the motorcoach industry by following guidelines from CDC, WHO and other credible sources

• Has instituted systems and processes to ensure consistency in cleanliness and sanitation of vehicles

• Has trained their drivers, technicians and anyone using the vehicle on best practices.

• Drivers use new and improved social distancing techniques to engage customer.

• Has invested in addition equipment to further enhance the sanitary environment.
Customizable Template

[Your Company Name]

Our Extreme Clean Commitment:
Cleaning, Disinfecting, Distancing and Protection

**Ride Safe**

Every motor coach is thoroughly cleaned and then disinfected before and after each use as follows:

- Removal of all dirt and debris, flooring mopped
- Special focus on disinfecting high touch points such as entrance area handrails, parcel rack handrails and door latches, and window release bars, plus
  - Passenger seat headrests, armrests, seat belts and seat accessories
  - All surfaces in the restroom, including door handles
  - All surfaces within the driver’s area

Onboard air quality is optimized as follows:

- Cabin air completely exchanged with fresh, outside air approximately every 10 minutes
- HVAC system filters recirculated air with MERV 7 or higher rated filter media, removing respiratory droplets

We help everyone stay safely distanced:

- Physically distanced seating applies, though members of the same household may sit together
- Your driver is trained in social distancing protocols and will practice these techniques throughout your travel experience

**Ride Smart**

- Hand sanitizers provided on board
- Passengers are encouraged to wear a face covering; it’s required for our drivers
- Maintain physical distancing as you enter and exit the coach
- PLEASE do not travel if you’re sick – we can always help you another time

**Ride With Confidence**

- We consistently comply with guidance as provided by our industry associations, as well as the CDC, WHO and local governments
- Our drivers, technicians and staff have been trained in best practices, including those related to baggage handling
- Our additional investments in intensified cleaning and protection help ensure a sanitary environment

We are going the extra mile to keep our coaches clean and safe for you based on current federal guidelines.

[Your Company Logo]
Section B2: Draft Press Release and Template
Customizable e-Blast and Press Release

E-mail subject line: As [COMPANY NAME] restarts our business, here’s how we’re keeping you safe

Dear [CUSTOMER NAME],

For decades, motor coaches have provided safe, critical transportation as part of our nation’s infrastructure. Our business is about connecting people to many of life’s important activities and events. Whether it’s taking commuters to work, groups on vacation trips, or sports and school teams to games, the safety of our passengers has always been our top priority.

Now, more than ever, we want you to know about our intensified cleaning, disinfecting, distancing and prevention practices to support the health and wellbeing of passengers. We’re calling it our Extreme Clean Commitment.

For us, that means more intensive cleaning where every motor coach is thoroughly cleaned and then disinfected before and after each trip:

- With special focus on disinfecting high touch points such as entrance area handrails, parcel rack handrails and door latches, and window release bars, plus passenger seat headrests, armrests, seat belts and seat accessories, and all driver area and restroom surfaces, including door handles.
- An emphasis on optimal air quality as cabin air is completely exchanged with fresh, outside air approximately every 10 minutes.

(If you have invested in additional products, this paragraph presents suggest wording.) Additional products and equipment that optimize passenger and driver protection
- Operating procedures include physical distancing on entry and exit and seat spacing for every trip.

Learn more about our Extreme Clean Commitment by clicking here. [link to Extreme Clean Commitment guide]

We are eager to get back on the road and provide you with on-time, comfortable and safe service anywhere you and your groups need to go.

We thank you for your past business and are standing by to plan your next trip. Just reply to this email and we’ll get rolling.

Sincerely,

[TEAM MEMBERS and COMPANY NAME here]
Section B4: Video clips
NFI Parts – Clean and Protect

NFI Parts has defined four principle SARS-CoV-2 virus mitigation strategies and has launched an informational white paper at www.nfi.parts.

The principles are:
✓ Disinfecting
✓ Distancing
✓ Air Quality
✓ PPE (Personal Protective Equipment)

Further information can be found at www.nfi.parts/cleanandprotect
NFI Parts – Four Clean and Protect Principles

**Disinfecting**
- Ensure Surfaces are clean before disinfecting
- Use a CDC approved disinfectant
- Foggers can be used to apply disinfectant

**Distancing**
- Driver barriers
  - Ensure AS2 polycarbonate if in drivers view while operating
  - Many types exist
- Optional seat layouts to ensure 6' of separation

**Air Quality**
- Filtration with antimicrobial technology
- UV-C lighting in HVAC system
- Ventilated roof hatches to keep more air moving

**PPE**
- Hand sanitizer dispensers
- Masks for drivers

Further information can be found at www.nfi.parts/cleanandprotect
Driver and passenger safety is key to continuing service

NFI Parts is diligently working to provide solutions that will allow motor coach and transit bus customers to operate as safely as possible.

- Resources for a variety of product and information

Further information can be found at www.nfi.parts/cleanandprotect
NFI Parts – Clean and Protect

Further information can be found at www.nfi.parts/cleanandprotect
Discussion

• What areas/tools would you like more support for?

• Are there other technical questions we can address?

• What areas need to most guidance from regulatory bodies?