LETTER GOING OUT VIA EMAIL ONLY

Date

Dear [Customer Name],

Looking ahead to the upcoming school year, the only thing certain is 2020 will be like no other year we’ve experienced. As we navigate these challenging times, I continue to be inspired by the creativity, resilience and dedication to excellence we have witnessed from our district partners.

We appreciate being part of the student journey with you, and we’re doing everything we can to keep our student passengers safe. A big piece of their safety now lies in the disinfection of their environment. With this, I want to share an update on the work we’ve done since I last reached out and provide information about the school bus disinfectants we are recommending to keep students safe and healthy on their way to and from school.

Our location leaders will be connecting with you soon to align on the items below.

**Choosing the Right Disinfectant:**

The First Student team has been busy dissecting and researching how best to keep students and drivers safe. A large part of this effort has been dedicated to collaborating with various government agencies, healthcare organizations, university research teams and school bus manufacturers to test and share information about virus dwell-time, reaction, and bus decontamination methods. From this collective research, we have found that the extended protection provided by Zoono-Z71™ Microbe Shield Surface Monthly Disinfectant makes it ideal for the school bus environment.

Zoono-Z71™ immediately disinfects and additionally provides 30-day residual protection from bacteria, viruses, mold, mildew and fungi through a highly effective, water-based antimicrobial coating. This EPA-registered disinfectant is >99% effective against COVID-19, non-toxic and odor-free, making it a better product for vehicles transporting young passengers. You can access more information about the product at [www.firststudentinc.com/start-safe](http://www.firststudentinc.com/start-safe).

While we selected Zoono-Z71™ as our preferred disinfectant based on its superior performance, we have also tested and approved a daily alternative. Our location leaders will be reaching out to you to discuss disinfectant recommendations, options, benefits and associated costs to allow you to choose what works best for your district.

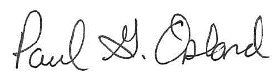
We will also share with you our updated location and driver safety requirements and align on additional protocols your district plans to implement for student transportation.

**Helpful Toolkits:**

This fall, your team will need to communicate more frequently about the safety of the evolving school bus environment. In addition to our standard back-to-school tool kit materials you might be familiar with, we are stacking our annual tool kit with pandemic related parent-facing materials for your use. The kit will include rider tip sheets, a letter to parents and coloring/activity sheets for students. You will also find ready-to-publish social media and website content. As with our other available information, these materials can be found at [www.firststudentinc.com/start-safe](http://www.firststudentinc.com/start-safe) and our parent page, [www.firststudentinc.com/start-safe-parents](http://www.firststudentinc.com/start-safe-parents).

Thank you for your continued support and collaboration. We look forward to partnering closely with you to align and deliver on your district’s unique needs. We will collectively manage through these difficult times. As always, stay safe!

Sincerely,



Paul G. Osland

President