

Memo

Date: 14 May 2020
To: To our valued private school customers
From: Andrew Cornwall, Managing Director
Subject: Ventura Coronavirus - Update for private school customers

To our valued private school customers,

The Victorian Government has this week announced a gradual easing of restrictions across the State and the staggered return of schools from the 26th May 2020. I would like to update you on the precautions Ventura are taking during this recovery phase to ensure that the health and safety of our customers and employees continues to be prioritised.

Ventura continues to monitor the advice of the Australian Government and State Government Departments to ensure that we are taking appropriate actions within these guidelines to ensure a safe environment for all.

We understand that this has been a challenging time for many and that the key to returning to 'normal' is ensuring customer confidence. The following protocols and measures have been put in place, among others, to mitigate the risk of spreading the virus on our services:

A daily regime of sanitising buses has been implemented. This includes the alternating of sanitising by hand and wiping all the high-touch points within the bus and with fumigating the entire interior of the bus. Both methods use an effective sanitising product.

All Private Charter buses are additionally sanitised by hand after every morning and afternoon school service.

At this stage public transport does not have to uphold social distancing rules, however we want to ensure that our customers have the information that they need to make informed decisions. We encourage our customers to stagger their seating options.

We have made some changes to ensure that there is social distancing for our customers and drivers, by making the front seats unavailable to customers, disabling the myki reader at the front of the bus and discontinuing the handling of cash.

We have been encouraging boarding of buses from both the front and rear door (where applicable) to ensure that there is greater distancing between customers and reducing the traffic walking past the driver's area.

"Providing dependable, friendly and sustainable bus services"

Additionally, we have a stringent wellbeing program to monitor and manage our employee's fitness for duty. Whilst we have had employees tested for COVID-19, out of our nearly 2,000 employees, no one has returned a positive test result. If this were to unfortunately occur, we have plans in place to remediate, trace the movements of drivers and notify relevant parties.

It is our commitment to continue to provide a safe environment for all and look forward to working in partnership with you to ensure confidence in our services.

Regards,

A handwritten signature in blue ink, consisting of a large, stylized loop followed by a horizontal stroke and a short vertical stroke.

Andrew Cornwall
Managing Director