

## An exceptionally clean travel experience.

At Brightline, we are committed to leading the industry and pioneering the implementation of new standards as they are developed. Since inception, our number 1 priority has always been the safety of our guests and teammates—a core value we keep top of mind as standards and practices evolve.



### EXISTING MEASURES

The majority of major touch points throughout the customer journey are touchless, including:



#### Bathrooms

In-station and on-board bathrooms feature touchless technology by Dyson.



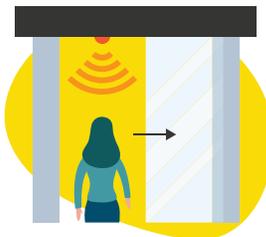
#### Ticketing

User friendly mobile app to book tickets, save boarding pass, board, and check train status.



#### Payment

Brightline is cash free and encourages the use of non-contact methods of payment.



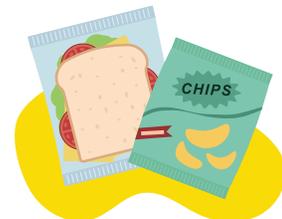
#### Doors

Doors automatically open when boarding, deboarding or traveling between coaches



#### Lounges

Spacious areas provide ample room and seating options for guests to social distance



#### Food & Beverage

Pre-packaged food items are available in the lounges and on-board

### ADDITIONAL MEASURES WE HAVE TAKEN



#### Masks

Teammates are required to wear masks and contact tracing is conducted if guest exposure to a teammate is reported.



#### Frequent Enhanced Cleaning

Aegis Microbe Shield was added to the cleaning regime of seats, trays and high touch areas on all train coaches in addition to our team wiping down all public and private spaces every 15 minutes. We also installed more hand sanitizing kiosks throughout stations and trains.

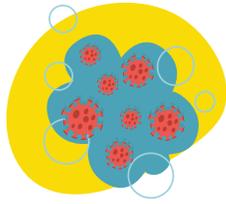
## MOVING FORWARD

Brightline will continue taking recommendations from the CDC and local health officials. Additional measures could include:



### Guests

Guests will be required to wear face masks throughout their journey.



### Disinfecting

A sanitizing solution will be incorporated into the station scent and dispersed through the vent system.



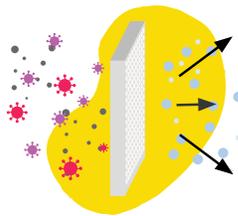
### Food & Beverage

Installation and use of vending machines for food and beverage items in the lounges and on-board.



### On-Board Materials

Introduction of electronic menus and magazines on the app and website so guests may use their personal devices.



### Air Filtration

While airplane air is entirely recirculated, 25 percent of the air in the train comes from fresh air intake ducts and gets filtered before being mixed with the recirculated air. The AC units on board will be equipped with UV light filters to help reduce the spread of airborne pathogens and microorganisms.

## Benefits of train travel and Brightline

Our **trainsets** are spacious and promote circulation and space between guests. Seat spacing is 39" in both classes with 2x2 seating and table seating options with plexiglass dividers in between. Additionally, Brightline is a reserved seating transportation option. This means guests preselect their location, eliminating crowding and rushing to get a seat.

*“Recent studies from Japan were unable to link a single cluster from the country’s commuter trains.”*  
– ScientificAmerican.com

