



COVID-19 Risk Assessment

Customers On Board Bus (all types) - England, Scotland, Wales

**Scope:** Reflects the government guidance in England, Scotland and Wales to reduce social distancing measures on public transport, with England and Wales moving to one customer every seat on busy services. Reflects the change in COVID restrictions in England, coming into force on 19th July 2021.

**Date:** 19th July 2021

**Issue:** 11

			Actions to remove or mitigate risk							
Activities an Individual is Exposed To	Exposure Risk (pre-control measures)	Who is exposed?	Workforce Planning & Management	Social Distancing	Cleaning	Good Hygiene	Communications & Training	Managing non-employees	Other mitigations	
1	Customer interactions pre boarding. Customer gets confused messages from different sources and so not aware of the guidelines around safe travel and therefore put themselves or others around them at risk.	(1) No exposure risk at the time. Risk transpires when boarding vehicle, perhaps through using different operations or service types.	Customer	N/A	(1) Social distancing measures re-enforced at customer touch-points prior to travel. (2) Onboard information leaflets to be made available to customers in Wales (3) Customer messaging in England reflects changes in COVID restrictions.	(1) Enhanced cleaning regimes in place.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in England, Scotland and Wales are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory). (4) Promotion of Journey Assistance card for those who meet the exemption rules.	(1) Guidance on Government, Industry and Stagecoach websites and social media using the same messaging about preparation for travel. (2) Joint Industry Guidelines for Customers consistently adopted across the industry. (3) Communication about not to travel when unwell on vehicle and in other comms.	N/A	(1) Government mandate that in Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines. (2) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory). (3) Consider cab signage stating that the driver will not leave the cab (unless to assist with a disabled customer).
2	Customer boarding: (1) Queuing in a confined space (2) Contact with handrails (3) Face to face contact with customers alighting on single door vehicles	(1) Within 2 metres for short period of time. (2) Touching high use contact points.	Customer	(1) Drivers briefed to make sure windows are open when stopping at termini, providing there are no passengers still in the passenger saloon.	(1) Implementing "Bus Full" signage in Scotland and Wales. (2) Advisory capacity signage to be displayed in each vehicle in Scotland. (3) Screens, with speech holes covered on both sides, between the cab environment and the customer environment preventing face-to-face access without a barrier between customer and driver. (4) Double deckers to be utilised where capacity and the route risk assessment allows. (5) Stagecoach Bus App indicates busy buses allowing customers to make informed choice.	(1) Enhanced cleaning regimes in place. (2) Arrangements in place to keep windows open. Signage on buses for customers to keep windows open to increase ventilation.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in Scotland and Wales are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).	(1) Explicit encouragement for customers to give space for people to alight before attempting boarding contained within Stagecoach and industry guidelines.	N/A	(1) Provision of foaming hand sanitiser (to prevent slippery floors through drips) on board all buses in Wales. (2) Government mandate that in Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).
3	Customer undertakes ticket transaction with driver	(1) Within 2 metres	Customer	N/A	(1) Screens, with speech holes covered, between the cab environment and the customer environment preventing face-to-face access without a barrier between customer and driver. (2) Contact time is limited with the driver to below 15 minutes.	(1) Enhanced cleaning regimes in place. (2) Arrangements in place to keep windows open. Signage on buses for customers to keep windows open on buses to increase ventilation (3) Drivers in England and Wales briefed to make sure windows on buses are open when at termini.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in Scotland and Wales are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).	(1) Enhanced messaging about encouraging contactless payment through contactless methods or use exact fare via customer comms channels and other means such as destination blinds.	N/A	(1) Promotion of contactless, mobile & alternatives to cash ticketing. (2) Request for 'exact fare' implemented in some OpCos. (3) Government mandate that in Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines. (4) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).

4	Identifying and selecting a place to sit that is socially distanced from other customers and the Driver	(1) Within 2 metres (2) Touching high use contact points	Customer	(1) Drivers briefed to make sure windows are open when stopping at termini.	(1) Seats behind the driver taken out of use. In Scotland only seats at opposite corners will be available on the back row. In England & Wales, all seats will be available on the back row. In Scotland and Wales, seats facing one another will be taken out of use. (2) Guidance given to customers on where to sit to allow them to make socially distanced decisions: (a) In Scotland, customers will be informed to sit one per seat row by on board posters, vinyls and through social media communications. (b) In Wales, customers expected via posters and social media messaging to sit apart where possible. (c) Signage on windows in England, Scotland and Wales will be used to indicate which seats are not in use. (d) No standing policy in place for Scotland and Wales. (3) Stagecoach Bus App indicates busy buses allowing customers to make informed choice.	(1) Enhanced cleaning regimes in place. (2) Arrangements in place to keep windows open. Signage on buses for customers to keep windows open on buses to increase ventilation (3) Drivers in England and Wales briefed to make sure windows on buses are open when at termini.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in Scotland and Wales are mandated to wear a face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).	(1) Guidelines on where to sit on vehicles provided through onboard posters, vinyls and window stickers (seats behind driver and, in Scotland and Wales, facing seats taken out of use) (a) In Scotland customers are advised to sit one per seat row at a diagonal to any customers sitting in front / behind. (b) In Wales customers expected to sit apart where possible. (2) In Scotland information on advised capacity to be placed on the vehicle visible to customers, and communicated through customer comms (social media, bus stations, website etc). (3) No standing policy in Scotland and Wales.	N/A	(1) Monitoring of service loading undertaken to check social distancing measures are working. (2) Network planning and monitoring to monitor and react to capacity issues where possible. Duplicate services are operated on key routes experiencing high customer demand. Drivers report to Control where customers can not be accommodated to provide continuous monitoring of demand. (3) Where local lockdowns are imposed and government requirements change, seating on vehicles will revert to one person every other row, and this will be communicated to customers (such as through on board signage and customer communication channels). (4) Government mandate that in Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines. (5) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).
5	Holding poles and handrails whilst moving to seat.	(1) Touching high use contact points	Customer	N/A	N/A	(1) Enhanced cleaning regimes in place with increased visibility of touch point cleaning throughout the day. (2) Arrangements in place to keep windows open on buses. Signage on buses for customers to keep windows open on buses to increase ventilation (3) Drivers in England briefed to make sure windows on buses are open when stopping at termini.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in Scotland and Wales are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).	(1) Guidance on Government, Industry and Company Websites using the same messaging about preparation for travel. (2) Joint Industry Guidelines for Customers consistently adopted across the industry (3) Communication about not to travel when unwell on vehicle and in other comms.	N/A	N/A
6	Picking up a Newspaper left on board (Metro)	(1) Touching object someone else has touched	Customer	N/A	N/A	(1) Low risk of transfer through papers. (2) Vehicle cleaning and litter picks. (3) Review the options for removing free newspapers from onboard.	N/A	(1) Advise asking people to take papers and rubbish with them when leaving vehicles, and not to pick up any material which may have been left by other customers, through customer communications.	N/A	N/A

7	Interactions with other customers	(1) Within 2 metres (2) Touching high use contact points	Customer	N/A	(1) Seats behind the driver taken out of use. In Scotland only seats at opposite corners will be available on the back row. In England & Wales, all seats will be available on the back row. In Scotland and Wales, seats facing one another will be taken out of use. (2) Guidance given to customers on where to sit to allow them to make socially distanced decisions: (a) In Scotland, customers will be informed to sit one per seat row by on board posters, vinyls and through social media communications. (b) In Wales, customers expected via posters and social media messaging to sit apart where possible. (c) Signage on windows in England, Scotland and Wales will be used to indicate which seats are not in use. (d) No standing policy in place for Scotland and Wales. (3) Stagecoach Bus App indicates busy buses allowing customers to make informed choice.	(1) Signage on buses for customers to keep windows open on buses to increase ventilation (2) Drivers in England and Wales briefed to make sure windows on buses are open when stopping at termini.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in Scotland and Wales are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).	(1) In Wales, customer guidance promoted through company website and onboard messaging including advisory information about singing and using mobile phones whilst on board.	N/A	(1) Monitoring of service loading undertaken to check social distancing measures are working. (2) Network planning and monitoring to monitor and react to capacity issues where possible. (3) Duplicate services are operated on key routes experiencing high customer demand. Drivers report to Control where customers can not be accommodated to provide continuous monitoring of demand. (4) Drivers do not move off until all customers are seated. (5) Seating arrangements and other COVID controls will be reviewed and communicated to customers (such as through on board signage and customer communication channels) if Government guidance changes.
8	Alighting a bus: (1) Queuing in a confined space (2) Contact with handrails (3) Face to face contact with customers boarding single door vehicles	(1) Within 2 metres for short period of time. (2) Touching high use contact points.	Customer	N/A	(1) Signage for customers not to stand close to the cab. (2) Consider marking floor to indicate where customers should stand whilst waiting to alight.	(1) Enhanced cleaning regimes in place. (2) Arrangements to keep windows open. Signage on buses for customers to keep windows open on buses to increase ventilation (3) Drivers in England and Wales briefed to make sure windows on buses are open when at termini.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in Scotland and Wales are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).	(1) Explicit encouragement for customers to give space for people to alight before attempting boarding contained within Stagecoach and industry guidelines. (2) Information to customers not to stand prior to the bus stopping where a 'no standing' policy is in place.	N/A	(1) Consider opportunities where customers may alight, with the vehicle then moving forwards to allow boarding to minimise congestion, or to mark 'no stand' areas at alighting points to prevent congestion. (2) Where there are known busy stop for distinct groups of customer (i.e. students), consider promoting other stops to minimise queuing. (3) Government mandate that customers in Scotland and Wales travelling by bus must wear a face covering unless exempt under government guidelines. (4) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).
9	Vulnerable customer needs - assistance	(1) Within 2 metres	Customer	N/A	(1) One wheelchair and two pushchairs (unfolded) allowed on vehicles. Seating behind driver only to be used by a pushchair. (3) Guidance for assistance to be issued to drivers to help them manage the interaction COVID-Safely. (4) Limit time contact with other individuals. (5) Driver to use hand sanitiser before and after contact with wheelchairs etc. (6) Driver expected to wear face covering (unless exempt under government guidelines) when providing assistance.	(1) Enhanced cleaning regimes in place. (2) Arrangements to keep windows open. Signage on buses for customers to keep windows open on buses to increase ventilation (3) Drivers in England and Wales briefed to make sure windows on buses are open when stopping at termini.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in Scotland and Wales are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).	(1) Guidance on Government, Industry and Stagecoach websites using the same messaging about preparation for travel. (2) Joint Industry Guidelines for Customers consistently adopted across the industry.	N/A	(1) Government mandate that in Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines. (2) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).
10	Emergency situation - Vehicle Immobilised	(1) Within 2 metres	Customer	N/A	(1) Policy of evacuation, if safe to do so and waiting outside, socially distanced rather than keeping people on the bus. (2) Driver to wear face covering when outside of the cab (and where possible). (3) Operating Companies to consider policy of having "hot spares" available to rescue customers.	(1) If people remain on the bus all windows to be kept open and encourage customers to remain in their seats.	N/A	N/A	N/A	(1) Government mandate that customers in Scotland and Wales travelling by bus must wear a face covering unless exempt under government guidelines. (2) Customers in England are expected to wear face coverings on public transport (with the exception of TfL services where face coverings remain mandatory).

11	Emergency situation - customer accident	(1) Within 2 metres	Customer	N/A	(1) Drivers to limit time in contact with the affected customer. (2) Driver encouraged to wear face covering when outside of the cab (where possible). (3) Drivers who are exempt from wearing a face covering are encouraged to wear a "Sunflower" lanyard (or similar) and consider wearing a face shield.	(1) Policy to keep windows open on buses to increase ventilation. (2) Normal arrangements for dealing with biohazards apply.	(1) Drivers issued with hand sanitiser and limit time in close contact with person.	N/A	N/A	N/A
12	Emergency situation - contact with bodily fluids such as spittle	(1) Contact with bodily fluids	Customer	N/A	N/A	(1) Policy to treat as biohazard in line with existing safe systems of work. (2) Implementation of Operators off Bus COVID-safe cleaning regimes.	N/A	(1) Information to Drivers to follow usual bio-hazard cleaning process.	N/A	N/A