



COVID-19 Risk Assessment  
Customers On Board Bus (all types) - England, Scotland, Wales

Scope: Reflects the revised government guidance in England, Scotland and Wales to reduce social distancing measures on public transport.

Date: 9th February 2021  
Issue: 8

			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.	(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) 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 England, Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines. (2) 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	N/A	(1) Implementing "Bus Full" signage where available. (2) Advisory capacity signage to be displayed in each vehicle. (3) 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. (4) Double deckers to be utilised where capacity and the route risk assessment allows.	(1) Enhanced cleaning regimes in place. (2) Policy to keep windows open on buses to increase ventilation	(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.	(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 England, Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines.
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) Policy to keep windows open on buses to increase ventilation	(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.	(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 England, Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines.
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	N/A	(1) Seats behind the driver and seats facing one another taken out of use. Only seats at opposite corners will be available on the back row. (2) Guidance given to passengers on where to sit to allow them to make socially distanced decisions: (a) Customers will be informed to sit one per seat row but not immediately behind each other, by on board posters, vinyls and through social media communications. (b) Signage on windows will be used to indicate which seats are not in use. (3) Monitoring of service loading undertaken to check social distancing measures are working. (4) Network planning and monitoring to monitor and react to capacity issues where possible. (5) 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.	(1) Enhanced cleaning regimes in place. (2) Policy to keep windows open on buses to increase ventilation	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in England, Scotland and Wales are mandated to wear a face covering on public transport, unless meeting the exemption rules.	(1) Guidelines on where to sit on vehicles provided through onboard posters, vinyls and window stickers (seats behind driver and facing seats taken out of use: customer advised to sit one per seat row at a diagonal to any customers sitting in front / behind). (2) 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.	N/A	(1) Drivers do not move off until all customers are seated. (2) 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). (2) Government mandate that in England, Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines.

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) Policy to keep windows open on buses to increase ventilation	(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.	(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 contexts.	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 passengers.	(1) Within 2 metres (2) Touching high use contact points.	Customer	N/A	(1) Seats behind the driver and seats facing one another taken out of use. Only seats at opposite corners will be available on the back row. (2) Guidance given to passengers on where to sit to allow them to make socially distanced decisions: a) Customers will be informed to sit one per seat row but not immediately behind each other, by on board posters, vinyls and through social media communications. b) Signage used to indicate which seats are not in use. (3) Monitoring of service loading undertaken to check social distancing measures are working. (4) Network planning and monitoring to monitor and react to capacity issues where possible. (5) 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.	(1) Policy to keep windows open on buses to increase ventilation. (2) Notices on board to advise passengers which windows are to be left open.	(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.	(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) Where local lockdowns are imposed, 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).
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) Policy to keep windows open on buses to increase ventilation.	(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.	(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.	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 travelling by bus must wear a face covering unless exempt under government guidelines.
9	Vulnerable passenger needs - assistance	(1) Within 2 metres	Customer	N/A	(1) One wheelchair or one pushchair (unfolded) allowed on vehicles. Seating behind driver only to be used by a wheelchair user or pushchair. (3) Guidance for assistance to be issued to drivers to help them manage the interaction COVID-Safely. (4) Limit time contact within 2 metres. (5) Driver to use hand sanitiser before and after contact with wheelchairs etc. (6) Driver to wear face covering unless exempt under government guidelines.	(1) Enhanced cleaning regimes in place. (2) Policy to keep windows open on buses to increase ventilation.	(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.	(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 England, Scotland & Wales customers travelling by bus must wear a face covering unless exempt under government guidelines.

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) Operating Companies to consider policy of having "hot spares" available to rescue passengers.	(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	(2) Government mandate that customers travelling by bus must wear a face covering unless exempt under government guidelines.
11	Emergency situation - customer accident	(1) Within 2 metres	Customer	N/A	(1) Drivers to limit time within 2 metres of the affected customer.	(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 within 2 metres 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