Stagecoach

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

Date: 9th July 2020

Issue: 5

	Activities an Individual is Exposed To	Exposure Risk (pre-control measures)	Who is exposed?	Actions to remove or mitigate risk						
				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	(1) Enhanced cleaning regimes in place.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in England and Scotland are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Transport for Wales advises customers to wear face coverings on public transport.	(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	N/A
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.	(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 and Scotland are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Transport for Wales advises customers to wear face coverings on public transport.	(1) Explicit encouragement for customers to give space for people to alight before attempting boarding contained within Stagecoach and industry guidelines.	N/A	N/A
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 and Scotland are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Transport for Wales advises customers to wear face coverings on public transport.	(1) Messaging about encouraging contactless payment through contactless methods via customer comms channels.	N/A	(1) Promotion of contactless, mobile & alternatives to cash ticketing. (2) Some Operating Companies have introduced "Exact Fare" Policies.
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. In England, customers will be informed to sit one per seat row but not immediately behind each other, by on board posters and through social media communications. b. In Scotland and Wales, signage on windows is used to provide an indication of where to sit. (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.	(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 and Scotland are mandated to wear face covering on public transport. (3) Transport for Wales advises customers to wear face coverings on public transport.	(1) Guidelines on where to sit on vehicles (seats behind driver and facing seats taken out of use: customer advise to leave row behind and in front empty and sit by window unless sitting with household members). (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) 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).
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. (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 and Scotland are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Transport for Wales advises customers to wear face coverings on public transport.	(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

#	Activity	Hazard								
6	Picking up a Newspaper left on board (Metro)	(1) Touching object someone else has touched	Customer	N/A	N/A	N/A	(1) Low risk of transfer through papers. (2) Vehicle cleaning and litter picks.	N/A	(1) Advise asking people to take papers and rubbish with them when leaving vehicles.	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. In England, customers will be informed to sit one per seat row but not immediately behind each other, by on board posters and through social media communications. b. In Scotland and Wales, signage on windows is used to provide an indication of where to sit. (3) Network planning and monitoring to monitor and react to capacity issues where possible.	(1) 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 and Scotland are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Transport for Wales advises customers to wear face coverings on public transport.	N/A	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) Conside 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 and Scotland are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Transport for Wales advises customers to wear face coverings on public transport.	(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. (2) Where there are known busy stop for distinct groups of customer (i.e. students), consider promoting other stops to minimise queueing.
9	Vulnerable passenger needs - assistance	(1) Within 2 metres	Customer	N/A	(1) One wheelchair allowed on vehicles. (2) One pushchair (unfolded) allowed on vehicles. (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.	(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 and Scotland are mandated to wear face covering on public transport, unless meeting the exemption rules. (3) Transport for Wales advises customers to wear face coverings on public transport.	(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	N/A
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	N/A
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