



COVID-19 Risk Assessment

Customers On Board Tram

Date: 6th January 2022

Issue: 2022/01

			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) Customer messaging reflects changes in COVID restrictions.	(1) Cleaning regimes in place.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers mandated to wear face covering on public transport unless meeting the exemption rules.	(1) Guidance on Government, Industry and Stagecoach websites and social media using messaging about preparation for travel. (2) Communication about not to travel when unwell on vehicle and in other comms.	N/A	(1) Government requires passengers travelling by tram must wear a face covering unless exempt under government guidelines.
2 Customer boarding: (2) Contact with handrails (3) Face to face contact with customers alighting	(1) Within 2 metres for short period of time. (2) Touching high use contact points.	Customer	N/A	N/A	(1) Cleaning regimes in place. (2) Communications in place to encourage everyone to keep windows open.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers mandated to wear face covering on public transport, unless meeting the exemption rules.	(1) Customers encouraged to keep their distance where possible from passengers who are alighting.	N/A	(1) Government mandate customers travelling by tram must wear a face covering unless exempt under government guidelines.
3 Customer undertakes ticket transaction with conductor	(1) Within 2 metres	Customer	N/A	N/A	(1) Cleaning regimes in place. (2) Communications in place to encourage everyone to keep windows open.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers are mandated to wear face covering on public transport, unless meeting the exemption rules.	(1) Encouraging contactless payment through contactless methods or use exact fare.	N/A	(1) Promotion of contactless, mobile & alternatives to cash ticketing. (2) Government mandate customers travelling by tram 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 conductor	(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) Separate area provided for Conductor. (2) Passengers encouraged to keep their distance from others where possible.	(1) Cleaning regimes in place. (2) Communications in place to encourage everyone to keep windows open.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers are mandated to wear a face covering on public transport, unless meeting the exemption rules.	(1) Separate area provided for Conductor. (2) Passengers encouraged to keep their distance from others where possible.	N/A	(1) Government mandate that customers travelling by tram 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) Cleaning regimes in place with increased visibility of touch point cleaning throughout the day. (2) Communications in place to encourage everyone to keep windows open.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers 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) 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.	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) Separate area provided for Conductor. (2) Passengers encouraged to keep their distance from others where possible.	(1) Communications in place to encourage everyone to keep windows open.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers are mandated to wear face covering on public transport, unless meeting the exemption rules.	N/A	N/A	(1) 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 tram: (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	N/A	(1) Cleaning regimes in place. (2) Communications in place to encourage everyone to keep windows open.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers are mandated to wear face covering on public transport, unless meeting the exemption rules.	(1) Customers encouraged to give space for people to alight before attempting boarding.	N/A	(1) Government mandate that customers travelling by tram must wear a face covering unless exempt under government guidelines.
9	Vulnerable customer needs - assistance	(1) Within 2 metres	Customer	N/A	(1) Limit time contact with other individuals. (2) Conductor to use hand sanitiser before and after contact with wheelchairs etc. (3) Conductor to wear face covering (unless exempt under government guidelines) when providing assistance.	(1) Cleaning regimes in place. (2) Communications in place to encourage everyone to keep windows open.	(1) Customers advised to bring their own face coverings and hand sanitiser. (2) Customers in 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.	N/A	(1) Government mandate that customers travelling by tram must wear a face covering unless exempt under government guidelines.

10	Emergency situation - Vehicle immobilised	(1) Within 2 metres	Customer	N/A	(1) Driver and conductor to wear face covering when outside of the cab (and where possible).	(1) If people remain on the tram, staff and customers are encouraged to keep all windows open.	N/A	N/A	N/A	(1) Government mandate that customers travelling by tram must wear a face covering unless exempt under government guidelines.
11	Emergency situation - customer accident	(1) Within 2 metres	Customer	N/A	(1) Staff member to limit time in contact with the affected customer. (2) Staff member encouraged to wear face covering when outside of the cab (where possible). (3) Staff members 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 trams to increase ventilation. (2) Normal arrangements for dealing with biohazards apply.	(1) Drivers and conductors 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 COVID-safe cleaning regimes.	N/A	(1) Information to staff members to follow usual bio-hazard cleaning process.	N/A	N/A