

## Travelling Safely FAQs

We know you've got some questions on how to stay safe when you travel, so we've given some answers below relating to travelling on our services.

If you need to, you can contact us by emailing **supertram.enquiries@supertram.com** or by telephone on 0114 272 82 82 (weekdays between 8:30am and 5pm).

### **Q. What are you doing to help customers socially distance on your services?**

A. So that our customers and staff can practise social distancing on board, we are advising customers where to sit and which seats to leave free to help people travel safely. Contactless is the preferred method of payment but if that's not possible, we ask that only exact change is used to pay for your fare.

### **Q. What are the new guidelines you have introduced for social distancing in England?**

A. We're advising customers to follow the guidance on notices and keep your distance from others where possible. Please also let others off the tram before getting on, and use contactless or exact change to pay. Once on the tram, you should follow guidance from notices or from our staff, leave windows open to help with ventilation and you **must** wear a face covering.

### **Q. Should I wear a face covering?**

A. From Monday 15 June 2020, it is **compulsory** to wear a face covering on public transport in England. Some people may be exempt from wearing one, you can find out more information [here](#).

### **Q. Will you be enforcing the wearing of face coverings?**

A. For the safety of other customers and our employees, government guidance on wearing a face covering **must** be followed when travelling on our services.

### **Q. Will your staff be wearing face coverings?**

A. We've made face coverings available to all front line employees who wish to use them

### **Q. If you're allowing less people on the trams, will there be more trams on each route?**

A. We're closely monitoring the numbers of people travelling. The steps we've taken to keep our trams safe does mean that capacity on individual vehicles will be lower than normal. We would therefore recommend you consider this in planning your journey and try to avoid traditionally busier times of the day.

**Q Are you carrying out additional cleaning on your services?**

A. We already have well-established and rigorous cleaning regimes for our trams. We are continuing to enhance the measures we have in place in response to the developing situation with more regular cleaning of the main customer touch-points such as hand poles and grab rails with anti-viral products. We're also giving additional cleaning materials such as personal hand sanitiser for frontline employees, as well as extra cleaning materials for depots and other work areas, and are issuing detailed and regular reminders to our teams about hygiene good practice.

**Q. How are you protecting your staff, such as conductors?**

A. Keeping everybody as safe as possible is our absolute priority. We're issuing face masks or shields to those conductors who choose to wear them. Other measures include additional cleaning of key touch points, displaying guidelines on social distancing and encouraging contactless where possible.