

COVID-19 RISK ASSESSMENT

ARRIVA UK BUS

Our focus throughout the Covid-19 pandemic is the safety of our people and our customers.

Full risk assessments and actions plans have been carried out across all Arriva Bus sites, fleets and services to ensure we are able to support each other in staying “covid secure”.

The safety measures and messages outlined in this risk assessment continue to be communicated to our customers, employees and communities to ensure information on how to protect each other is readily available. This includes:

- **Posters/signage at bus stops and on-board buses.**
- **Information and updates on our website and our social media channels.**
- **Email updates sent to our customer database to inform our customers of key safety information.**
- **Customer service team working 7 days a week to provide timely updates for all those needing to travel.**

COVID-19 RISK ASSESSMENT AND SAFETY MEASURES:

- Enhanced cleaning regimes are in place across our fleet, depots and bus stations.
- We are asking customers to maintain social distancing at bus stops and on-board in line with the Government decision in June to reduce social distancing from 2 metres. We also encourage customers to give space for people to alight before attempting to board.
- We have implemented revised capacity levels on board - when these are met “bus full signs” are put on the destination blinds and drivers are asked to only stop to allow customers to alight.
- The wearing of face coverings continues to be mandatory for customers whilst using public transport (exemptions apply) and we will ensure that all social distancing advice, in regards to travelling by bus and one customer per seat row (unless travelling with family members) is clearly communicated to our customers via our website, our social media channels and onboard our buses.
- We are advising customers to bring their own hand sanitiser to wash their hands pre and post travelling.
- We ask customers to pay by contactless or via our app. Where cash is the only option, the exact fare is required and no change given.
- Driver screens, with speech holes covered, between the cab and the customer area has prevented face-to-face access between customer and driver.
- We are proactively supporting the NHS messaging and asking customers not to travel if they feel unwell and to wash their hands pre and post travelling.
- New floor markings ask customers to stand behind the line when boarding.
- Ventilation on buses has been increased through a policy to have windows open.
- Seats behind the driver and seats facing one another have been taken out of use. Guidance has also been given to passengers on where to sit, which allows them to make informed decisions and maintain social distancing.
- Sample monitoring of CCTV, where available, to check if social distancing measures are working.
- Network planning and monitoring to help react to capacity issues.
- No standing policy removes risk of customers breaching social distancing guidelines for prolonged periods.
- Customers advised to take papers and rubbish with them when leaving vehicles.
- Enhanced cleaning programmes ensures all litter including papers are regularly cleared from bus.
- Signage installed asking customers not to stand close to the cab. Further enhancements of the on-board messaging reinforces no standing policy and asks customers to remain seated while bus is moving.
- Vulnerable passenger needs have been assessed. Each bus can carry one wheelchair and wheelchair spaces remain available across all fleet.
- Guidance on assisting vulnerable passengers or those with disabilities has been issued to drivers. For example, drivers use hand sanitiser before and after contact with wheelchairs and limit the time they are within less than the government stated social distancing guideline.
- Emergency processes have been planned for and clearly explained across the Arriva teams to ensure they know the safe procedures for managing a vehicle or customer emergency on-board.