

			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	Touching the steering wheel and cab equipment such as handbrake, seat, window, mirror or ticket machine	Touching object someone else has touched	Drivers	N/A	N/A	(1) Additional cleans of cab area and access controls. (2) Provision of cleaning equipment to drivers to enable wipe down of cab at the start and end of shift.	(1) Provision of hand sanitiser to all drivers. (2) Liaison with 3rd parties to ensure continued access to wash facilities during a shift.	(1) Guidance for drivers about safe procedures, cab etiquette and removal of rubbish	N/A	(1) Government advice supports good hand hygiene, rather than the wearing of gloves outside of a health care setting. Guidance provided for the safe wearing of gloves where drivers choose to wear them.
2	Normal engagement with customers including dealing with cash: - dealing with paper tickets - providing passenger assistance - preparing for luggage loading	Within 2 metres Touching object someone else has touched	Drivers	N/A	(1) Dealing with and checking tickets to be undertaken when the driver is in the cab behind a screen wherever possible. (2) Key exception being megabus services, where the driver may undertake ticket checking and luggage loading outside of the vehicle. (3) Where ticket checking outside the cab and handling of luggage is undertaken, face visor and disposable gloves to be worn.	N/A	(1) Provision of hand sanitiser to all drivers.	(1) Customer information shared on vehicles and on social media including social distancing during boarding & alighting. (2) Communications to customer on luggage loading, ticket checking arrangements and need to maintain 2m social distance from the driver.	(1) At the time of booking Citylink/megabus, customers requested to clearly label their luggage with their destination. (2) When depositing luggage by the vehicle luggage hold, customers asked to segregate own luggage into destinations as far as possible. megabus: Customers will be asked to maintain 2m from the driver, read the booking reference which the driver checks and leaves their luggage for the driver to place in the hold.	(1) Customers in England and Scotland are mandated to wear a face covering on public transport. Recognised that some employees may be more comfortable wearing face coverings and are provided on an optional basis. Guidance on proper use of face coverings provided. (2) In Wales, customers are advised to wear face coverings on public transport.
3	Engagement with vulnerable customers needing driver assistance or those with mobility needs - includes use of wheelchair lifts - securing of wheelchair on vehicle by driver	Within 2 metres Touching object someone else has touched	Drivers	N/A	(1) Drivers to keep close interaction with customers to a minimum.	(1) Provision of cleaning kits (sanitising wipes / spray) to wipe down controls.	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures for assisting a mobility impaired customer.	(1) Customers in England and Scotland are mandated to wear a face covering on public transport. (2) In Wales, customers are advised to wear face coverings on public transport.	(1) In England and Scotland, drivers when out of the cab and in the passenger saloon must wear a face covering when assisting customers. In Wales, drivers are expected to wear a face covering. (2) Recognised that some employees may be more comfortable wearing face coverings at other times and these are provided on an optional basis. Guidance on the proper use of face coverings provided.
4	First use checks and checking vehicle in between trips, coming into contact with poles, hand rails	Within 2 metres Touching object someone else has touched	Drivers	N/A	N/A	(1) Enhanced cleaning regime includes touchpoint cleaning of high use contact points.	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures	N/A	N/A
5	Changeover of drivers involving leaving the cab and alighting the coach	Within 2 metres (relief driver, customer, general public)	Drivers	N/A	(1) Review of service to consider moving changeover points to quieter stops if crowding occurs.	(1) Provision of cleaning equipment to drivers to enable wipe down of cab on entering and exiting the cab.	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures	(1) Communication with passengers via social media, posters etc to maintain social distancing.	(1) Drivers assisting customers outside of the cab must wear a face covering in England and Scotland, and should wear a face covering in Wales.
6	Staff bus, drivers travelling in cars/vans together	Within 2 metres	Drivers	N/A	(1) Staff shuttle vehicles allocated to make sure ability to socially distance from colleagues wherever possible.	(1) Additional cleans of staff vehicles, including high use contact points.	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures, including maximum loading capacity, keeping windows open for ventilation and etiquette for waiting to board.	N/A	N/A

7	Drivers being located within 2 metres of the seats allocated for customers with disabilities	Within 2 metres	Drivers	N/A	(1) All coach cabs to be fitted with a protection screen.	N/A	(1) Provision of hand sanitiser to all drivers.	N/A	(1) Customers in England and Scotland are mandated to wear a face covering on public transport. (2) In Wales, customers are advised to wear face coverings on public transport.	(1) In England and Scotland, drivers when out of the cab and in the passenger saloon must wear a face covering when assisting customers. In Wales, drivers are expected to wear a face covering. (2) Recognised that some employees may be more comfortable wearing face coverings at other times and these are provided on an optional basis. Guidance on the proper use of face coverings provided.
8	Driver travelling passenger as part of double staffing requirements	Within 2 metres	Drivers	N/A	(1) Capacity of coach restricted to allow social distancing between the driver and those travelling passenger.	(1) Enhanced cleaning regime includes touchpoint cleaning of high use contact points.	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures	N/A	(1) Consider introducing remote signing on to (a) minimise the number of drivers in the depot or (b) reduce the need for a driver to travel passenger.
9	Assault risk	Within 2 metres (risk of being spat at)	Drivers	N/A	(1) All coach cabs to be fitted with a protection screen. (fitment timescales for each fleet to tbc)	(1) Spitting treated as a biohazard and cleaning arrangements apply.	N/A	(1) Guidance to drivers on safe procedures	(1) Any spitting assault by a customer (or member of the public) should be reported to the police.	(1) Not currently considered to be an increased assault risk. Services to be monitored.
10	Breaks	Within 2 metres	Drivers	N/A	(1) Assessment undertaken of maximum number of individuals permitted in messroom. (2) Furniture to be removed / marked out of use to discourage use.	N/A	N/A	(1) Guidance to drivers on safe procedures	N/A	(1) Where facilities are provided by 3rd parties, appropriate checks should be undertaken to make sure they are of a good standard. (2) Ensure that where public toilets are usually used and are currently closed that there are reasonable alternatives in place.
11	Engaging with supervisors or public at interchanges or stops	Within 2 metres	Drivers Supervisors	N/A	N/A	N/A	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures	(1) Communication with passengers via social media, posters, floor markings etc to maintain social distancing	N/A
12	Dealing with Luggage	Touching object someone else has touched	Drivers	N/A	N/A	N/A	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures, including sanitising the handle before and after handling.	N/A	(1) Drivers when assisting customers with luggage should wear face visor, face covering and gloves.
13	Dealing with lost property	Touching object someone else has touched	Drivers	N/A	N/A	N/A	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures, including sanitising hands before and after handling.	N/A	(1) Where possible, carry different sized plastic bags on board to allow lost property to be bagged.
14	Breakdown/recovery	Within 2 metres Touching object someone else has touched	Drivers Engineers	N/A	(1) Falcon / Oxford Tube - If driver needs to return to depot, where possible should not travel in van or recovery vehicle, but to find other means. (2) megabus / Citylink - Where a replacement vehicle is hired, driver can travel passenger, unless required to wait with the broken down vehicle. In these circumstances, the driver can remain in the vehicle being rescued.	(1) Provision of cleaning equipment to enable engineers / drivers to wipe down of cab.	(1) Provision of hand sanitiser to all drivers.	(1) Guidance to drivers on safe procedures	N/A	(1) Drivers to keep distance from engineers in attendance. (2) 3rd party recovery processes reviewed.
15	Driver Required to stay overnight in rented accommodation as part of shift pattern (M11 only)	Within 2 metres Touching object someone else has touched	Drivers	(1) All rosters to be designed so that drivers are not required to share bedrooms.	(1) All rosters to be designed so that drivers are not required to share bedrooms.	(1) Private accommodation is subject to professional clean each day. (2) Private accommodate equipped with dishwasher, washing machine, cleaning equipment.	(1) Drivers issued with their own bedding sets, plus spares. It is the individual's responsibility to make sure these are washed.	(1) Guidance issued to drivers on the good hygiene principles to follow when using rented accommodation.	N/A	(1) Liaison with landlord on any issues arising.
16	Use of onboard rest facilities	Touching object someone else has touched	Drivers	N/A	N/A	(1) Provision of basic cleaning kit to each driver (each operator to add to contents dependent on need).	(1) Provision of hand sanitiser stations outside of toilet area and signed, requesting customers to use sanitiser before and after using the facilities.	(1) Customer communications to only use onboard facilities where absolutely necessary. Driver PA script amended so that message is repeated on vehicle.	N/A	N/A

17	Vulnerable drivers	Pre-existing condition increases vulnerability	Drivers	(1) All clinical extremely vulnerable employees to remain at home. (2) For clinically vulnerable employees additional guidance to be followed.	N/A	N/A	N/A	N/A	N/A	N/A
18	Carriage of individuals arriving into the UK through Ports and who are required to self isolate for 14 days	Within 2 metres Touching object someone else has touched	Drivers	(1) All clinically extremely vulnerable employees to remain at home.	(1) Dealing with and checking tickets only to be undertaken when the driver is in the cab.	(1) Additional cleans of cab area and access controls. (2) Provision of cleaning equipment to drivers to enable wipe down of cab at the start and end of shift.	(1) Provision of hand sanitiser to drivers.	(1) Drivers provided with information to be able to advise a customer who has arrived from outside the Common Travel Area, or is travelling to a Port and concerned that they are symptomatic on what the customer should do.	(1) Government guidance requires that any individual who is returning to the UK from outside of the Common Travel Area and is not exempt must undertake 14 days self-isolation. These individuals should only use public transport from Ports if there is no other option. (2) Any individual arriving into the UK from outside of the Common Travel Area are required to cover their nose and mouth and keep 2 metre distance from others when travelling on public transport.	N/A