



COVID-19 Risk Assessment
Customers on Board Coach

Date: 2nd July 2020

Issue: 1

		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 at key touch points pre-travel	None at the time. Risk transpires when boarding vehicle, perhaps using different operators or service types	Customer	N/A	N/A	N/A	(1) Onboard toilet facilities may only be available if hand sanitiser is available. Customers reminded to use sanitiser when using toilet facilities. (2) Provision of hand sanitiser on other coaching services without toilet facilities is at the operator's discretion.	(1) Messaging on website to give information about preparation for travel. (2) Communication to customers about not to travel when unwell.	(1) Customers provided with pre-travel information in regards to wearing of face coverings, carrying of hand sanitiser and reminded of the need to maintain social distancing. (2) Use of Journey Assistance Card promoted for customers exempt from wearing a face covering.	(1) Customer communication to pre-book where possible. (2) Promotion of contactless, mobile and alternatives to cash ticketing.
2	Pre-boarding, ticket checking and loading luggage	Within 2 metres for short period of time	Customer Employees	N/A	(1) Use of signage and floor markings at premises we control. (2) SSOW for undertaking ticket checks and handling luggage. Ticket checks to be undertaken off vehicle where possible.	N/A	N/A	(1) Messaging on website to give information about preparation for travel. (2) Communication to customers about not to travel when unwell.	(1) Customers communication includes the message that if a customer attempts to travel without wearing a face covering (and does not meet the exemption criteria), travel may not be allowed and the customer is at risk of a fine issued by the Police.	(1) On non-stopping services, boarding from the back of the coach to the front to be prioritised. (2) Driver to wear PPE (disposable gloves, disposable apron and face visor) when handling luggage.
3	Customer boarding	Within 2 metres Touching high use contact points	Customer	N/A	(1) Customers already on board and who wish to alight, should do so before boarding takes place. (2) megabus operate a segregated boarding / alighting system for pre-booked seats which reduces contact with other customers.	(1) Enhanced cleaning regime in place, including touchpoint cleaning.	N/A	N/A	(1) Customers advised to bring their own face coverings and hand sanitiser.	N/A
4	Customer undertakes ticket transaction with driver. Any other interaction with driver.	Within 2 metres for short period of time Touching high use contact points Touching objects	Customer	N/A	(1) Use of floor markings for customers to stand behind when boarding. (2) Ticket transactions to be undertake off vehicle where possible.	(1) Enhanced cleaning regime in place, including touchpoint cleaning.	N/A	N/A	(1) Customers advised to bring their own face coverings and hand sanitiser.	(1) Customer communications to pre-book where possible. (2) Promotion of contactless, mobile and alternatives to cash ticketing.
5	Identifying and selecting a place to sit that is socially distanced from other customers and the Driver	Within 2 metres Touching high use contact points	Customer	N/A	(1) None wheelchair seats behind driver and seats facing one another taken out of use. (2) Onboard guidance provided to show where customers can sit, such as marking seats / windows. (3) Monitoring undertaken to be able to understand capacity issues.	(1) Enhanced cleaning regime in place	(1) Customers advised to sanitise before boarding. (2) Hand sanitiser provided on coaches where the toilet facilities remain in use.	N/A	(1) Customers required to put on face covering prior to boarding unless exempt. This includes cross border services and defined in Conditions of Carriage.	(1) Only coaches with operational AC will be permitted to be used in passenger service. (2) AC saloon filters removed and cleaned / replaced at 14 day intervals (7 day intervals on megabus). (3) Touch point cleaning of AC grill undertaken daily. (4) Oxford Tube VanHools being converted to 100% fresh air circulation.
6	Contact with surfaces in the saloon (including loading on board luggage, seat backs etc)	Touching high use contact points	Customer	N/A	N/A	N/A	(1) Customers advised to sanitise before boarding and bring their own face coverings. (2) Hand sanitiser provided on coaches where the toilet facilities remain in use.	(1) On board information reminding customers of good respiratory hygiene. (2) Guidelines on good hygiene when travelling at customer touchpoints.	(1) Customers required to put on face covering prior to boarding unless exempt. This should cover cross border services and defined in Conditions of Carriage.	N/A
7	Interactions with other passengers	Within 2 metres	Customer	N/A	(1) Onboard guidance provided to show where customers can sit, such as marking seats / windows.	N/A	(1) Customers advised to bring their own hand sanitiser and sanitise before boarding.	(1) Customer guidance promoted through company website. (2) On-board customer communications to discourage interactions with passengers from other households, such as pre-set messaging through driver PA system, onboard screens, posters on vehicle.	N/A	N/A

8	Interaction with on-board information (magazines etc)	Touching object someone else has touched	Customer	N/A	N/A	N/A	(1) Removal of all non-COVID or emergency related material.	N/A	N/A	N/A
9	Using the on-board toilet	Touching object someone else has touched	Customer	N/A	N/A	(1) During cleaning allow good ventilation of area. (2) Additional cleaning in place. (3) Provision to allow customers to clean the area using sanitising wipe. (4) Waste paper to be bagged and tied prior to disposal in general waste streams.	(1) Reminder to customers that face coverings (with exemptions) apply in the toilet area. (2) Provision of hand sanitiser outside of toilet area.	(1) Etiquette guide for customers to include sanitising after touching surfaces.	N/A	N/A
10	On-board offer (refreshments)	Within 2 metres Touching object someone else has touched	Customer	N/A	(1) No onboard refreshments to be provided.	N/A	N/A	N/A	N/A	N/A
11	Alighting a coach	Within 2 metres for short period of time Touching high use contact points	Customer	N/A	(1) Wherever practical, driver to alight vehicle first. (2) Customers seated at the front of the vehicle asked to alight first. (3) megabus customers to alight from the applicable set of doors depending on whether they have pre-booked seats.	(1) Enhanced cleaning regime for touchpoints in place.	(1) Customers advised to bring their own hand sanitiser and wear face covering (subject to exemptions).	N/A	N/A	N/A
12	Vulnerable Passenger Needs - assistance	Within 2 metres for short period of time Touching high use contact points	Customer	N/A	(1) Guidance for assistance issued to drivers. (2) megabus services to operate with a screen between driver and wheelchair space. (3) Wheelchair customers to alight first.	N/A	(1) Driver to sanitise hands before and after providing assistance.	(1) Provision of specific pre-boarding advice provided on company website to prepare for travel. (2) Joint Industry Guidelines for Wheelchair customers.	N/A	(1) Fitment of cab screens where possible. (2) Where there is no screen between the cab and wheelchair space on megabus, onward wheelchair passengers to be transported by taxi.
13	Emergency Situation - Vehicle Immobilised	Within 2 metres	Customer	N/A	(1) Evacuate the vehicle if safe to do so, keep customers outside, socially distanced and await transfer.	N/A	N/A	N/A	(1) If customers remain on the vehicle, they are encouraged to remain in their seats.	(1) Process to be shared with 3rd parties who provide breakdown assistance / replacement vehicles.
14	Emergency Situation - Customer Accident	Within 2 metres	Customer	N/A	(1) Drivers to limit time in close contact with the affected customer. (2) Driver or other staff member to wear face covering.	(1) Normal arrangements for dealing with biohazards apply.	(1) Driver issued with hand sanitiser.	N/A	N/A	(1) Guidance issued to drivers on action to take if a customer is taken ill with suspected COVID-19.
15	Emergency Situation - Contact with bodily fluids such as spittle	Contact with bodily fluids	Customer	N/A	N/A	(1) Normal arrangement for dealing with biohazards apply.	N/A	N/A	N/A	N/A