



COVID-19 Risk Assessment

Customers on Board Coach (journey times +2 hours)

Scope: Risk assessment review following the lifting of many COVID controls in England, including removal of restrictions on social distancing and the wearing of face coverings. Scotland and Wales COVID requirements affecting coach remain as they currently are.

Date: 19th July 2021

Issue: 8

			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 bring hand sanitiser with them .  (1) Messaging on website to give information about preparation for travel. (2) In England, Wales and on crossborder services between England and Scotland all customers who have pre-booked travel communicated with to highlight that there is a possibility that they may be seated next to another customer. Customers are encouraged to contact Customer Services to discuss alternatives if they have concerns. (3) Communication to customers about not to travel when unwell. (4) Pop up message on the megabus web-site that says customers need to acknowledge that they may be seated next to another customer in England, Wales and on crossborder services between England and Scotland that wearing face-coverings is mandatory (if not exempt) to be able to continue with booking.	(1) Customers provided with pre-travel information in regards to wearing of face coverings, carrying of hand sanitiser and reminded of the need to be seated apart wherever possible. (2) Customers to be advised about hand sanitiser on board and encouraged to bring their own if they have skin conditions. (3) Use of Journey Assistance Card promoted for customers exempt from wearing a face covering.	(1) Where local COVID infection rates rise, Government and Local Authority guidance and any instructions will be followed. If the situation warrants, a review of current controls and be undertaken.
2	Pre-boarding, ticket checking and loading luggage	Within 2 metres for short period of time and handling different luggage	Customer Employees	(1) SSOW in place and training for drivers for the amended boarding and loading procedure (2) PPE in place for drivers when handling luggage	(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.	N/A	N/A	(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. (3) Communication to customers about not to travel when unwell. (4) Customer information highlights that on busy services they may be seated next to another customer.	(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) Driver manages capacity through monitoring the sale of walk on fare on a day to day basis.
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. (3) Fitment of cab screens where possible.	(1) Enhanced cleaning regime in place, including touchpoint cleaning.	N/A	N/A	(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.

4	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) Three seats behind the driver on Interdeck vehicles reserved for mobility impaired customers only. In Scotland, all rear facing seats taken out of use. (2) Onboard guidance provided to emphasize that passengers should sit apart where possible. (3) Monitoring of services in Scotland and Wales undertaken to be able to understand capacity issues through booking engine. (4) Screens fitted between the driver and the saloon.	(1) Enhanced cleaning regime in place. (2) All cleaning products meet BSEN-1276 and BSEN-14476 standards. (3) Enhanced cleaning kits held on board vehicle including ability to complete a full clean.	(1) Customers advised to sanitise before boarding. (2) Hand sanitiser provided on coaches where the toilet facilities remain in use.	N/A	(1) Customers in Scotland and Wales required to put on face covering prior to boarding unless exempt. This includes cross border services and defined in Conditions of Carriage. (2) Customers in England required to put in face covering when alighting at TFL operated station and reminded by manual onboard announcement. (3) Customers in England required to put on face covering when entering Scotland or Wales on cross border services. A manual onboard announcement will be made.	(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) HVAC filters to be changed every 6 months. (5) Reconfiguration of seat layout to physically increase seat pitch on megabus. (6) megabus monitors booking numbers on busy cross border services and decision made 7 days before operation to run a duplicate. (7) Records of monitoring of Scotland, Wales and cross border busy services to be maintained.
5	Contact with surfaces in the saloon (including loading on board luggage, touching seat backs, usb charging points, ventilation controls, reading lights, seat belts etc and the floor)	Touching high use contact points and walking through the vehicle	Customer and Employee	N/A	N/A	(1) Enhanced cleaning regime in place. (2) All cleaning products meet BSEN-1276 and BSEN-14476 standards. (3) Enhanced cleaning kits held on board. (4) Foaming hand sanitiser should be used to prevent dripping causing slippery floors. (5) On megabus, driver undertakes main clean in the saloon when customers are not on board and intermediate (touchpoint clean on handrails etc) between picking up customers.	(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 include on board announcements. (2) Guidelines on good hygiene when travelling at customer touchpoints.	(1) Customers in Scotland and Wales required to put on face covering prior to boarding unless exempt. This includes cross border services and defined in Conditions of Carriage. (2) Customers in England required to put in face covering when alighting at TFL operated station and reminded by manual onboard announcement. (3) Customers in England required to put on face covering when entering Scotland or Wales on cross border services. A manual onboard announcement will be made.	N/A
6	Interactions with other passengers	Within 2 metres	Customer	N/A	(1) In Wales, onboard guidance provided to show where customers can sit, emphasising that customers should sit apart wherever possible.	N/A	(1) Customers advised to bring their own hand sanitiser and sanitise before boarding and wear a face-covering.	(1) Customer guidance promoted through company website including advisory information about singing and using mobile phones and encouragement to take a lateral flow test prior to travel. (2) On-board customer communications to discourage interactions with customers from other households, such as pre-set messaging through driver PA system, onboard screens, posters on vehicle. (3) Customer website promotes the encouragement of wearing a face covering on services in England and details the requirements in Scotland, Wales, cross border services and TFL operated stations.	N/A	(1) Opening of all vehicle doors at scheduled stops for at least 5 minutes to allow air exchange. Drivers briefed on the importance of this. (2) Review of schedules to ensure that stops are scheduled at acceptable frequencies to allow for doors to be opened. (3) On board announcements made to remind passengers to sit apart where possible (either automated or manual announcements). (4) Retention of records of vehicle filter changes.
7	Interaction with on-board information (magazines etc)	Touching object someone else has touched	Customer	N/A	N/A	N/A	N/A	N/A	(1) Customers encouraged to take magazines etc. with them when they leave the coach.	N/A
8	Using the on-board toilet	Touching object someone else has touched	Customer Employees	N/A	N/A	(1) During cleaning allow good ventilation of area. (2) Additional cleaning in place. (4) Waste paper to be bagged and tied prior to disposal in general waste streams.	(1) Reminder to customers that face coverings (with exemptions) are expected to be worn in the toilet area. (2) Provision of hand sanitiser outside of toilet area.	(1) Etiquette guide for customers to include sanitising after touching surfaces. (2) Customers advised to use hand sanitiser before and after toilet use.	N/A	N/A

9	Alighting coach and retrieving luggage	Within 2 metres for short period of time Touching high use contact points	Customer Employees	(1) SSOW in place and training for drivers for the amended boarding and loading procedure. (2) PPE in place for drivers when handling luggage. Use of PPE in England at the discretion of the driver but will continue to be made available.	(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
10	Vulnerable Passenger needs assistance	Within 2 metres for short period of time Touching high use contact points	Customer Employees	(1) SSOW in place for helping vulnerable customers.	(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.	N/A	(1) Fitment of cab screens where possible.
12	Emergency Situation - Vehicle Immobilised	Within 2 metres	Customer Employees	N/A	(1) In Scotland and Wales, evacuate the vehicle if safe to do so, keeping customers outside, socially distanced and await transfer. (2) In England, customers may remain on the vehicle, if safe to do so, whilst awaiting transfer.	N/A	N/A	N/A	(1) If customers remain on the vehicle, they are encouraged to remain in their seats and the doors left open.	(1) Process to be shared with 3rd parties who provide breakdown assistance / replacement vehicles. (2) contract specification for 3rd party coach suppliers to meet our requirements for social distancing and protection.
13	Emergency Situation - Customer Accident	Within 2 metres	Customer Employees	(1) SSOW for drivers	(1) Drivers to limit time in close contact with the affected customer. (2) Driver or other staff member to wear face covering (at their discretion).	(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.
14	Emergency Situation - Contact with bodily fluids such as spittle	Contact with bodily fluids	Customer Employee	(1) SSOW in place for drivers and/or cleaners who need to deal with biohazards.	N/A	(1) Normal arrangement for dealing with biohazards apply (2) Biohazard waste disposal kits provided on board.	N/A	N/A	N/A	N/A