

COVID-19 RISK ASSESSMENT

GREEN LINE

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 Green Line 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.

COVID-19 RISK ASSESSMENT AND SAFETY MEASURES:

- First row of seats to be decommissioned either side of aisle behind driver’s cab.
- Driver’s window to be open whenever possible while driving.
- Drivers to wear visor during all face-to-face customer interaction.
- Signage on display reminding customers of social distancing measures.
- Drivers to sanitise hands before and after driving.
- Passengers to fill rear seats first when boarding.
- Hand sanitiser dispensers installed at entrance to coach.
- Exclusion zone to be marked on the platform in accordance with Public Health England guidelines.
- Passengers requested to board one at a time.
- Social distancing to be maintained while deploying and stowing wheelchair lift.
- All customers to be reminded to wear face covering.
- Driver to wear visor/face covering and gloves for the loading and unloading of luggage.
- Drivers to sanitise hands before and after interaction with customers and luggage.
- Passengers prohibited from bringing any food or drink for consumption while on board.
- Passengers to observe capacity guidelines and sit in window seat or in groups if from same family/bubble.
- Cashless payment eg contactless, website, mobile app, smart cards, QR codes, paypoint and payzone.
- Passengers to use exact change for payment wherever possible.
- Drivers to use cash bags and cash scoops if required to handle money and sanitise hands afterwards.
- Drivers/supervisors to maintain social distancing measures at interchanges and stops.
- Drivers/supervisors to sanitise hands after touching roadside infrastructure.
- Drivers to maintain social distancing during changeover and advised to wear face covering.
- Drivers to sanitise hands following changeover.
- Driver touch points to be disinfected daily.
- Driver/controller to clean customer touchpoint before each trip commences.
- Drivers to be issued with disinfectant, paper towels, gloves and disposable waste bags.
- Staff travelling together or as a passenger to wear face covering, maintain social distancing and sanitise hands before and after travelling.
- Disposable gloves to be worn while handling lost property and hands sanitised before and afterwards.
- Social distancing to be maintained in event of breakdown/recovery.
- Drivers advised to wear face covering and sanitise hands before and after breakdown/recovery.