



## 16<sup>th</sup> July 2020 - Operational Guidance Notes for Drivers and Passengers - Covid-19

**Our Commitment to Your Safety** - We provide you with a value for money, safe service that is COVID-19 compliant to keep you safe and enable you and your team or family to venture out into the world to create new memories and indeed get back to work. In these unprecedented times it is useful for everyone to have clarity on what the new normal looks like and the steps that need to be put in place for everyone's safety.

**What we all need to do to keep safe is understand risk and take appropriate action**, to reduce it known as mitigation. The following points are part of a programme to reduce risk.

1. Passengers are notified in advance of the safety measures in place and our recommendations on steps to be taken by means of this document.
2. Driver to use a temperature gun to take his own temperature and ensure normal at the start and end of shift and note this on his paperwork.
3. The driver will clean the driver's area with a disinfectant wipe before touching surfaces on arrival at work and ensure that no rubbish is left in this area during his shift.
4. The Driver will **take the temperature of passengers with a non-contact thermal temperature gun**, as they get on the coach to ensure everyone is at a normal temperature.
5. Passengers with a high temperature are advised to return home and dial 111. Or on line [www.nhs/service/COVID-19](http://www.nhs/service/COVID-19) .
6. **Hand sanitiser should be used on entry to the vehicle.** Wearing gloves is not acceptable as it is unknown what is lurking on the surface that may contaminate the area for others.
7. **Passengers should wear a face mask/covering** – children under the age of 11 and people with relevant medical conditions are exempt.
8. If you cough, please cough into a tissue and dispose of it in line with government guidelines.
9. Passengers should **fill the furthest seats first** to avoid passing in close proximity which is unnecessary.
10. During the **driver welcome introduction**, the driver will provide his name and a series of key points including:
  - **Advised stopping points on the journey**
  - Ask passengers **to put rubbish in the bags** provided
  - Request **passengers observe social distancing** for those not in their 'social bubble' and avoid using the loo as this will require passengers passing in close contact of each other.
  - Confirm that the **air conditioning has been set to refresh** not recycle for a continual flow of fresh air.
  - Remind passengers that they are **required to wear face masks/coverings** to avoid fines.



## Risk Assessment

A risk assessment has taken place to assess safety on board for your journey and the requirement for social distancing, risk is diminished by the following factors:

1. The Vehicle has been cleaned with degreasant then disinfectant applied in a fine mist by fogger or spray, followed by an air freshener, as all cleaning are chemicals completely odourless and compliant to government guidelines for COVID-19
2. Additional disinfectant spay may be applied 30 mins after the group departs the coach during the hire for example when a group gets off the coach that will not return for many hours.
3. **Hand must be sanitised on entry** on boarding to keep area clean.
4. High backs of coach seats form an additional barrier and reduces risk.
5. **Wipe down of common touch surfaces by the driver** before the passengers return with anti-bacterial spray or wipe, plus a disinfectant mist to be applied where appropriate.
6. **Organisers are notified** in advance of the safety measures in place and their requirement to observe social distancing with their group by means of this document.
7. **Passengers are required to leave the two seats behind the passenger empty** for social distancing from the driver.
8. The group size must be within the government limits for mass gatherings. This is currently a maximum of 30 (subject to review August 1<sup>st</sup> 2020).
9. Everyone should wash or sanitise hands before and after having a drink or food.
10. Please take a minute to check for your personal possessions when getting off. If a passenger finds **lost property, do not touch it or hand it to the driver**, advise the driver where it has been left safety for the driver to deal with separately. The driver will not touch the items but will bag it up for return to a passenger or the office as lost property.
12. In the unlikely event of a vehicle breakdown or a driver change is required the drivers should take time to social distance and wipe down drivers area.
13. If the driver is required to pack luggage in the hold he will sanitise his hands before and after touching passenger luggage. On arrival at the hotel or destination passengers should ensure that after handling luggage they wash their hands with soap and water for 20 seconds or use hand sanitiser if this is not possible.

## Typical Seat Plan for a 53 Seat Vehicle

### Group organiser

Please use the seating plan provided to plan you group social distancing arrangements - according to your 'social bubbles' within the group, leaving maximum space to vulnerable people (1M+)

**Please leave the two seats behind the driver empty**

