Back to Work

Travel & Transport Sectors
Social Distancing, Hygiene & PPE Protection Planning

A pragmatic employer white paper guide to implementing social distancing & safety measures for passenger travel and in the workplace

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COVID-19 IMPACT – TRANSPORT & TRAVEL SECTORS

Executive Summary

This white paper analyses the significant impact of the COVID-19 pandemic on the Travel & Transport sectors (primarily focussed on England with some guidance on the different rules for Wales, Scotland & Northern Ireland) plus provides a guide and aide memoire for employers on best practices and current regulatory advice for the implementation of effective social distancing, PPE and hygiene regulations and processes.

Key issues addressed

- Covid-19 Lockdown impacts on all travel/transport in the UK
- Trend data on easement of Lockdown on these mobility trends
- Essential current staff definitions and working condition guidelines
- Social distancing measures, PPE recommendations and current Travel restrictions
- Regulatory enforcement

Key data extracts

- Tube, bus, and rail transport usage (vs. services - see below) since the beginning of April 2020 has dropped by over 80%
- All motor vehicle usage dropped to circa 32% of normal levels but has risen steadily back to around 65% of normal levels up to mid June
- Pedestrian footfall traffic has had the largest drop of 85%+ of normal levels but is rising back up to 40% with easement of lockdown contact conditions and good weather in June

Air

- Air corridor arrangements are currently being negotiated between popular holiday destinations that have the COVID-19 'R' rate below 1 (anticipated to include France, Spain, Italy, the Netherlands, Belgium, Germany, Norway and Finland)
- Airports are introducing body temperature checks and face mask & glove wearing is compulsory

Rail

- It is now compulsory for all rail passengers (with some exceptions – see main report) to wear face coverings on the rail networks in England with expected adoption across all of the UK in due course

Coach & Bus

- Many Bus & Coach service operators are providing face masks for their drivers and passengers and have restricted passenger numbers and altered seating arrangements to accommodate the 1m+ social distancing regulations

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Who's saying what exactly?

Quoted remarks from leading Government & industry bodies

***Prime Minister Boris Johnson* said, "I do think that face coverings will be useful, both for epidemiological reasons, but also for giving people confidence that they can go back to work".**

Business Secretary Alok Sharma said…"This guidance provides a framework to get the UK back to work in a way that is safe for everyone. These are practical steps to enable employers to identify risks that COVID-19 creates and to take pragmatic measures to mitigate them. And as we are able to reopen new sectors of the economy, we will continue our collaborative approach working with a wide range of stakeholders, to provide guidance for additional workplaces."

Sarah Albon Chief Executive, Health and Safety Executive added…"The BEIS guidance issued today sets out practical steps employers can take to enable staff to continue and return to work. We have worked with BEIS to ensure businesses have access to the information they need to put in place measures to help them work safely. This will assist employers in carrying out risk assessments and putting practical measures in place. At the heart of the return to work is controlling the risk posed by the virus. Ensuring safe working practices are in place will help deliver a safe return to work and support businesses across the country".

Craig Beaumont, Director of External Affairs and Advocacy at the Federation of Small Businesses commented…"FSB has engaged through this process with the Department for Business, Energy and Industrial Strategy and we appreciate that our points have been taken on board for the UK small business community. Today's guidance is practical, workable and proportionate for small businesses. It will be a long journey, but this guidance will provide the basis for small employers to have the positive conversations needed with their staff. This is the first step to getting the economy back on its feet".

Carolyn Fairbairn, Director-General of the CBI commented…"Safety is at the heart of business thinking. Unless people feel safe, employees won't return, customers will stay away and the restart will falter, harming livelihoods and public services. This guidance will help. It gives firms a clearer picture of how to reopen safely and gradually."

Richard Ballantyne, CEO, British Ports Association said…"We welcome these really useful resources which will help our industry move towards the next phase in dealing with Coronavirus. Whilst this guidance is general in nature it includes a lot of detail and a number of different workplace examples and resources. This will enable organisations across the economy design their own plans to help protect workers and limit the risks of spreading COVID-19 in workplaces. There has been a real effort by Government to consult employers and unions in a relatively short period. Now businesses and organisations, including our ports sector, can use the resources to start to implement their own plans and reignite the economy".

1. Background

Summary of The European Centre for Disease Prevention and Control (ECDC) rapid risk assessment from 12 March 2020.

On 31 December 2019, a cluster of pneumonia cases of unknown aetiology was reported in Wuhan, Hubei Province, China. On 9 January 2020, China CDC reported a novel coronavirus as the causative agent of this outbreak, which is phylogenetically in the SARS-CoV clade. The disease associated with the virus is referred to as novel coronavirus disease 2019 (COVID-19). As of 11 March 2020, 118,598 cases of COVID-19 were reported worldwide by more than 100 countries. Since late February, the majority of cases reported are from outside China, with an increasing majority of these reported from EU/EEA countries and the UK.

The Director General of the World Health Organization declared COVID-19 a global pandemic on 11 March 2020. Key recommendations adopted by the UK were:

The ECDC recommended Social distancing measures in order to mitigate the impact of the epidemic and to delay the epidemic peak. This can interrupt human-to-human transmission chains, prevent further spread, reduce the intensity of the epidemic and slow down the increase in cases, while allowing healthcare systems to prepare and cope with an increased influx of patients.

1.1 March 23, 2020 UK Lockdown period starts

Effective from March 23 the UK entered a 'Lockdown' period to mitigate the rapid spread of COVID-19 to prevent the NHS from being overwhelmed. The modeling done by scientists assisting the Government and Public Health Authorities showed that the current capacities of available intensive care beds, qualified medical staff, appropriate PPE supplies and the required number of appropriate intubation medical devices were all insufficient to cope with a rapid spread of the coronavirus so stringent social distancing and hygiene measures would be the only way to combat the pandemic in the short term until such time as a vaccine was developed. A Lockdown was required to restrict mobility and P2P interactions so de-facto stop to all social interactions with anyone outside of the home unit and a halt to all non-essential commercial activity, commuting and travel.

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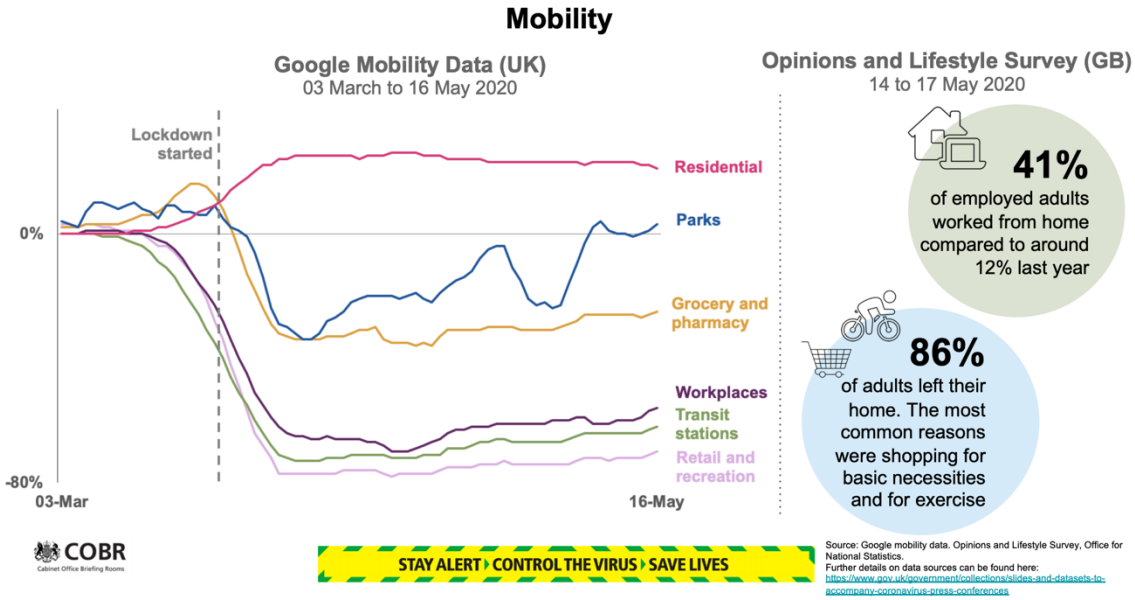
2. Transport & Travel Sector impact

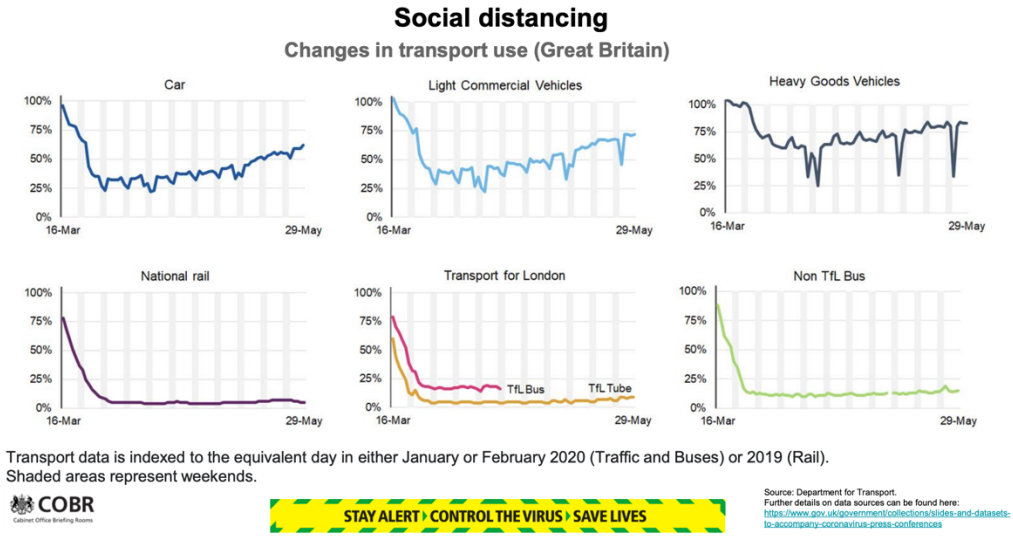
The general mobility trend impact was swift with overall mobility outside of the home dropping fast down to less than 20% of normal for all road, rail and air transport with the exceptions being essential road and air freight as well as home delivery of essentials such as groceries and medicines as well as key infrastructure maintenance of electricity power grids, water and gas supply & telecommunications facilities plus the call out of emergency services such as police, fire and ambulance staff & vehicles.

2.1 Transport mobility changes during Lockdown

The impact on social and commuting mobility in the first 3-month period of Lockdown measures.



2.2 Social distancing impact on Road, Rail & Coach/Bus travel



HM Government daily COVID-19 (COBR) briefing data shows several trends over the past 3 months:

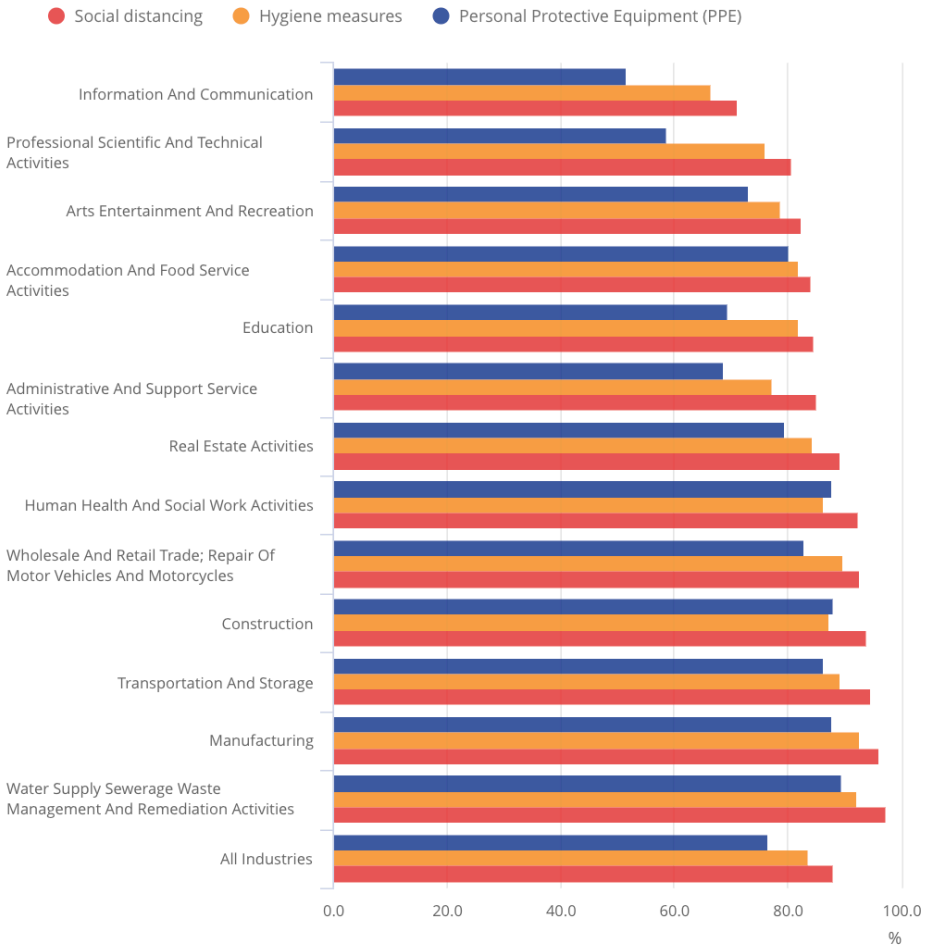
- UK iPhone & Google user 'requests for directions' for walking, driving and public transport dropped by over 80% since lockdown commenced
- Pedestrian traffic saw the largest drop at over 85% with only marginal afternoon increase due to good weather and potential outdoor exercise uptake
- All Car usage dropped by circa 75% but gradually increased back up to just over 60% of normal since the beginning of May as back to work starts & public transport is avoided
- Cyclists initially decreased slowly to 75% of normal but with significant increase since late May & the reported record bicycle sales and government travel advice on preference for walking & cycling to work especially within urban to city centre locations
- Light goods vehicles dropped by 45% but has increase likely due to some return to work influence and increased home shopping

- National bus traffic has now dropped by over 80% since lockdown, indicating significant reductions in public transport services

2.3 Employer sentiment – PPE, Social distancing & Hygiene – ONS Survey June

Figure 6: Over 50% of businesses across all industries, had responded they were implementing, or intending to implement, the top three most common safety measures

Safety measures, businesses who have not permanently stopped trading, broken down by industry, UK, 18 May to 31 May 2020



Source: Office for National Statistics – Business Impact of Coronavirus Survey

Key Findings

Implementing the wearing of Facemasks, Hygiene measures and Social Distancing regimes are the top3 considerations by those companies whose workforce is returning from home working or furlough status

3. Workplace and Passenger environments - *Best practice & regulatory guidelines*

3.1 Introduction

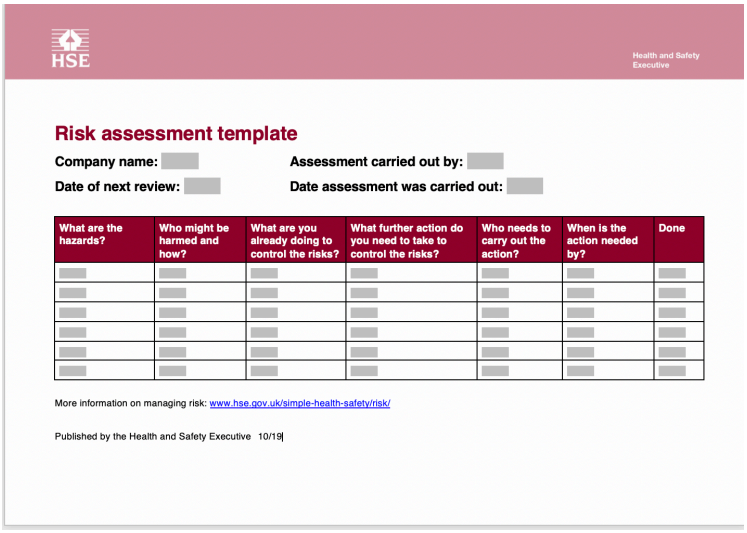
This guide will help transport organisations in England understand how to provide safer workplaces and services for themselves, their workers and passengers. It outlines measures to assess and address the risks of coronavirus (COVID-19). ***There's different guidance for Northern Ireland, Scotland and Wales.***

3.2 Risk Assessment

Use this guidance to create a risk assessment that will:

- identify the risks arising from coronavirus
- inform the decisions and control measures that you need to put in place

You should also consider the security implications of any decisions and control measures you intend to put in place, as any revisions could present new or altered security risks that may require mitigation. Always Record your risk assessment. You need to write down the findings of your risk assessment. The Health and Safety Executive (HSE) has a risk assessment template and information on how to do a risk assessment here.



HSE

Health and Safety Executive

Risk assessment template

Company name: **Assessment carried out by:**

Date of next review: **Date assessment was carried out:**

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Published by the Health and Safety Executive 10/19

Consider the following when conducting a coronavirus risk assessment:

- risks to workers, passengers, customers and the public, along with the control measures required
- the impact of control measures and whether they result in additional, different risks or non-compliance with other requirements (for example health and safety or equalities legislation)
- applying the hierarchy of controls set out in the Management of Health and Safety at Work Regulations 1999
- consultation with workers, or bodies representing workers, and the public
- the visibility of the results of any risk assessment

3.3 Accessible Transport

- You need to consider accessibility at every stage of the passenger journey. Passenger assistance should be a normal part of the offering that passengers can request at the point of need. Service providers have duties to ensure individuals with protected characteristics, for example disabled people, the elderly and pregnant women, are able to access transport networks. Everyone should be supported to access transport and comply with social distancing.
- All equality and discrimination law continues to apply. All disability rights continue to apply to trains, buses, coaches, taxis, ferries, airports and airlines, and all staff and contractors have duties to ensure that those with protected characteristics, for example disabled people, the elderly and pregnant women, are able to access services.
- You need to ensure that the actions taken as a result of the risk assessment do not disproportionately impact those with protected characteristics. You must provide staff with disability, equality and awareness training in line with DfT's inclusive transport strategy.

3.4 Who should be at work?

Widespread facemask use could shrink the 'R' number and prevent a second COVID-19 wave

Latest Cambridge University Study
June 10, 2020

If people can, they should work from home.

When deciding who can work from home, you could consider:

- who is essential to be on site - for example, office workers should work from home if possible?
- the minimum number of people needed in vehicles, on site and/or in the office to operate safely and effectively
- the wellbeing of people working from home and how to help them stay connected
- keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security
- providing equipment to enable working from home safely and effectively
- looking at what roles and tasks can be done from home and supporting workers to do this where possible, for example, administrative tasks or customer communications
- reallocating tasks between workers, to increase the opportunity for home working
- regularly reviewing how different working arrangements are impacting workers, and how to improve the arrangements
- let workers know in advance if they are required to travel or not
- whether support workers are needed to make their networks accessible (for example to operate ramps or lifts) and consider categorising these workers as 'essential'
- Protecting people who are at higher risk
- Consider the guidance on clinically extremely vulnerable and clinically vulnerable people at work.
- Consider emerging evidence which shows that black and minority ethnic (BME) communities are disproportionately affected by coronavirus. The reasons for this are not yet fully understood, but the health inequalities present for BME communities have long been recognised.

You could consider re-deploying clinically vulnerable, clinically extremely vulnerable people or those with protected characteristics who are at higher risk of being disproportionately affected to by coronavirus into roles where they can work from home. If they cannot work from home, they and their employer should consider the level of risk, both on their journey to work and in line with the wider risk assessment of their working situation, as set out in the guidance for employers. If re-deployment would mean not having enough people on site to run operations, consider moving vulnerable workers into lower risk activities where they have the highest chance of remaining 2 metres away from others.

Consider providing support for workers around mental health and wellbeing. This could include guidance or telephone support for example.

- People who need to self-isolate
- Workers who have symptoms of coronavirus or workers living in a household or support bubble with someone showing symptoms of coronavirus should self-isolate, stay at home and arrange to have a test to see if they have coronavirus.

As an employer, you should:

- enable people to work from home while self-isolating if appropriate - see current guidance for employees and employers relating to statutory sick pay due to coronavirus
- ensure that workers follow the guidance on staying at home if they are in a household or support bubble with a possible or confirmed coronavirus infection

if a worker's symptoms match those of coronavirus, encourage them to apply for a coronavirus test

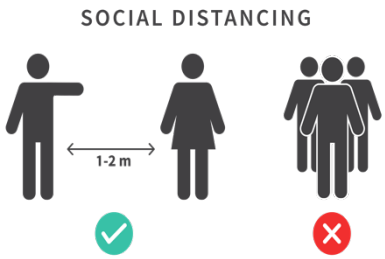
- ensure there are processes in place if someone attending the workplace shows symptoms or is infected

There is currently no requirement for a worker to self-isolate if they have been in proximity with someone showing coronavirus symptoms in the workplace and have been following social distancing measures and have not been

classified as a close contact by Public Health England (PHE) or the NHS App when introduced as part of the test and trace service.

Workers who may have had contact with a colleague who has been diagnosed with coronavirus may be contacted as part of the test and trace service and in such cases would need to self-isolate if directed to do so.

3.5 Social distancing



Passengers and people working on the transport network should keep 1+ metres from people outside their household or support bubble, wherever possible.

The risk of infection increases the closer someone is to a person who may be infected with the virus and the more time spent in close contact. An individual is very unlikely to be infected from walking past another person. Operators should advise staff and passengers on ways to keep their distance from other people as much as possible. There are situations where this may not be possible, for example when boarding or alighting, during security checks, on busier services, busier times of day, when walking through interchanges and when undertaking maintenance work that requires 2 people for the task.

Where the social distancing guidelines cannot reliably be followed in full, you should consider the following mitigating actions:

- creating and agreeing a single, clear approach to social distancing for all workers and passengers
- agreeing and maintaining clear rules for workers and passengers that meet social distancing guidelines, for example:
- clear rules for interacting with passengers, receiving goods, and testing equipment
- supporting workers to wear face coverings in situations where social distancing is not possible
- organising the workspace and how people work in a single space to follow social distancing guidelines, such as:
- separating workspaces 2 metres apart from one another, where possible.
- using screens or barriers
- eliminating face-to-face seating, for example, shift to 'bench' style
- repositioning workspaces to allow for optimal ventilation
- reducing occupancy of group interaction spaces, including spaces shared with other organisations
- re-organising passenger flows
- further increasing the frequency of hand washing and access to hand sanitiser in the workplace
- increase surface cleaning
- keeping the activity time involved as short as possible
- reducing the number of people each person has contact with by using fixed teams, partnering or cohorting (so each person works with only a few others)
- making adjustments for those with specific needs or protected characteristics, for example disabled people, older people and pregnant women
- consider groups of people who process information differently or who may not be able to distance from others

3. 6 Personal Protective Equipment & Hygiene

- Outside of clinical settings, you should not use additional PPE beyond what is usually worn. This is because coronavirus is a different type of risk to the risks normally faced in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.
- If a risk assessment does show that PPE is required, then it must be provided *free of charge* to workers who need it. Any PPE provided must fit properly.
- Where PPE is used for health and safety purposes in the workplace to protect against non-coronavirus risks, it should continue to be used.

Consider - employees have access to Protective Surgical Face Masks, preferably made in the UK to EN14683:2019 Type IIR ≥98% BFE (Bacterial Filtration Efficiency)

Advice for workers and employers in non-clinical settings: - Coronavirus (COVID-19): PPE plan - Coronavirus (COVID-19): cleaning of non-healthcare settings

3.7 Face coverings/Masks

A face covering is a covering of any type which covers a person's nose and mouth. Surgical masks or respirators used by healthcare and other workers as part of PPE should be reserved for people who need to wear them at work, such as health and care workers and people in industrial settings.

Face covering use by transport workers

- The new mandatory requirement does not require staff to wear a face covering. However, face coverings offer some benefits in situations where social distancing is difficult to manage. For example, when working in passenger facing roles including when providing assistance to disabled passengers.
- Public health advice is that staff wear a face covering when they are unable to maintain social distancing in passenger facing roles, recognising that there will be exceptional circumstances when a staff member cannot wear a face covering, or when their task makes it sensible (based on a risk assessment) for them not to wear a face covering.
- If staff do wear a face covering it is important that they follow the guidance on face coverings. You should support them in using face coverings safely. This means telling workers:
- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- avoid touching your face or face covering, as you could contaminate them with germs from your hands
- change your face covering if it becomes damp or if you've touched it
- continue to wash your hands regularly
- change and wash your face covering daily
- if the material is washable, wash in line with manufacturer's instructions - if it's not washable, dispose of it in your usual waste
- practice social distancing wherever possible
- Workers should be made aware face coverings can prevent some disabled people from accessing oral information and instructions (from staff and fellow passengers).
- Northern Ireland, Scotland and Wales
- The other UK nations have different rules for face coverings for workers:
- Consider - employees should have access to Protective Surgical Face Masks, preferably made in the UK to EN14683:2019 Type IIR ≥98% BFE (Bacterial Filtration Efficiency)

Northern Ireland guidance - Scotland guidance - Wales guidance

Face covering use by passengers

- From 15 June 2020, new regulations mean passengers must wear a face covering when travelling by:
- public transport services (bus, coach, train, tram, ferry, hovercraft, cable car) while they are in England
- aircraft in English airspace which took off from, or are to land at, a place in England
- passenger ships/vessels and hovercraft in the English territorial sea which departed from, or are to dock at, a place in England
- People should make or buy their own face coverings. Passengers will be breaking the law if they fail to comply and could be liable for a fine.
- Surgical masks or respirators used by healthcare and other workers as part of PPE should continue to be reserved for people who need to wear them at work. However, passengers will comply with regulation if they are wearing these.
- Specific exemptions apply, including for health, equality or age reasons.

Consider – Passengers should have access to Protective Surgical Face Masks, preferably made in the UK to EN14683:2019 Type IIR ≥98% BFE (Bacterial Filtration Efficiency)

This requirement does not apply to:

- school transport services
- taxi or private hire vehicles - although a taxi driver or private hire vehicle operator may refuse to accept passengers if they do not wear a face covering
- cruise ships
- stations
- stops & interchanges
- airports & seaports

The other UK nations have different rules for face coverings for workers: Northern Ireland guidance - Scotland guidance - Wales guidance

3.8 Passenger compliance with the face covering regulations

The aim is to achieve high rates of compliance with wearing face coverings, rather than high rates of enforcement. The government is rolling out a major communications campaign on the need to wear face coverings and has communications assets for operators to use and share. Operators should communicate these messages on their services and communications channels so that passengers are aware of this new requirement.

- It is important that your communications with passengers, and training for staff, sets out the list of exemptions from this regulation including for health, age or equalities grounds.
- The regulations give operators new powers to deny access to their services if a passenger is not wearing a face covering, or to direct them to wear one or leave a service if they are not wearing a face covering. Operators have discretion over how they use these powers - you are not obliged to use them.
- If passengers fail to comply with operators' encouragement and instructions, without a legitimate exemption, the police and Transport for London enforcement officers have new powers to issue a fixed penalty notice.
- Where a passenger seeks to rely on an exemption from the requirement to wear a face covering, those seeking to enforce the requirement should take a proportionate approach to the evidence they require in support of that reliance.

By way of example, it is not envisaged that people relying on an age, health or disability related exemption will routinely be required to produce any written evidence in support of their reliance. Consider using this 6-step process for escalation:

Operator led: 1 engage, 2 explain, 3 encourage

- Operators should encourage passengers to comply with the regulation through communications or direct engagement. Operators should also explain the exemptions from the requirements.
- Operator led: 4 enable use

A face covering is covering of any type that covers the nose and mouth. As these can be made at home, the government does not expect access to them to be a significant issue. There is no requirement or expectation that operators would make face coverings available, ***though operators could consider doing so, for example for free and/or in vending machines.***

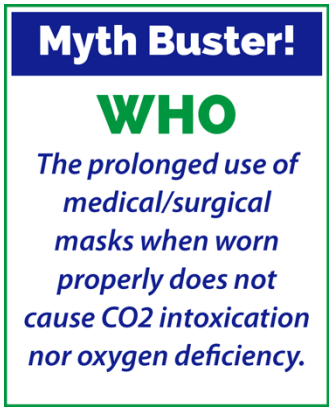
UNIVERSITY OF WASHINGTON predicts mask wearing by Americans would save 34,000 lives by October 2020

Operator led: 5 entry and exit restrictions

- Operators and their staff have new powers to prevent access to a public transport vehicle, or to direct a passenger to wear a face covering or leave a public transport vehicle, if they are not wearing a face covering. Operators have discretion over how they use these powers.

Police led: 6 enforcement

- Where the above steps fail, the police and TfL have the power to fine a passenger if they continue to refuse to comply.



Exemptions from mandatory face coverings

The requirement to wear a face covering on public transport, ferries, hovercraft, aircraft or cable cars does not apply to:

- a child who is under the age of 11
- a person in an allocated cabin, berth or other similar accommodation, when they are in that accommodation alone or only with members of their own household or support bubble
- a person who boards a service in a vehicle and remains in that vehicle whilst using the service, and the vehicle is not itself used for the provision of a public transport service
- an employee of the operator of the relevant public transport service who is acting in the course of their employment
- any other person providing services under arrangements made with the operator of the relevant public transport service who is acting in the provision of those services
- a constable or police community support office acting in the course of their duty
- an emergency responder (other than a constable) acting in their capacity as an emergency responder
- a relevant official (an inspector or surveyor of ships, a pilot of a ship, a civil aviation inspector or a border force officer) acting in the course of their employment or their duties
- The requirement to wear a face covering on public transport, ferries, hovercraft, aircraft or cable cars also does not apply where a person has a good reason not to. This includes
- where they cannot put on, wear, or remove a face covering:
- without severe distress
- because of any physical or mental illness or impairment, or disability (within the meaning of section 6 of the Equality Act 2010)
- where they are travelling with, or providing assistance to, another person who relies on lip reading to communicate
- where they remove the face covering to avoid harm or injury, or the risk of harm or injury, to themselves or others
- where they are travelling to avoid injury, or to escape a risk of harm, and do not have a face covering with them
- to eat or drink where it is reasonably necessary to do so,
- where they have to remove their face covering to take medication
- where they are requested to remove the face covering by a constable or other relevant person

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3.9 Conditions of travel

These new powers are to be used at your discretion. You could also consider, if applicable, how your conditions of travel could be amended to ensure high levels of compliance on your services.

Workforce planning - Protecting workers arriving at and leaving the workplace

- When arriving and leaving the workplace, there may be occasions when workers are in the same space or are using entrances and exits at the same time. Consider opportunities to reduce risk in these situations.

You could consider:

- staggering arrival and departure times at work where possible to reduce crowding on routes to and from the workplace
- reducing queues, for example by having more entry points to the workplace
- providing more storage for workers for clothes and bags
- managing queues, for example through floor markings, signs and introducing one-way flow at entry and exit points, considering the impact on public spaces, and working collaboratively with other operators and local authorities
- providing hand sanitizer at building entry/exit points and not using touch-based security devices (such as keypads)
- reviewing workplace access points and entry requirements (for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance) - organisations need to make sure that alternative checks provide the same level of security
- limiting passengers in business vehicles (for example, work minibuses), leaving seats empty
- collaborating with other organisations that share the premises to minimise people on site
- assigning fixed groups of workers to the same transportation routes where sole travel is not possible
- providing additional safe facilities for runners/walkers/cyclists as well as alternative means of transport such as coaches

Consider - employees to have access to Protective Surgical Face Masks, preferably made in the UK to EN14683:2019 Type IIR ≥98% BFE (Bacterial Filtration Efficiency)

3.10 Workers Workplace Protection

Where workers are unable to work from home, take steps to reduce transmission from face-to-face interaction and enable social distancing in the workplace.

You could consider:

- making workforce travel plans in advance of workers returning to work
- as far as possible, where workers are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people
- where shift patterns are not already in place, consider introducing these to enable more workers to work during a 24-hour period while having as few workers as possible on-site at any one time
- identifying areas where people must pass things directly to each other (for example, documents, spare parts, cargo, raw materials) or share tools/equipment, and look for ways to remove direct contact through use of drop-off points or transfer zones
- using remote working tools to avoid meetings with lots of people

if meetings are necessary, keeping all attendees 2 metres apart, ensure they do not share objects, such as pens and paper, and have hand sanitiser available

- using digital means to communicate shift patterns
- staggering break times to reduce pressure on break rooms or canteens and ensure social distancing is enforced in these areas
- designating outside areas as common areas if safe to do so
- creating additional space from other parts of the worksite or building freed up by remote working
- using protective screening for workers in reception or similar areas
- using packaged meals or similar to avoid opening canteens
- reconfiguring seating and tables to optimise spacing and reduce face-to-face situations
- using floor tape or paint to mark areas to help workers keep to a 2 metre distance
- avoiding use of hot desks where possible - otherwise cleaning workstations and shared equipment between different occupants
- limiting use of high-touch items and shared office equipment (for example, printers, whiteboards)

Only essential meeting participants should attend face to face meetings

- providing hand sanitiser in workspaces
- reducing job and location rotation, for example through cohorting
- designate a segregated space where any worker developing coronavirus symptoms can be held safely pending medical attention or safe return to home for self-isolation

3.11 Queues and protecting passenger flows

To protect passengers and workers on the transport network, it is essential, as far as possible, to enable social distancing. These measures should cover different types of vehicles, car parks, service areas, airports, station concourses and platforms as well as considering how people act in different circumstances. For example, consider wet weather, indoor, outdoor, security procedures. Transport operators are also advised to consider and mitigate the security implications of any temporary interventions to support social distancing.

Particular attention should be given to queues that may occur, including at interchanges and busy times of day, or when there are unanticipated delays. It is important that passengers can queue safely (observing social distancing where possible) and that workers stay safe while passengers queue.

Planning

- undertaking joint planning with other transport organisations at transport interchanges to ensure aligned approaches
- identifying areas where there is increased risk of congestion or crowding due to reduced capacity because of social distancing requirements and identifying mitigations with other operators and local authorities
- following guidance on public places and considering arrangements that other shops and business may need to implement for their circumstances and how these plans interact
- identifying in advance areas where queues may occur:
- in these and surrounding areas, consider physical infrastructure, passenger signage, road safety signage, communications and other controls to achieve safe queuing - for example, introduce floor markings, signs and one-way flow at entry and exit points

Security - For security searches, PHE recommends:

- first asking passengers if they have any recognized symptoms of coronavirus
- that staff consider wearing gloves for each search and wash their hands as frequently as possible

Crowd management

- consider whether queues can be moved to locations with more space for safe queues
- liaise as appropriate with other bodies (such as other transport operators, landlords and local authorities) to safely manage queues and any impact on public spaces
- consider how to provide passengers and services users with information on the service
- if services, concourses or interchanges become too crowded, or queues become too long, operators should consider the full range of operational responses available, recognising the knock-on effects on other transport modes in making these decisions
- consider using social media, apps and other digital methods to alert passengers before they leave home, and to help passengers stay away or disperse until there is sufficient capacity available

Social distancing in vehicles and at service areas, stations, stops, ports and airports

- rearranging, limiting or removing seating to try and ensure social distancing is observed and that it can be cleaned regularly using a rota or some other tracker - this may include:
- blocking off seats that are in close proximity to a driver or other workers and passengers
- removing face-to-face seating
- maximising separation for example by sitting in back left-hand seat of a car
- using floor tape, signs or paint in passenger areas to help people keep 2 metres apart, where appropriate
- using screens to create a physical barrier between people where appropriate, such as in ticket offices
- introducing more one-way flow through areas and vehicles
- revising maximum occupancy for lifts and ways of operating lifts

- keeping in mind particular needs of workers and passengers who have protected characteristics, for example disabled people, older people and pregnant women

Communications

- See staff and passenger communications.
- Emergency incidents

Emergency procedures

- Ensure that emergency procedures are followed during an emergency or situation requiring an evacuation.
- Consider how to maintain social distancing in these situations, recognising that people may not always be able to stay 2 metres apart. Review and update existing queuing, crowd management and emergency plans and the situations when these are instigated.

What to do if someone develops symptoms of coronavirus in a transport setting

1. If anyone becomes unwell with the symptoms of coronavirus in a transport setting they should be sent home and advised to follow the stay at home guidance. They should also arrange to have a test to see if they have coronavirus.
2. If they need clinical advice, they should go online to NHS 111 (or call 111 if they don't have internet access). In an emergency, call 999 if they are seriously ill or injured or their life is at risk. They should not visit the GP, pharmacy, urgent care centre or a hospital.
3. If a passenger begins to develop symptoms, they should be encouraged to return home to self-isolate, maintaining social distancing and minimising contact with others.
4. There is currently no requirement for a worker to self-isolate if they have been in proximity with someone showing coronavirus symptoms in the workplace and have been following social distancing measures. Workers should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell.
5. It is not necessary to close the transport setting or send any staff home.

3.12 Cleaning

Touch points (for example buttons to open doors, handrails) across the transport network should be a particular area of focus for more frequent cleaning. You should follow guidance on cleaning and waste disposal and implement cleaning protocols to limit coronavirus transmission and consider who will carry out the cleaning activity.

Cleaning before increasing capacity

You should ensure that any site or location that has been closed or kept partially open during the coronavirus outbreak is assessed and appropriate steps taken to prepare for increased capacity or ongoing operations

You could consider:

conducting a working environment assessment for all sites that have been closed, before restarting work

- carrying out cleaning procedures, providing hand sanitiser, adjusting ventilation before restarting work
- using heating, ventilation and air conditioning (HVAC) systems and/or opening windows and doors to encourage ventilation, where possible and safe to do so
- defining and communicating consistent procedures for standard and deep cleaning
- Keeping public and private areas and modes of transport clean
- Keep public and private areas and vehicles clean and prevent the transmission of coronavirus as a result of touching contaminated surfaces.
- You could consider:
- identifying higher risk areas such as areas that are touched more regularly
- supplying standard cleaning products for regular cleaning and making sure there are adequate disposal arrangements for used cleaning products
- cleaning regularly-touched objects and surfaces (like door handles, handrails and ticket machines) more often than usual using standard cleaning products

- clearing workspaces, removing and appropriately disposing of waste and removing belongings from the work area at the end of each shift
- cleaning all workstations, shared vehicles, hand tools, controls, machinery and equipment after use and between each shift and user
- encouraging a reduction in paper-based processes and replacing these with digital no-touch forms of communication where possible
- encouraging workers to wash hands before boarding vehicles
- retaining sufficient quantities of hand sanitiser/wipes within vehicles to enable workers to clean hands after each delivery/drop-off
- using wipes to clean fuel pumps before and after use
- cleaning vehicle keys before and after handling
- regular cleaning of work areas consistent with published guidance
- deactivation of touch screen information boards
- To help maintain passenger confidence that they can travel safely, consider how to publicise any new cleaning processes, using in-vehicle and at station communication.
- Hygiene – handwashing, sanitation facilities, toilets and showers
- To help workers and passengers maintain good hygiene, you could consider:
- using signs and messages to build awareness of good handwashing technique and other hygiene behaviours for example around coughing and sneezing
- providing paper towels in hand washing facilities
- sufficient provision of hand sanitiser onsite in addition to washrooms, and for those working away from hand washing facilities
- configuration of toilet and shower facilities to ensure they are kept clean, with social distancing where possible and with best practice handwashing followed between each use
- enhanced cleaning for facilities, especially those that are heavily used
- keeping showers and changing rooms closed until clear use and cleaning guidance is set
- minimising use of portable toilets
- providing more waste facilities and more frequent rubbish collection and disposal
- Ventilation
- You should consider how to increase ventilation and air flow. Where possible, transport operators and businesses should ensure that a fresh air supply is consistently flowing through vehicles, carriages, transport hubs and office buildings.
- To achieve this, you could consider:
- air conditioning
- most air conditioning systems do not need adjustment
- advice can be sought from HVAC engineers
- fresh ventilation systems can operate as normal, but recirculating air systems may require adjustments to increase fresh air flow
- high-efficiency particulate air (HEPA) filtration
- opening doors and windows where possible and safe to do so

3.13 Communications and training

Transport operators should keep workers and passengers informed of the latest coronavirus related safety procedures. You should share the government's most recent guidance to all workers and organise training sessions on how to work or interact safely with colleagues and the public. Operators and businesses should carefully consider the best ways to share advice on how to travel safely and social distancing guidelines to passengers.

For workers, you could consider:

- engaging with workers through unions, work councils and other workers' bodies to quickly explain and agree any changes in working arrangements
- let workers know in advance if they are required to travel or not, ensuring where possible workers continue to work at home
- clear and regular communication to improve understanding and consistency of how ways of working are applied

Communication and training materials on new procedures

Some of these may need to be delivered online to maintain social distancing between workers

- training should include disability, equality and awareness training

- using posters and announcements to remind workers to wash their hands often and follow general hygiene advice
- awareness and focus on the importance of mental health at times of uncertainty
- the use of visual and digital communications (for example, whiteboards, signs, websites, intranets, emails) to explain changes to schedules, breakdowns, materials shortages without the need for face-to-face communications
- providing guidance for workers assisting people with protected characteristics, for example disabled people, the elderly and pregnant women

For passengers, before travel, you could consider:

- anyone that does need to travel to work can use public transport if they need to, but they should be strongly encouraged to use other forms of transport where possible
- promoting other active travel modes (for example, walking, cycling) or other demand management techniques
- communicating with passengers through social media and websites to help passengers prepare for their journeys and what to expect
- the use of simple, clear and accessible messaging to explain guidelines using images and clear language, with consideration of groups whose first language may not be English or where alternative formats may be required
- providing passengers with information on timetables, expected journey times, expected capacity (accounting for social distancing), delays and changes to normal routes, while requesting patience as part of messaging
- promoting online ticket purchases
- engaging and explaining the mandatory requirement to wear a face covering including explaining who is exempt
- reminders to passengers to wash or sanitise their hands before and after touching their face covering
- information on provision and any changes to assistance services for those with protected characteristics, for example disabled people, the elderly and pregnant women, and how they can continue to access transport in a safe way
- providing clear information to the public on how this guidance is being implemented
- publicising cleaning regimes to instil public confidence
- making communications available in different formats so they are accessible to all

For passengers, during travel, you could consider:

- engaging and explaining the mandatory requirement to wear a face covering including explaining who is exempt.
- displaying messages, signs and making announcements to encourage people to stay alert and safe
- using posters and announcements to remind travellers and passengers to wash their hands often and follow general hygiene advice
- signs and announcements to help passengers understand what they need to do to travel safely and maintain social distancing when entering or exiting a site or vehicle, in consultation with other operators and local authorities for public highways and thoroughfares
- providing clear information to the public on how this guidance is being implemented
- making staff available to answer questions and provide help to those unable to access other messaging, particularly if station or service availability is subject to significant change that may cause confusion
- ensuring existing safety messaging is increased in prominence
- making communications available in different formats so they are accessible to all

3.14 International travel

You should consider this guidance when operating services arriving into or departing from the UK and adhere to legal requirements and guidance set by foreign governments when operating in other countries.

3.15 Border Requirements – Self Isolation & Immigration

Operators should encourage passengers to consider the relevant guidance on border requirements, self-isolation and immigration. All passengers entering the UK will be required to complete a contact tracing form and provide various contact details.

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