

Introduction

This document has been created in conjunction with a formal risk assessment to provide guidance around general operation, taking into consideration the social distancing measures suggested by the Government and guidance from Transport for London.

Please read through each section carefully and take note of the actions that you can implement in your role.

Drivers

The driver should stand and wait outside the vehicle, at a two-metre distance from passengers during loading and unloading. Drivers are not to assist with luggage loading or unloading.

Seats located within two meters of the driver's seat are not to be occupied.

Drivers will be supplied with face masks and hand sanitiser.

Drivers should assist and advise passengers on the seating configuration of the vehicle, to help determining optimum load levels as the guidelines dictate.

Passengers

Maintain a two-metre distance from all drivers, staff and other passengers.

Only queue in designated areas and observe floor markings (where available).

Do not crowd around the entrance to the vehicle(s).

Load and unload your own luggage.

Queue in an orderly fashion observing a two-metre distance and wait for the driver to call you forward to board the vehicle.

Sit apart from other passengers while on the vehicle.

From 15th June 2020 it is a condition of travel that face coverings are to be worn while on public transport. Exemptions apply to young children and disable passengers, but exact definitions are unclear. Anyone not wearing a face covering may be refused travel.



Vehicle Loading Protocols

Vehicles should be loaded with passengers being seated at the rear of the vehicle first and working forward, via the emergency exit/middle door where the vehicle has this. At all times only the centre doors should be used for loading and unloading.

Unloading should be as loading in reverse.

Passengers should sit in the marked allocated seats.

Individuals are allowed to sit together if they are members of the same family living in the same home. This must be declared to the driver before boarding and will be permitted at the driver's discretion dependant on the overall loading situation.

All passengers should be seated, no standing is permitted.

Finally

We are aware the situation is ever changing, so should relevant new guidance be released, we will endeavour to communicate this to everyone as soon as possible.

