

Grayscroft Bus services Limited:

Vehicle risk assessment 22/07/2020

Primary Mitigation measures



Stages of a Customer Journey	Hazard	Constraints	Exposure Risk - pre control measures	Separation measures (2 metre distancing guidelines with 1 metre plus with additional mitigations)	Maximum capacity and seat availability
1 Customer interactions pre boarding – customer gets confused messages from different sources	Customers not aware of the guidelines around safe travel and therefore put themselves or others around them at risk.	The variety and complexity of customer communication channels.	None at the time. Risk transpires when boarding vehicle, perhaps using different operators or service types	(1) Social distancing measures re-enforced at customer touch-points prior to travel	(1) Information to customers about bus capacity and business available. Some operators use customer apps and bus signage which indicates that the bus is full.
2 Customer Boarding	(1) Queuing in a confined space (2) Contact with handrails (3) Face to face contact with customers alighting on single door vehicles	Limited space available because of vehicle design constraints. Queuing caused by waiting for other customers to transact, alighting customers, speed of other customers boarding.	(1) Within 2 metres for short period of time. (2) Touching high use contact points	(1) Operators to consider implementing "Bus Full" signage where available.	N/A
3 Customer undertakes ticket transaction with driver	Risk of contact or respiratory droplets from drivers	Limited space available because of vehicle design constraints.	(1) Within 2 metres for short period of time. (2) Customer touching high use contact points when giving money, accepting change	(1) Floor markings asking customers to stand behind the line when boarding	N/A
4 Identifying and selecting a place to sit that is socially distanced from other customers and the Driver	Risk of contact or respiratory droplets from other customers	Vehicle design constraints limit capacity and ability to socially distance always to 2 metres	(1) Within 2 metres usually for short period of time. (2) Touching high use contact points	(1) Seats behind the driver and seats facing one another taken out of use. (2) Guidance given to passengers on where to sit to allow them to make socially distanced decisions, method at Operators discretion. (3) Operators should consider sample monitoring of CCTV, where available to check if the social distancing measures are working. (4) Network planning and monitoring by operators to monitor and react to capacity issues where possible.	At Operator discretion according to their operating plan
5 Holding poles and handrails whilst moving to seat	Contact risk with surfaces	Handrails and poles are designed to assist with customers moving safely around the vehicle.	(1) Touching high use contact points	NA	N/A

6	Picking up a Newspaper or rubbish left on board	Contact with paper	None	(1) Touching Object someone else has touched	N/A	N/A
7	Interactions with other passengers	Risk of contact or respiratory droplets from other customers	<i>Customer behaviour is difficult to manage.</i>	(1) Within 2 metres	2 metres not implemented	At Operator discretion according to their operating plan
8	Alighting a bus	(1) Queuing in a confined space (2) Contact with handrails (3) Face to face contact with customers boarding single door vehicles	Limited space available because of vehicle design constraints. Queuing caused by waiting for other customers to transact, alighting customers, speed of other customers boarding.	(1) Within 2 metres for short period of time. (2) Touching high use contact points	(1) Signage for customers not to stand close to the cab.	N/A
9	Vulnerable Passenger Needs - assistance	Risk of contact with driver or other staff member		(1) Within 2 metres for short period of time. (2) Touching high use contact points	(1) One wheelchair allowed on vehicles. (2) One pushchair (unfolded) allowed on vehicles.	At Operator discretion according to their operating plan
10	Emergency Situation - Vehicle Immobilised	Risk of contact with other passengers	Passengers would normally be transferred to the next bus. This may not be possible because of capacity constraints.	(1) Within 2 metres	(1) Policy of evacuation, if safe to do so and waiting outside, socially distanced rather than keeping people on the bus. (2) Operators to consider policy of having "hot spares" available to rescue passengers.	N/A
11	Emergency situation - customer accident	Risk of contact with passenger	Customers may need first aid and therefore will come into contact with other customers or staff	(1) Within 2 metres	(1) Drivers to limit time within 2 metres of the affected customer.	N/A
12	Emergency situation contact with bodily fluids such as spittle.	Risk of transfer from contaminated surface		(1) Contact with bodily fluids	N/A	N/A



Actions to reduce contact with drivers (time and distance)	Actions to reduce contact with cash	On Bus Hygiene, Cleanliness and Ventilation	Information & guidance	Exposure Risk - post control measures	Sanitiser Installed on Bus	Withdrawal of cash payment option
N/A	(1) Information to customers encouraging contactless payment when available. (2) Where appropriate exact fare only models adopted.	(1) Enhanced cleaning regimes in place. (2) Mandatory use of face-coverings -with exemptions	(1) Guidance on Government, Industry and Company Websites using the same messaging about preparation for travel. (2) Joint Industry Guidelines for Customers consistently adopted across the industry	None at the time. Risk reduced by informed customers being able to take the right decisions and prepare for travel.	(1) Hand sanitiser station on every vehicle. (2) Signage requesting passengers to use when boarding	At Operator discretion according to their operating plan
(1) Screens, with speech holes covered, between the cab environment and the customer environment preventing face-to-face access without a barrier between customer and driver	(1) Information to customers encouraging contactless payment when available. (2) Where appropriate exact fare only models adopted.	(1) Enhanced cleaning regimes in place. (2) Mandatory use of face-coverings -with exemptions (3) Policy to keep windows open on buses to increase ventilation	(1) Explicit encouragement for customers to give space for people to alight before attempting boarding contained within industry guidelines. (2) <i>Communication on board vehicle to reinforce not to travel when symptomatic</i>	(1) Control measures reduce risk of face to face contact with Driver because cab screen provides a physical barrier. (2) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (3) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.	(1) Hand sanitiser station on every vehicle. (2) Signage requesting passengers to use when boarding	N/A
(1) Screens between the cab environment and the customer environment preventing face-to-face access without a barrier between customer and driver (2) Contact time is limited with the driver to below 15 minutes	(1) Promotion of contactless, mobile & alternatives to cash ticketing. (2) Cash transactions for Exact fares only. Cash deposited in a tin, no contact with driver, no change given	(1) Enhanced cleaning regimes in place. (2) Mandatory use of face-coverings -with exemptions (3) Policy to keep windows open on buses to increase ventilation	(1) Messaging about encouraging contactless payment through contactless methods via customer comms channels	(1) Control measures reduce risk of face to face contact with Driver because cab screens provides a physical barrier. (2) Encouragement of exact change or cashless transaction is reducing the need for customers to handle cash and change. (3) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (4) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.	(1) Hand sanitiser station on every vehicle. (2) Signage requesting passengers to use when boarding	No evidence of cash handling being unsafe. 'Measures implemented' section details activities to reduce cash to support driver confidence. Operators to review in response to any changes to Government guidance
N/A	N/A	(1) <i>Mandatory use of face-coverings -with exemptions</i> (2) Policy to keep windows open on buses to increase ventilation (3) Enhanced cleaning regimes in place. (4) add monitoring compliance and requesting assistance of police (partnership)	(1) Guidelines on where to sit on vehicles (<i>seats behind driver to be agreed vehicle by vehicle and with the Trades Unions</i>) and facing seats <i>less than 2 metres apart taken out of use; customers advised</i> to leave row behind and in front empty and sit by window unless sitting with household members). (2) Information on advised capacity to placed on the vehicle visible to customers (3) No standing policy	(1) Information provided to customers on where to sit to maintain social distance allows customers to make informed choices of where to sit and be socially distances. (2) No standing allowed policy removes the risk of other customers breaching the 2 metre distance for periods more than short times. (3) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour	(1) Hand sanitiser station on every vehicle. (2) Signage requesting passengers to use when boarding	N/A
N/A	N/A	(1) Enhanced cleaning regimes in place. (2) <i>Mandatory use of face-coverings -with exemptions</i> (3) Policy to keep windows open on buses to increase ventilation	See 1 above	(1) <i>Risk is reduced by the mandatory wearing of face-coverings</i> (2) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.	(1) Hand sanitiser station on every vehicle. (2) Signage requesting passengers to use when boarding	N/A

N/A	N/A	(1) Low risk of transfer through papers (2) Vehicle cleaning and litter picks	(1) Advise asking people to take papers and rubbish with them when leaving vehicles. (2) drivers supplied with gloves and hand sanitiser	(1) Risk remains the same	At Operator discretion according to their operating plan	N/A
N/A	N/A	(1) Mandatory use of face-coverings -with exemptions (2) Policy to keep windows open on buses to increase ventilation - maintain maximum fresh air flow	(1) Customer etiquette guidelines will be introduced to help people behave in a COVID-secure way to other customers	(1) Risk is reduced by the mandatoy wearing of face-coverings	At Operator discretion according to their operating plan	N/A
N/A	N/A	(1) Enhanced cleaning regimes in place. (2) Mandatory use of face-coverings -with exemptions (3) Policy to keep windows open on buses to increase ventilation	(1) Explicit encouragement for customers to give space for people to alight before attempting boarding contained within industry guidelines. (2) Information to customers not to stand prior to the bus stopping	(1) Customers advised to stay seated prior to the vehicle stopping (2) Risk is reduced by the mandatoy wearing of face-coverings (3) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.	N/A	N/A
(1) Guidance for assistance to be issued to drivers to help them manage the interaction COVID-Safely. (2) Limit time close contact. (3) Driver to use hand sanitiser before and after contact with wheelchairs etc.	N/A	(1) Enhanced cleaning regimes in place as per operator plan using products identified by operators. (2) Mandatory use of face-coverings -with exemptions (3) Policy to keep windows open on buses to increase ventilation (4) Journey assistamce cards available for customers who are exempt for wearing face-coverings.	(1) Guidance on Government, Industry and Company Websites using the same messaging about preparation for travel. (2) Joint Industry Guidelines for Customers consistently adopted across the industry	(1) Control Measures reduce face to face contact time with customer. (2) Supply and use of hand sanitiser to staff with safe systems of work for managing interactions with customers in wheelchairs should assistance be required reduces the risk of transfer of virus from assisting staff to surfaces.	N/A	N/A
N/A	N/A	(1) If people remain on the bus all windows to be kept open and encourage customers to remain in their seats.	NA	(1) Removing people from vehicle so they can socially distance outside the vehicle reduces risk of customersbeing unable to socially distance. (2) Mandatory face-covering wearing provides mitigation if people are unable to socially distance	N/A	N/A
NA	NA	(1) Drivers issued with hand sanitiser and limit time within 2 metres with person (2) Policy to keep windows open on buses to increase ventilation (3) Normal arrangements for dealing with biohazards apply.	NA	(1) Control Measures reduce face to face contact time with customer. (2) Supply and use of hand sanitiser to staff with safe systems of work for managing interactions with customers in wheelchairs should assistance be required reduces the risk of transfer of virus from assisting staff to surfaces.	N/A	N/A
N/A	N/A	(1) Policy to treat as biohazard in line with existing safe systems of work. (2) Implementation of off Bus Covid-safe cleaning regimes	(1) Information to Drivers - Operators to follow Grayscroft own Safety Systems of Work	(1) Risk remains the same	NA	N/A