



CPT Guidance

Risk management for Bus & Coach operations – COVID-19

Introduction

These guidelines are based upon and should be read in conjunction with the advice offered by the Department for Transport, Public Health England, Public Health Wales and Health Protection Scotland along with any other guidance issued by the UK Government or Government departments

Scope

These guidelines are intended to cover drivers, maintenance staff, front line operations staff, back office staff and all levels of management during the COVID-19 pandemic

Risk Assessments

Operators should remember that during the COVID-19 pandemic the usual Health and Safety guidelines still apply and employers have a duty under the Health and Safety at Work Act 1974 to *“ensure, so far as is reasonably practicable, the health, safety and welfare at work” of all their employees*

Operators should review their existing risk assessments regularly to ensure that they remain relevant under the changing circumstances of the pandemic. Employers have a duty to consult with their employees on assessing workplace risks. Employees should be encouraged to identify, speak up and feedback on risks and control measures.

Employers should always be prepared to offer support to their workers, particularly around wellbeing and mental health.

The Coronavirus and how it spreads

Novel coronavirus (SARS-CoV-2) is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is the infectious disease caused by this coronavirus.

Typical symptoms of COVID-19 include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Generally, COVID-19 can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

The coronavirus can spread from person to person by close contact.



Some examples of how it can be spread include:

- large droplets from coughing and or sneezing by an infected person within a short distance (usually one metre or less) of someone
- touching or shaking the hand of an infected person and then touching your mouth, eyes or nose without first washing your hands
- touching surfaces or objects (such as door handles) that have become contaminated with the virus and then touching your mouth, eyes or nose without first washing your hands

Social Distancing

Social distancing is considered important in reducing transmission of Coronavirus (Covid-19). The risk of infection increases the closer you are to another person with the virus and the amount of time you spend in close contact. You are very unlikely to be infected from walking past another person. Public Health England (PHE) recommends trying to keep 2 metres away from people, where possible, as a precaution.

However, this is not a rule and the science is complex.

The key thing is to not be too close to other people for more than a short amount of time

This will mean reducing social interaction between colleagues in the workplace, others in the community and the customers that staff interact with during the normal course of their working day.

The following guidance is offered to undertake this interaction in a safe way

Travelling to and from work

- If travelling using your own transport, do so alone where possible
- If travelling using public transport or walking maintain the recommended social distance of 2 metres from other people where possible
- On arrival at work, wash your hands with soap and hot water for at least 20 seconds
- Use disposable towels or hand driers to dry your hands where possible

Operators should also consider social distancing at bus stops and at terminals, liaising with local authorities and terminal operators about requirements to help passengers and staff to maintain 2 metre separation.



Hygiene and social distancing in the workplace

It is important that social distancing and other controls are maintained whilst in the workplace/depot.

Managers should review working practices and try to ensure staff are rostered in such a way as to ensure service levels can be maintained whilst also ensuring the smallest number of employees possible are needed on site at any time.

Practical measures to ensure social distancing and necessary hygiene:

- Regularly reminding staff of social distancing guidelines
- Encouraging staff to regularly wash their hands and avoid touching their faces
- Staggering start and finish times to avoid bunching
- Introducing floor markings to indicate 2 metre separation in any area where queuing or other proximity is likely; encouraging staff to move out of booking on/off areas once they have completed any formalities
- Ensuring hand washing facilities are available and regularly cleaned and re-stocked
- Highlighting hard surfaces to avoid touching in case of contamination and ensuring those surfaces are regularly cleaned
- Considering processes involving the issue of any equipment to staff on a daily basis and whether revised procedures could reduce the sharing of such equipment. Alternatively, equipment should be cleaned between staff if possible
- Amending roster arrangements where necessary and where possible
- Staggering break times or opening additional space to ensure uncrowded rest spaces. 2m separation arrangements should be established, for example with one chair per table or floor markings introduced. Where it is not possible to maintain social distancing in rest areas, further measures should be adopted
- Limiting numbers of employees in office areas
- Restricting access to office areas
- Restricting access to communication and control rooms
- Stopping non-essential tasks
- Where an essential task cannot be achieved with appropriate distancing the frequency of these activities should be limited wherever possible
- Considering changes to taps that enable staff to avoid the need to turn a tap off with a clean hand after washing. If this isn't possible, considering other measures that enable staff to maintain good hand hygiene

Employees not required on shift must not be allowed on site.

Staff should not stand together in groups and this should be strictly enforced.

Employees working together should be restricted to a maximum of 2 people unless the task is impossible to perform with that number and social distancing rules should always be followed.

Where hand washing facilities are not available, an appropriate hand sanitiser should be used.



Cleaning supplies should be regularly checked and these should be replenished regularly.

Desks and workspaces should be separated to enable employees to work at a safe distance from each other wherever possible.

Team briefings and meetings should be held by teleconference wherever possible. If physical meetings cannot be avoided, attendees must be reminded of and strictly adhere to social distancing rules.

Employees should be encouraged to consider flexible ways of working if possible such as changing start and finish times to avoid peak commuting times.

Non-essential face-to-face events and meetings should be cancelled or rearranged to phone or video conference calls wherever possible.

Additional cleaning is important for office and other areas, particularly on surfaces that are frequently touched by multiple persons (especially metal and hard plastic).

Disinfectant should be used to clean down tables and surfaces of regular use. If this is not possible disinfectant wipes could be used.

Cleaning and hygiene processes should be kept under constant review to reduce contamination and transference risk.

On 12 May 2020, CPT issued an updated advice note regarding cleaning, which is available [here](#)

Members of staff should be encouraged to report any health conditions that could make them vulnerable and offered an opportunity for a confidential discussion.

If workers choose to use face coverings, you should support them in using face coverings safely by advising them to:

- Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching their face or face covering, as they could contaminate them with germs from their hands.
- Change their face covering if it becomes damp or if they've touched it
- Continue to wash their hands regularly.
- Change and wash their face covering daily
- Continue to practise social distancing wherever possible

Dealing with the public

Employees who undertake face to face contact with members of the public should maintain social distancing where it is reasonable and practicable to do so:

- Wherever possible maintain a 2 metre distance
- Communicate clearly so that they understand the reason for your actions



- If the member of the public comes too close, ask them politely to step back, or take a step back yourself
- If it is absolutely necessary to move closer – keep periods of close proximity working to an absolute minimum
- When providing direct assistance keep as much separation as possible (for example maintain an arms-length distance with visually impaired passengers)
- When dealing with a wheelchair user ask them to face away from you. If you need to assist the user, clean your hands before and after pushing the wheelchair. When using a manual ramp ask the customer to remain 2 metres away until the ramp is deployed. If a customer is on board, ask them to move back if possible
- If the customer requires assistance with luggage, you should ask them to place the luggage on the ground and then to move away. Approach the luggage maintaining a 2 metre distance. Wash or clean hands immediately after handling the luggage
- Always practice good personal hygiene, wash your hands regularly for a minimum of 20 seconds. Where a hand-washing facility is not available, you should use hand sanitiser. Hands should be washed or cleaned immediately if you come into direct contact with another person

Government [guidance](#) is for passengers, if they can, to wear a face covering if they need to use public transport

Out of depot/yard risks

CPT has produced a series of risk matrices covering the following types of operation.

Type 1	Enclosed cab, driver handling cash
Type 2	Enclosed cab, no cash handling
Type 3	No protective screen, driver handling cash
Type 4	No protective screen, no cash handling

These are available [here](#) and are supported by information and guidance [notes](#) relating to the various risks that have been identified.

Procedures

A series of procedures has been developed covering the following situations & requirements

1. Employees becoming symptomatic at work
 2. Driver assault
 3. Passenger becoming symptomatic or taken unwell whilst travelling
 4. Safe disposal of cleaning products and PPE
 5. Lost property
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1. Employees who develop symptoms at work



If an employee develops the symptoms of Covid-19 while at work they must be sent home and advised to go to NHS 111 online or phone NHS 111 and to follow the stay at home guidance.

There is currently no requirement to self-isolate if you 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.

It is not necessary to close the transport setting or send any additional staff home

If symptoms occur whilst the driver is engaged on driving duties, the vehicle should be taken out of service and thoroughly cleaned and sanitised before it is used again. If there is any gap between the event and the cleaning, the vehicle should be clearly marked as contaminated.

In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

2. Driver assault

Where an assault involves the dispersal of respiratory droplets, phlegm or other bodily fluids, the vehicle will be taken out of service and cleaned before it is driven again. If there is any gap between the event and the cleaning, the vehicle should be clearly marked as contaminated.

A member of staff would not need to go home because of any potential exposure unless they develop symptoms themselves. They must clean their hands thoroughly for 20 seconds after any contact with a passenger.

3. Passenger becoming symptomatic or taken unwell whilst travelling

Staff should assess whether they can deal with a situation safely or whether assistance is required. Unwell passengers should be advised to return home. If a passenger is not well enough to return home, a supervisor should be contacted who can discuss or advise about alternative transport options.

If a member of staff or a passenger has helped someone who was taken unwell with symptoms of Covid-19 they do not need to go home unless they develop symptoms themselves. They must wash their hands thoroughly for 20 seconds after any contact with someone who is unwell.

4. Safe disposal of cleaning products and PPE

PHE guidance should be followed. Waste (such as used tissues or masks that have been worn) and disposable cleaning cloths can be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. Further advice is available at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

5. Lost property



Recommended practice is that a supply of clear plastic bags of different sizes and bag ties be carried on each vehicle. When an item of property is left on a vehicle, subject to normal controls, the driver would place the opening of the bag over the item and manoeuvre the item inside. The bag would then be tied and the item returned to the depot as normal.