

At First Bus, your safety is our top priority. We continuously review our risk assessments to ensure we flex and align with government advice and good risk management in collaboration with other industry partners and the CPT.

We take account of current government guidance and mitigations such as testing and the vaccination program progress to help form our decision-making process on covid-19 control measures.

Here, we explain what we continue to do to keep our customers safe.

### **At Bus Stops**

- We continue to work with Local Authorities to follow their guidance at bus stops and bus shelters
- Where it's safe and possible to do so, services will drop off customers short of the bus stop before picking up new customers at the bus stop
- We'll make sure customers getting off the bus do so before any new customers are able to board

### **On Bus Measures**

- Physical screens are in place around the driver's cab with speech holes covered over to create a face to face barrier
- Capacities may be reduced if local infection rates justify further restrictions
- Customers should pay by contactless or on the Mobile App. If cash is required, exact fare would be helpful
- Seat signs are in place to show where you shouldn't sit.
- Customers must continue to wear a face covering whilst queuing and on-board the bus.
- We have created "Extra Help To Travel" cards for customers exempt from wearing a face covering
- We request customers not to eat or drink whilst on board
- Leaving windows open on the buses to aid ventilation
- Implementing "Bus Full" displays on destination screen to prevent people trying to board vehicles with no available capacity
- Our drivers must (except if exempt) wear a face covering when leaving their cab or to assist customers boarding and alighting

### **Cleaning and Hygiene Measures**

- Use of sanitising treatment (Zoono Z71) on all buses, which is proven to be a highly effective antimicrobial surface sanitiser.
- Wipes, sanitiser and face coverings provided to all drivers
- Advising customers to wash their hands with soap and water for 20 seconds before and after travelling where possible, or to use hand sanitiser
- Thorough cleaning, with virucidal detergent, of all grab rails and poles, entrance door handles, window ledges and other touchpoints
- Asking customers not to travel if they feel unwell

### **Travel Advice and Guidance**

In addition to the control measures we have put in place we have also taken extra steps to try and help our customers have a safe, stress free journey.

These steps include:

- Asking customers to plan their travel in advance, avoiding peak periods
- We have App functionality to include the number of available seats in real time to help customers identify buses with capacity . We also have the facility in the App to advise customers on whether the wheelchair space is being occupied by a customer using a wheelchair
- Regular communications are posted across our social media channels, our website and sent to our customer database

**Risk Evaluation Results**

We believe that by continuing with the above measures throughout our business, combined with the travel assistance information we provide, the risks associated with contracting coronavirus (COVID-19) are reduced to as low as is reasonably practicable on our buses.