

Covid-19 risk assessment

June 2020



National Express and safety

At National Express, the safety of our customers and our staff is always our number one priority.

Throughout lockdown, National Express West Midlands buses have been safely carrying hundreds of thousands of key workers to where they need to be. As the government continues to relax restrictions and more people are able to travel, customers can be reassured that National Express is working safely and taking all reasonable steps to protect people from harm.

As you'd expect, National Express West Midlands runs a Covid-secure workplace. We are constantly updating our risk assessments as the situation changes and guidance is refreshed.



Consultation

Throughout this process, we have continually sought advice, exchanged examples of good practice and consulted key stakeholders:

- Our staff
- Unite the Union
- Department for Transport
- Public Health England
- Health and Safety Executive
- Our industry body - the Confederation for Passenger Transport
- Transport for West Midlands
- Local authorities
- Suppliers and contractors
- Our sister companies across National Express' global group

Travelling safely with National Express West Midlands

National Express West Midlands is taking a series of practical measures to control the risks associated with Covid-19:

Cleaning and personal hygiene

- We have enhanced our bus cleaning regimes, paying particular attention to shared surfaces.
- We deploy an extra team of cleaners who board the buses in city centres to give them a mid-service wipedown.
- Buses are cleaned every night using an aerosol-based disinfection containing a high-performance antiviral solution. (This is sometimes called “fogging”.)
- We are clearly communicating the 15 June 2020 government legislation that makes it mandatory for customers to wear a face covering when on public transport. We are logging instances of non-compliance and sharing that data with West Midlands Police to inform the Safer Travel patrols.
- We are communicating to customers that they should wash their hands before and after travelling and that they should bring and use hand sanitiser.
- We’re reminding customers to keep the windows on the bus open as much as possible to help with ventilation and fresh air circulation.
- All our staff are asked to check their temperature at home before coming into work.
- Disposable gloves, wipes and face masks are available to all our bus drivers. Bus drivers do not have to wear face coverings while they’re in their cab behind the screen.
- Our drivers don’t handle money - we ask for exact change to be dropped in the chute or contactless / mobile payment.
- Staff working at garages, in travel shops and offices have extra measures available to them as well as the usual PPE required for their role. This can include gloves, wipes, hand sanitiser, face coverings and visors.



Social distancing - our customers

On the bus

- Working with Transport for West Midlands, we have installed signage and posters at bus stops and on board buses to remind customers to practise safe social distancing.
- We have marked certain bus seats "out of use" to make safe social distancing easier.
- We are running bus services at levels that provide plenty of extra seats so customers can practise safe social distancing.
- We continue to monitor passenger numbers carefully - gathering data from ticket machines and sending inspectors out to patrol busy locations and routes.
- We use this information to adjust bus timetables to meet customers' needs.
- We have a mini-fleet of "sweeper" vehicles and drivers on standby every day - we send them to double up where it gets busy so there are more buses available, giving more space on board each bus.
- Wherever we can, using double deckers so there's more space on board.
- We are advising customers to plan ahead and leave plenty of time.
- As more people go back to work and school, we are keeping customers informed on the best times to travel (if they are able to choose).



Social distancing - our staff

On the bus

- All National Express buses have always had permanent full-height perspex screens around the driver's cab. We've blocked off the speaking holes to protect our drivers.

In the workplace

- We have installed physical screens in key areas such as travel shops and receptions.
- We have installed barriers, signs and markings in garages to control social distancing standards in high-traffic locations such as sign-on areas, canteens and travel shops.
- We have introduced outside areas for staff to take their breaks.
- Everyone who can do so is working from home.
- We have special arrangements in place to protect vulnerable workers from harm.
- National Express has contractor control processes in place to control risk.

Risk evaluation and results

Based on our evaluation of the current controls, the risks associated with Covid-19 are reduced to as low as is reasonably practicable within our garages, offices and on vehicles.

For more information:

www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers