

At First Bus, your safety is our top priority. We're now running more buses to help manage capacity due to social distancing measures and have recently increased seat availability to almost half of normal capacity on most routes.

Across the UK, we have consulted with governments, public health authorities and the Confederation of Passenger Transport to introduce new controls to minimise risk. We'll continue to review this, as the advice and guidance is updated.

Here, we explain what we've done to make it safer for all our customers.

Social Distancing at Bus Stops

- We're working 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
- In most cases we've limited the maximum capacity of buses to just under 50% and asked customers to sit in a zig zag formation to avoid sitting directly behind each other
- Seat signs are in place to show where you should, and shouldn't, sit to maintain a safe distance
- Capacities may be reduced if local infection rates justify further restrictions
- Standing is not allowed on our buses
- Customers should pay by contactless or on the Mobile App. If cash is required, exact fare would be helpful
- Seats near the driver have been taken out of use
- Seats which directly face each other, usually towards the back of the bus, have been taken out of use
- New signage on board communicating social distancing requirements
- Communicating to customers that they must wear a face covering on-board
- Creating "Extra Help To Travel" cards for customers exempt from wearing a face covering
- Asking customers to sit upstairs on double deckers if they are physically able
- Requesting 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 face covering when leaving their cab

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
- Developing our App functionality to include the number of available seats in real time helping customers identify buses with capacity to travel
- Additional App functionality is also advising on whether the wheelchair space is being occupied by a customer using a wheelchair
- Regular communications posted across our social media channels, our website and sent to our customer database

Risk Evaluation Results

We believe that having introduced 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.