

Coronavirus Risk Assessment for Passengers on Service Buses

Company name: P C Coaches

Assessment carried out by: Andrew Rae

Date of next review: 9th July 2020

Date assessment was carried out: 9th June 2020

Activity	Who is at risk ?	Risk?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Customers waiting at Bus stops and bus stations	Customers	Infection from close contact with infected person	Social Distancing measures should be in place and customers told to wear face coverings.	Signage to remind people regarding social distancing and also wearing of a face covering. Passengers should be reminded to carry hand gel and to use it regularly.	LCC ref signage at bus stops and bus stations Signage on bus to remind people about face coverings	NOW	

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Customers boarding buses	Customers and the driver	<p>Infection from close contact with infected people</p> <p>Cross contamination from hard surfaces hand rails and money</p>	<p>Screen to separate driver and passengers</p> <p>Passengers to wear face covering</p> <p>Face Covering for Driver</p> <p>Hard surfaces cleaned and disinfected throughout the day</p> <p>Hand sanitizer for passengers to use as the board and alight</p> <p>Separate hand sanitiser for driver</p> <p>Seats blocked to provide social distancing when on</p>	<p>Maintain good housekeeping</p> <p>One driver to one vehicle as much as possible</p> <p>Passengers to pay with exact change as no change will be given by the driver to limit any cross contamination</p> <p>Drivers to disinfect and refill hand sanitiser</p> <p>BUS FULL display will be displayed when capacity is reached</p> <p>Passengers will not board until disembarking passengers are clear</p>	<p>The Driver under the supervision of a supervisor from P C Coaches</p> <p>P C Coaches to ensure supplies of hand sanitiser disinfectant spray and masks for the driver are available</p> <p>Some Driver Training will be required</p>	Prior to service	

Activity	Who is at risk ?	Risk?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
			the vehicle	Windows to be kept open to aid ventilation			
Customer and driver ticket interaction	Customers and the driver	<p>Infection from close contact with infected people</p> <p>Cross contamination from hard surfaces hand rails and money</p>	<p>Screen to separate driver and passengers</p> <p>Passengers to wear face covering</p> <p>Face Covering for Driver</p> <p>Hard surfaces cleaned and disinfected throughout the day</p> <p>Hand sanitizer for passengers to use as the board and alight</p> <p>Separate hand sanitiser for drivers</p>	<p>Maintain good housekeeping</p> <p>One driver to one vehicle as much as possible</p> <p>Passengers to pay with exact change as no change will be given by the driver to limit any cross contamination</p> <p>Drivers to disinfect and refill hand sanitiser</p> <p>Passengers will not board until disembarking passengers are clear</p> <p>Windows to be kept open to aid ventilation</p>	<p>The Driver under the supervision of a supervisor from P C Coaches</p> <p>P C Coaches to ensure supplies of hand sanitiser disinfectant spray and masks for the driver are available</p> <p>Some Driver Training will be required</p>	Prior to service and ongoing throughout the period of service.	

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				Customers will remove tickets from the machine			
Sitting in the saloon of the vehicle and Coming into contact with hard surfaces whilst boarding or alighting or whilst travelling	Customers	Cross contamination from hard surfaces or close contact with other customers	Passengers to wear face covering Hard surfaces cleaned and disinfected throughout the day Hand sanitizer for passengers to use as the board and alight Seats blocked to provide social distancing when on the vehicle No Standing Windows open to aid ventilation	Maintain good housekeeping One driver to one vehicle as much as possible Drivers to disinfect and refill hand sanitiser Passengers will not board until disembarking passengers are clear	The Driver under the supervision of a supervisor from P C Coaches P C Coaches to ensure supplies of hand sanitiser disinfectant spray and masks for the driver are available Some Driver Training will be required	Prior to service and ongoing throughout the period of service.	

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Eating and drinking whilst travelling	Customers Driver Cleaners	Contamination to others from rubbish or debris left and removal of face covering whilst travelling	No eating or drinking is allowed on vehicles	Clear signage	Driver	All times and driver training may be required to implement this rule	
Picking up discarded rubbish on a vehicle including any used discarded PPE	Driver & Customers	Contamination from used and discarded rubbish or PPE on the vehicle	Bins with bags in provided, No eating or drinking on the vehicle Gloves and face mask for driver or other staff	Any discarded items including used PPE should be double bagged, the driver should wear gloves a mask and use a bag to pick up items then tie bag, double bag and then clean hands with sanitiser, bags should be disposed of at the depot in the exterior bin.	Driver or Cleaners	All times and driver training may be required to implement this rule	

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				Drivers need to sanitise hands after each and every rubbish removal procedure			
Passenger interactions	Driver & Customers	Cross contamination from hard surfaces or close contact with other customers	Passengers & driver to wear face covering Hard surfaces cleaned and disinfected throughout the day Hand sanitizer for passengers to use as the board and alight Seats blocked to provide social distancing when on the vehicle No Standing Windows open to aid	Passengers trying to sit together will be educated by the driver and asked to maintain social distancing. Passengers in the opinion of the driver who are causing concern will need to be asked to leave the vehicle if they do not alter immediately when asked by the driver any behaviours which are causing concern	Driver with support from Managers and if appropriate the Police	Prior to service then throughout each shift	

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			ventilation Screen to separate driver from passengers				
Alighting the vehicle	Customers on the vehicle & Driver, also customers at bus stops	Cross contamination from hard surfaces or close contact with other customers	Passengers & driver to wear face covering Hard surfaces cleaned and disinfected throughout the day Hand sanitizer for passengers to use as the board and alight No Standing Passengers will remain seated, pressing the bell to tell the driver to stop, then remain seated until the bus	Maintain good housekeeping One driver to one vehicle as much as possible Drivers to disinfect and refill hand sanitiser Disembarking passengers have priority and boarding passengers must wait until they are clear of the vehicle and the bus stop.	The Driver under the supervision of a supervisor from P C Coaches P C Coaches to ensure supplies of hand sanitiser disinfectant spray and masks for the driver are available Some Driver Training will be	Prior to service then throughout each shift	

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			<p>stops and the doors open</p> <p>Windows open to aid ventilation</p> <p>Screen to separate driver</p>		required		
Vulnerable Customers and those who may need assistance	Customer & Driver	Cross contamination from hard surfaces or close contact with other customers	<p>One wheel chair is allowed on each service vehicle and the wheel chair has priority over any buggy or pram that may already occupy the space.</p> <p>Drivers who need to assist a vulnerable customer by lowering ramps or hand rails should wear gloves and apply sanitiser to hands before and after interaction with the customer, gloves should be double bagged and</p>	<p>Maintain good housekeeping</p> <p>One driver to one vehicle as much as possible</p> <p>Drivers to disinfect and refill hand sanitiser</p>	<p>The Driver under the supervision of a supervisor from P C Coaches</p> <p>P C Coaches to ensure supplies of hand sanitiser disinfectant spray and masks for the driver are available</p> <p>Some Driver</p>	Prior to service then throughout each shift	

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			disposed of as per discarded PPE procedure already listed Area around wheelchair space to be clear of other passengers		Training may be required		
Emergency Situation	Customers Driver Other Road Users Pedestrians	Cross contamination from hard surfaces or close contact with other customers Contact with body fluids	PPE supplied to driver Evacuate vehicle calmly whilst maintaining as much social distance as possible under the circumstances, Contact any emergency services as required and contact the depot for further assistance Maintain the passengers evacuated in a socially distanced group in a safe location, if it is not possible	Each emergency situation is different and will need dealing with by firstly the driver and then by his or her manager who can give further support and guidance.	P C Coaches to ensure supplies of hand sanitiser disinfectant spray and masks for the driver are available Some Driver Training may be required	Prior to service	

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			<p>to leave the vehicle then passengers need to remain seated whilst the situation is dealt with or until further help or guidance is given.</p> <p>First Aid kits and fire extinguishers are onboard.</p>				
Driver Abuse	<p>Driver</p> <p>Other Customers</p>	<p>Verbal abuse</p> <p>Violence</p> <p>Contact with bodily fluids</p>	<p>Drivers may experience some hostility to face coverings passengers not using a face covering can be refused travel.</p> <p>Clear rules will be given to drivers prior to commencement of service.</p>	<p>Each emergency situation is different and will need dealing with by firstly the driver and then by his or her manager who can give further support and guidance.</p> <p>Drivers who come into contact with spittle or other fluids should immediately contact the depot for support.</p>	<p>P C Coaches to ensure supplies of hand sanitiser disinfectant spray and masks for the driver are available</p> <p>Some Driver Training may be required</p>	<p>Prior to service then throughout each shift</p>	