Belle Vue (Mcr) Ltd risk matrix

School Travel - Customer Journey

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					Primary Mitigation measures						Other mitigation measures considered		
	Stages of a Customer Journey	**Hazard**	**Constraints**	**Exposure Risk - pre control measures**	**Separation measures (2 metre distancing guidelines)**	**Actions to reduce contact with drivers**	**Actions to reduce contact with cash**	**On Bus Hygiene, Cleanliness and Ventilation**	**Information & guidance**	**Exposure Risk - post control measures**	**Creating customer segregation via seats being taken/identified as out of use**	**Sanitiser Installed on Bus**	**Withdrawal of cash payment option**
1	Customer interactions pre boarding – customer gets confused messages from different sources	Customers not aware of the guidelines around safe travel and therefore put themselves or others around them at risk.	The variety and complexity of customer communication channels.	None at the time. Risk transpires when boarding vehicle, perhaps using different operators or service types	(1) Social distancing measures re-enforced at customer touch-points prior to travel	N/A	(1) Information to customers encouraging contactless payment when available. (2) Where appropriate exact fare only models adopted.	(1) Enhanced cleaning regimes in place. (2) Customers advised to bring their own face coverings and hand sanitiser	(1) Guidance on Government, Industry and Company Websites using the same messaging about preparation for travel. (2) Joint Industry Guidelines for Customers consistently adopted across the industry (3) Communication about not to travel when unwell on vehicle and in other comms.	None at the time. Risk reduced by informed customers being able to take the right decisions and prepare for travel. - information at bus stops, school display boards, school communication forums - our social media for school transport	**no social distancing on the vehicle - passengers must wear face coverings as per .gov guidelines**	Hand sanitiser installed on buses brings potential safety risk associated with usage. **Hand sanitiser will be available on board the vehicle dispensers for customers to use when boarding and alighting the vehicle.**	
2	Customer Boarding	(1) Queuing in a confined space (2) Contact with handrails (3) Face to face contact with customers alighting on single door vehicles	Limited space available because of vehicle design constraints. Queuing caused by waiting for other customers to transact, alighting customers, speed of other customers boarding.	(1) Within 2 metres for short period of time. (2) Touching high use contact points	**(1) "Bus Full" signage will be available for use on all buses to utilse when the vehicle has reached full capacity.**	**(1) Vehicles with screens already fitted will have speech holes covered. Those without screens, driver will be encouraged to wear face coverings, practice the social distancing rules where possible, keep the cab area well ventilated.**	(1) Information to customers encouraging contactless payment when available. (2) Where appropriate exact fare only models adopted.	(1) Enhanced cleaning regimes in place. (2) Customers advised to bring their own face coverings and hand sanitiser (3) Policy to keep windows open on buses to increase ventilation	(1) Explicit encouragement for customers to give space for people to alight before attempting boarding contained within industry guidelines.	(1) Control measures reduce risk of face to face contact with Driver because cab screen provides a physical barrier. (2) customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (3) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.			
3	Customer undertakes ticket transaction with driver	Risk of contact or respiratory droplets from drivers	Limited space available because of vehicle design constraints.	(1) Within 2 metres for short period of time. (2) Customer touching high use contact points when giving money, accepting change	(1) Currently no revenue being taken on school services therfore no tickets being distributed	(1) Screens, with speech holes covered (2) Contact time is limited with the driver to below 15 minutes (3) currenly no tickets being sold so no contact required with driver	(1) Promotion of contactless, mobile & alternatives to cash ticketing. (2) Some operators have introduced "Exact Fare " Policies	(1) Enhanced cleaning regimes in place. (2) Customers advised to bring their own face coverings and hand sanitiser (3) Policy to keep windows open on buses to increase ventilation	(1) Messaging about encouraging contactless payment through contactless methods via customer comms channels - further information to come from TfGM	(1) Control measures reduce risk of face to face contact with Driver because cab screens provides a physical barrier. (2) Encouragement of exact change or cashless transaction is reducing the need for customers to handle cash and change. (3) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (4) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.			No evidence of cash handling being unsafe. 'Measures implemented' section details activities to reduce cash to support driver confidence. Operators to review in response to any changes to Government guidance
4	Identifying and selecting a place to sit that is socially distanced from the Driver	Risk of contact or respiratory droplets from other customers	Vehicle design constraints limit capacity and ability to socially distance always to 2 metres	(1) Within 2 metres usually for short period of time. (2) Touching high use contact points	(1) Seats behind the driver and seats facing one another taken out of use. (2) Guidance given to passengers on where to sit to allow them to make socially distanced decisions , method at Operators discretion. (3) Monitoring of CCTV, where available to check if the social distancing measures are working. (4) Network planning and monitoring to monitor and react to capacity issues where possible.	N/A	N/A	(1) Enhanced cleaning regimes in place. (2) Customers advised to bring their own face coverings and hand sanitiser (3) Policy to keep windows open on buses to increase ventilation	(1)Guidelines on where to sit on vehicles (seats behind driver and facing seats taken out of use; customer advise to leave row behind and in front empty and sit by window unless sitting with household members). (2) Information on advised capacity to placed on the vehicle visible to customers (3) No standing policy	(1) Seating will be visably identified as out of use - customers will be advised of the seating guide as they board the vehicle (2) No standing allowed policy on single deck vehicles removes the risk of other customers breaching the 2 metre distance for periods more than short times. (3) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour			
5	Holding poles and handrails whilst moving to seat	Contact risk with surfaces	Handrails and poles are designed to assist with customers moving safely around the vehicle.	(1) Touching high use contact points	NA	N/A	N/A	(1) Enhanced cleaning regimes in place. (2) Customers advised to bring their own face coverings and hand sanitiser (3) Policy to keep windows open on buses to increase ventilation	See 1 above	(1) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (2) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.			
6	Picking up a Newspaper left on board (Metro)	Contact with paper	None	(1) Touching Object someone else has touched	N/A	N/A	N/A	(1) Low risk of transfer through papers (2) Vehicle cleaning and litter picks	(1) Advise asking people to take papers and rubbish with them when leaving vehicles	(1) Risk remains the same			
7	Interactions with other passengers	Risk of contact or respiratory droplets from other customers	It is not possible to monitor and manage customer behaviour should they chose not to socially distance or wear a face covering.	(1) Within 2 metres	(1) Seats behind the driver and seats facing one another taken out of use. (2) Guidance given to passengers on where to sit to allow them to make socially distanced decisions (3) Monitoring of CCTV, where available to check if the social distancing measures are working. (4) Network planning and monitoring to monitor and react to capacity issues where possible.	N/A	N/A	(1) Customers advised to bring their own face coverings and hand sanitiser (2) Policy to keep windows open on buses to increase ventilation	NA	(1) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour			
8	Alighting a bus	(1) Queuing in a confined space (2) Contact with handrails (3) Face to face contact with customers boarding single door vehicles	Limited space available because of vehicle design constraints. Queuing caused by waiting for other customers to transact, alighting customers, speed of other customers boarding.	(1) Within 2 metres for short period of time. (2) Touching high use contact points	**(1) Signage for customers not to stand close to the cab. (2) No current transactions taking place**	(1) No current transactions taking place	N/A	(1) Enhanced cleaning regimes in place. (2) Customers advised to bring their own face coverings and hand sanitiser (3) Policy to keep windows open on buses to increase ventilation	(1) Explicit encouragement for customers to give space for people to alight before attempting boarding contained within industry guidelines. (2) Information to customers not to stand prior to the bus stopping	(1) Customers advised to stay seated prior to the vehicle stopping (2) Advise to customers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (3) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.			
9	Vulnerable Passenger Needs - assistance	Risk of contact with driver or other staff member		(1) Within 2 metres for short period of time. (2) Touching high use contact points	(1) One wheelchair allowed on vehicles.	(1) Guidance for assistance to be issued to drivers to help them manage the interaction COVID-Safely. (2) Limit time contact within 2 metres. (3) Driver to use hand sanitiser before and after contact with wheelchairs etc.	N/A	(1) Enhanced cleaning regimes in place. (2) Customers advised to bring their own face coverings and hand sanitiser (recognition that some people are unable to wear face coverings (3) Policy to keep windows open on buses to increase ventilation	(1) Guidance on Government, Industry and Company Websites using the same messaging about preparation for travel. (2) Joint Industry Guidelines for Customers consistently adopted across the industry	(1) Control Measures reduce face to face contact time with customer. (2) Supply and use of hand sanitiser to staff with safe systems of work for managing interactions with customers in wheelchairs should assistance be required reduces the risk of transfer of virus from assisting staff to surfaces.			
10	Emergency Situation - Vehicle Immobilised	Risk of contact with other passengers	Passengers would normally be transferred to anothert bus or our maintenance team would perform a roadside repair	(1) Within 2 metres	(1) Policy of evacuation, if safe to do so and waiting outside, socially distanced rather than keeping people on the bus. (2) roadside service will be available for minor repairs (3) Spare vehicles will be available to transport passengers.	N/A	N/A	(1) If people remain on the bus all windows to be kept open and encourage customers to remain in their seats. (2) if outside of vehicle, ensure social distancing rules are adhered to	NA	(1) Removing people from vehicle so they can socially distance outside the vehicle reduces risk of customers being within 2 metres for more than a short period of time.			
11	Emergency situation - customer accident	Risk of contact with passenger	Customers may need first aid and therefore will come into contact with other customers or staff	(1) Within 2 metres	(1) Drivers to limit time within 2 metres of the affected customer.	NA	NA	(1) Drivers issued with hand sanitiser and limit time within 2 metres with person (2) Policy to keep windows open on buses to increase ventilation (3) Normal arrangements for dealing with biohazards apply.	NA	(1) Control Measures reduce face to face contact time with customer. (2) Supply and use of hand sanitiser to staff with safe systems of work for managing interactions with customers in wheelchairs should assistance be required reduces the risk of transfer of virus from assisting staff to surfaces.			
12	Emergency situation contact with bodily fluids such as spittle.	Risk of transfer from contaminated surface		(1) Contact with bodily fluids	N/A	N/A	N/A	(1) Policy to treat as biohazard in line with existing safe systems of work. (2) Implementation of Operators off Bus Covid-safe cleaning regimes	(1) Information to Drivers - Operators to follow their own Safety Systems of Work	(1) Risk remains the same			