

**First Choice Risk Assessment on Board all First Choice Minibus Services.**

<b>Risk</b>	<b>Stages of Customer Journey</b>	<b>Hazard</b>	<b>Constraints</b>	<b>Exposure Risk - Pre Control Measures</b>	<b>Customer segregation and seperation.</b>	<b>Reduce contact with drivers</b>	<b>Bus Hygiene, Cleanliness and Ventilation</b>
1	Customer interaction pre boarding.	Customers not aware of the guidelines surrounding safe travel and therefore put themselves and others around them at risk.	Getting any form of communication to customers.	None at the time. Risk transpires when boarding vehicle.	All Clients to receive guidelines prior to travel to communicate to staff.	Drivers to keep distance at all times	Enhanced Cleaning Regimes in place. Customers must wear a face mask or face covering and are encouraged to bring their own hand santiser.
2	Customer Boarding.	Customers queuing, contact with handrails, face to face contact with customers alighting on single door vehicles.	Limited space available because of vehicle design constraints. Queuing caused by customers waiting to get on bus. Speed of customers boarding.	Within 2 metres for short period of time. Touching high contact surface points.	Customers will board one at a time. Driver will wait outside the bus.	Drivers to stand outside the vehicle whilst customers boarding	Enhanced Cleaning Regimes in place. Customers must wear a face mask or face covering and are encouraged to bring their own hand santiser. Windows will be kept open when appropriate to increase ventilation
3	Choosing a place to sit that is socially distanced from other customers.	Risk of contact or respiratory droplets from other customers.	Vehicle design constraints limit capacity and ability to social distance at 2 metres.	Within 2 metres for short period of time. Touching high contact surface points.	Seats facing one another to be taken out of use. Guidance and restrictions given on which seats can be used. Capacity issues to be communicated with clients before travel is organised.	Customers will take the furthest seat to the entrance. The driver will be off the bus during this time.	Enhanced Cleaning Regimes in place. Customers must wear a face mask or face covering and are encouraged to bring their own hand santiser. Windows will be kept open when appropriate to increase ventilation
4	Holding poles and rails whilst moving to seat.	Contact risk with surfaces.	Hand rails and handles are designs to assist with customers moving safely around the vehicle.	Touching high contact points.	NA	NA	Enhanced Cleaning Regimes in place. Customers must wear a face mask or face covering and are encouraged to bring their own hand santiser. Windows will be kept open when appropriate to increase ventilation

5	Interactions with other passengers.	Risk of contact or respiratory droplets from other customers.	It is not possible to monitor and manage customer behaviour.	Within 2 metres.	All Clients to receive guidelines prior to travel to communicate to staff.	NA	Customers must wear a face mask or face covering and are encouraged to bring their own hand sanitiser. Windows will be kept open when appropriate to increase ventilation
6	Alighting a bus.	Customers queuing, contact with handrails, face to face contact with customers alighting on single door vehicles.	Limited space available because of vehicle design constraints. Queuing caused by customers waiting to get on bus. Speed of customers alighting.	Within 2 metres for short period of time. Touching high contact surface points.	Signage and guidance for one customer to leave at a time.	Drivers will alight from the bus before customers begin to alight.	Enhanced Cleaning Regimes in place. Customers must wear a face mask or face covering and are encouraged to bring their own hand sanitiser. Windows will be kept open when appropriate to increase ventilation
8	Emergency situation - Customer Accident.	Risk of contact with other passengers.	Customers needing first aid may come into contact with other customers or drivers.	Within 2 metres.	Customer and Drivers to limit time within 2 metres of the affected customer.	NA	Enhanced Cleaning Regimes in place. Customers must wear a face mask or face covering and are encouraged to bring their own hand sanitiser. Windows will be kept open when appropriate to increase ventilation
9	Emergency situation - contact with fluids such as spittle.	Risk of transfer from contaminated surfaces.		Contact with bodily fluids.	NA	NA	Implementation of Covid-safe cleaning regimes.

Only selected seats will be available for customers to sit. They must take the furthest seat to the front on boarding.  
drivers must be off bus during boarding and alighting  
masks must be worn  
guidance will be provided to all clients to communicate with customers before boarding.