

Landmark Coaches

PRIVATE HIRES AND GROUPS INFORMATION FOR DRIVERS AND PASSENGERS REGARDING COVID-19 VIRUS SPREADING PREVENTION

Issued 15.06.2020
Updated 23.12.2020

- PART 1** Background to COVID-19
- PART 2** What we are doing to prevent the spread of COVID-19
- PART 3** Signs of COVID-19
- PART 4** What everyone can do to reduce the risk.
- PART 5** What we ask from our passengers to help reduce the risk.
- PART 6** What we ask from our drivers to help reduce the risk
- PART 7** What to do if a passenger is showing signs of COVID-19.
- PART 8** Vehicle cleaning.
- PART 9** Disinfecting
- PART 10** Face-Coverings
- PART 11** Rule of Six
- PART 12** The Four Tier System

This document has been compiled by Landmark Coaches Limited and Landmark Vehicle Hire Limited as a reference point for customers, staff and organisers of coach and mini bus hire in order to disclose and demonstrate awareness, procedures, principles and actions to be taken in order to minimise the spread of COVID-19.

We recognise our responsibility to ensure that our staff, passengers and vehicles comply with health and safety legislation in order to maximise their safety in relation to COVID-19.

All of our staff are trained and updated with the latest information concerning COVID-19 and are provided with the correct equipment to carry out their duties effectively.

All of our vehicles have seats which are forward facing which avoids face to face contact. They also have high backs which also act as a physical barrier.

We also recognise that the advice regarding COVID-19 may change rapidly and at short notice and we are updating our website and social media channels on a daily basis in order to give our customers the most up to date information.

We have been accredited by Visit England and are approved to display the “Visit England – **Good To Go Mark**” on our Website, Social Media Channels and at our premises and on our vehicles.

Acquiring the Industry Standard Mark means that we have followed Government and Industry guidelines, that we have a COVID-19 Risk Assessment in place and processes to maintain cleanliness and social distancing.



1. BACKGROUND TO COVID-19

1.1 COVID-19 is a disease which is caused by the SARS-Cov2 virus. It can be passed from person to person via respiratory secretions (ie saliva) and faeces.

1.2 The virus may live on certain surfaces for up to 2 or 3 days.

1.3 COVID-19 can be transferred via hands from one surface to another. By touching a surface which has traces of the virus on it, and then touching your face or eyes, you may become infected with COVID-19.

1.4 COVID-19 can also be transferred from person to person by someone coughing or sneezing when they are in close proximity to you.

1.5 Although most cases of COVID-19 appear to be mild, it may cause more severe symptoms for people who are elderly or have a weakened immune system including those with long term health conditions, such as diabetes, cancer and chronic lung disease.

2. WHAT WE ARE DOING TO PREVENT THE SPREAD OF COVID-19

2.1 We have carried out a Risk Assessment and have introduced strict safety protocols at our depot in order to ensure that we are a **COVID-19 SECURE WORKPLACE**. These measures include remote working from home where possible, separate work-stations, enhanced hygiene and cleaning regimes and strict social distancing.

2.2 We have introduced enhanced cleaning and sanitising procedures on all of our vehicles.

2.3 We are following current Government guidelines in order to maintain social distancing where possible, including blocking off some seats on vehicles.

3. SIGNS OF COVID-19

3.1 The Government guidance advises that the most common symptoms of COVID-19 are -

The recent onset of a continuous cough or high fever.

Or

A loss of, or change in the normal sense of taste or smell.

4. WHAT EVERYONE CAN DO TO REDUCE THE RISK

4.1 Everyone should take sensible precautions in order to reduce the risk of catching COVID-19

We Ask you -

4.2 NOT TO TRAVEL if you have signs of COVID-19.

4.3 To maintain social distancing in line with current Government guidelines.

4.4 To wash your hands frequently with soap and hot water for at least 20 seconds.

4.5 *Where hand washing facilities are not available – You should use hand sanitiser gel with a minimum 70% alcohol content.*

4.6.1 To wear a face-covering when using Public Transport. (This is a legal requirement for all passengers aged 11 years and over).

4.7 To cover your mouth and nose with a tissue if you cough or sneeze and put the tissue in a bin straight away. Wash your hands immediately afterwards or use hand sanitiser if hand washing facilities are not available.

5. WHAT WE ASK FROM OUR PASSENGERS TO HELP REDUCE THE RISK

5.1 Please maintain the current social distancing guidelines when waiting for your Coach or Bus.

5.2 Do not travel if you are showing signs of COVID-19.

5.3 Our driver may use a non contact thermometer to check your temperature when you are boarding the vehicle. If your temperature is above 38 degrees Celsius, the driver will deny travel.

5.4 Do not board the vehicle until advised to do so by the driver.

5.5 You may be asked to sanitise your hands when boarding the coach.

5.6 For Track and Trace purposes you may be asked to scan your mobile phone upon entering the vehicle. We will hold details, including your name, telephone number and email address for up to 30 days after your date of travel in the event that it is required for the purposes of track and trace. In the event that you do not have a smartphone, please advise the office of your details and they will be recorded manually.

See Appendix (a) -

5.7 Please board the vehicle one person at a time, maintaining the required social distance. Fill the available seats as allocated or from the rearmost available seat working forwards if not allocated.

5.8 Please wear a face-covering during your journey.

5.9 During your journey, we would ask you to remain seated and wear your seatbelt at all times. Please do not move around the vehicle.

5.10 Touch as few surfaces as possible.

5.11 Toilet facilities may not be available on the coach.

5.12 Our driver will aim to make a comfort stop approximately every two hours. You are asked to wash or sanitise your hands before re-boarding the vehicle.

5.13 If you develop symptoms of COVID-19 during the journey, you must advise the driver.

5.14 On arriving at your destination, please remain seated and do not disembark until advised to do so by the driver.

5.15 Please remove any personal waste or rubbish from the bus or coach, including disposable face-coverings.

5.16 Please disembark from the front seat working backwards and continue to maintain social distancing from others.

6 WHAT WE ASK FROM OUR DRIVERS TO HELP REDUCE THE RISK

6.1 Any driver showing signs of COVID-19 must advise a member of the management team immediately and is to follow further instructions. **You will not be allowed to remain at work.**

You will be required to self isolate at home for a period of 10 days.

There is no requirement for you to call NHS 111 in order to self-isolate BUT If your symptoms worsen during the period of self isolation OR they are no better after 10 days, YOU SHOULD contact NHS 111 on-line or if you do not have access to the internet, YOU SHOULD telephone NHS 111.

Where possible – All communications with ourselves should be by phone or email.

Where needed – The fear of COVID-19 can affect anyone’s mental health. Drivers with concerns will be supported by the Management Team and signposted to mind.org.uk or anxiety.org.uk for Mental Health support.

6.2 Any driver who has a member of their household showing signs of COVID-19 is to advise a member of the management team immediately and is to follow further instructions. **You will not be allowed to remain at work.**

You will be required to self isolate at home for a period of 14 days.

6.3 Drivers showing signs of COVID-19 will be required to be tested for COVID-19 and will also be required to produce a negative test result before being permitted back to work.

Before being permitted to return to work, a “Return to Work Assessment” will be carried out in order to ascertain if you are fit and well again. You will be asked if you have any pre existing conditions and whether you are living with anyone who is considered to be at risk or vulnerable.

6.4 Before commencing every job, drivers are to thoroughly wash their hands with soap and hot water for at least 20 seconds.

6.5 Where possible, drivers should always maintain the social distancing rule between themselves and their passengers. The seats directly behind the driver may need to be blocked off and the driver should step away from the vehicle whilst passengers are boarding and alighting. The driver should be the last person to board. Where this is not possible, the driver should use a face-mask or face-covering.

6.6 Where it is not possible to maintain the required social distancing rule, drivers should use the face-masks and protective gloves provided and should sanitise their hands regularly during the journey.

6.7 Drivers should only maintain essential contact with the passengers and should maintain the social distancing rules where possible.

6.8 Where issued, drivers should use non contact thermometers as per local management instructions.

- 6.9 Drivers should be alert for any passenger who may be showing signs of COVID-19. In the event of this, they should immediately seek advice from a member of the management team.
- 6.10 Drivers must wear protective gloves when loading or unloading cases.
- 6.11 Drivers should continue to offer assistance to disabled passengers. This may involve close contact which comes outside of the current social distancing rules. Where this occurs, drivers must wear a face-covering or face-mask and protective gloves and must wash their hands or use hand sanitiser as soon as possible afterwards.
- 6.12 Drivers should ensure that there is adequate ventilation available on-board and should ensure that the roof vents remain open and the air conditioning is utilised. A plentiful supply of fresh air helps to prevent the spread of germs.
- 6.13 Where toilet facilities are not available, the driver should aim to make a comfort stop approximately every two hours.
- 6.14 On arrival at the destination, the driver should step off the vehicle first to avoid the passengers walking close to him or her. Where this is not possible, the driver should wear a face-mask.
- 6.15 On completion of every job, drivers are to thoroughly wash their hands with soap and hot water for at least 20 seconds as soon as they return to the depot.
- 6.16 All Landmark Support Staff must wash their hands at regular intervals throughout the day using soap and hot water for at least 20 seconds.
- 6.17 All Landmark Staff are subject to regular non-contact temperature checks.

7. WHAT TO DO IF A PASSENGER IS SHOWING SIGNS OF COVID-19

7.1 If a passenger arrives for boarding and is showing signs of COVID-19 or if their temperature is higher than 38 degrees Celsius, they should be denied boarding by the driver and quickly social distanced at least 2 metres away from anyone else. Where possible, they should be advised to return home and/or self isolate in line with the Government instructions currently in force at the time. The passenger should be given reassurance and the driver should advise a member of the management team of the action they have taken.

7.2 In the event that the passenger is having acute breathing difficulties, the driver should call 999 and request the attendance of an ambulance. He or She should advise a member of the management team of the action they have taken.

7.3 In the event that a passenger on-board the vehicle has shown signs of COVID-19 and when the vehicle is returned to the depot, it should immediately be deep cleaned and then locked down for up to 48 hours. The vehicle should then undergo a second deep clean before being returned to service. The vehicle must not be used until this process is completed. Cleaning cloths should be disposed of by incinerating after each clean.

8. VEHICLE CLEANING

8.1 All staff should recognise the difference between cleaning and disinfecting.

Cleaning is the act of removing dirt and other visible signs of surface fouling, such as grease marks or stains.

Disinfecting involves the use of certain chemicals in order to kill viruses or germs.

It is essential to **CLEAN FIRST** and then **DISINFECT**.

8.2 Staff will wear Personal Protective Equipment (PPE) when cleaning and disinfecting vehicles.

8.3 Vehicles will have the normal cleaning standards applied to them and in addition -

8.4 Vehicles will be disinfected and sanitised before every trip, paying particular attention to grab handles, hard surfaces, seat backs and areas of high use.

8.5 Seats will be sprayed with disinfectant.

8.6 Protective gloves should be disposed of after use in the designated bin.

9. DISINFECTING

9.1 The latest advice from the World Health Organisation (WHO) is to use diluted Sodium Hypochlorite (Bleach) at 0.5% as the recommended solution for disinfecting frequently touched surfaces.

9.2 70% Ethanol (Anhydrous Alcohol) is an effective cleaning agent that kills microbes, denatures, proteins and lipids and is recommended as a hand sanitiser.

9.3 Good disinfection procedures (e.g. using Sodium Hypochlorite @5000ppm/0.5% or 70% ethanol-based cleaners) is expected to be effective against all enveloped viruses and for inactivating SARS-CoV-2.

10. FACE-COVERINGS

10.1 It is the law that all passengers aged 11 years and over must wear a face-covering when travelling on a bus or coach. Our drivers may refuse travel to any person aged 11 years and over who is not wearing a face-covering when boarding and may ask any person aged 11 years or over to leave the vehicle if they remove their face-covering during travel.

10.2 We recommend that passengers bring a spare face-covering with them.

10.3 Transport Workers (Including drivers) are not required to wear a face-covering by law. However, we recommend that our staff wear face-coverings in situations where social distancing is difficult to manage. For example, when providing assistance to disabled passengers. Public Health advice is that staff should, where possible, wear a face-covering where they are unable to maintain social distancing in passenger facing roles.

11. RULE OF SIX

11.1 The Government has recently introduced new guidelines that social gatherings are limited to no more than six people. This rule has been designed to prevent informally organised gatherings where no social distancing is being observed. The guidelines do however allow businesses such as ourselves, who are following COVID-SECURE guidelines, to host larger groups of more than 30 people, where our on-board capacity allows.

11.2 It is important that people within such a larger group, maintain social distancing between household and bubble groups. Individual groups should not interact with anyone outside of the group that they are attending with.

11.3 Seats on-board our vehicles will be allocated in order to maintain household groups or bubbles and each group will not exceed six people.

11.4 The Rule of Six does not apply to our dedicated School Transport Services.

12. THE FOUR TIER SYSTEM

12.1 On the 12th October 2020, the Government have introduced a Four Tier Grading system according to the measures which need to be taken in each area to prevent the spread of COVID-19.

Tier 1 Areas are those areas considered to be at Medium Risk

Tier 2 Areas are those areas considered to be at High Risk

Tier 3 Areas are those areas considered to be at Very High Risk

Tier 4 Areas are those where "Stay at Home" advice is the law.

12.2 For the purposes of Coach Hire and for all of our Tours and Excursions, anyone living in Tier 1 or Tier 2 areas may travel to other Tier 1 or Tier 2 areas.

12.3 Tier 3 residents should avoid travel to other parts of the UK. Although we are able to travel through Tier 3 areas, we are unable to make any stops at a Tier 3 area.

12.4 Tier 4 residents must stay at home We are unable to operate Coach Hire, Tours or Excursions To or From a Tier 4 Area.

12.4 You can use the following Postcode check to find out which Tier applies to where you live or where you are travelling to - [Postcode Check](#)



*Our aim is to make your journey enjoyable whilst ensuring that you travel in safety, **and**, at the same time, complying with HM Government's instructions and guidelines.*

11. DISCLAIMER

This content is based on guidance from the Health and Safety Executive (HSE), the World Health Organisation (WHO), the European Centre for Disease Prevention and Control (ECDC), the Global Biorisk Advisory Council (GBAC), the Centre for Disease Control (CDC), the National Institutes for Health and the National Health Service (NHS). These agencies do not endorse this content.

This is guidance only, and Landmark Vehicle Hire Limited and/or Landmark Coaches Limited makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to this content provided for any purpose.

Any reliance you place on such information is therefore strictly at your own risk.



Appendix (a) – Track and Trace



How to use the QR Code

Step 1

Scan the QR Code at the entry door to the vehicle, using the camera app on your smartphone and click the notification on your screen.

Step 2

Provide your contact details **JUST ONCE** and scan the code again to complete your check in.

That's It !

Now you can check in safely and securely at any participating location where you see the **eve pass logo and QR Code**.

Each code is specific to your vehicle in order that we know who has travelled together.

Your details are retained for 30 days before being deleted.

