

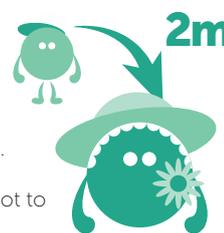
# protecting our team

We know that these are very uncertain times and we want to reassure our customers that if they need us, we're here for them.

Our customers trust us to get them to where they need to be in a safe, comfortable and hassle-free manner and we take this responsibility incredibly seriously.

## We have been encouraging our customers to following these measures to help us and those around them whilst travelling with us:

- Following the governments most recent announcement, we are encouraging customers to wear face coverings whilst on-board. To assist with this we have created a handy guide on how to make one at home from an old t-shirt.
- Customers are advised to keep 2 metres between each other, wherever possible, and avoid sitting directly behind our drivers.
- We have alternatives to using cash such as travelling contactless or using **mango** or **saver** or by purchasing a ticket using a contactless payment method via a contactless card or mobile device. Any customer who needs to use cash is being asked to use the correct change if possible.
- If a customer is feeling unwell and/or displaying any symptoms of Covid-19 we are asking them not to travel.
- We are requesting that customers only travel if they need to do so and when they do to maintain strict hygiene standards by washing their hands regularly and sneezing or coughing into a tissue.



## We have also been taking extra measures to ensure the safety of passengers and our driving team:

- Additional service cleans are being carried out on as many buses as possible at terminal points and in bus stations with a focus on hand rails and touch points using disinfectant cleaning agents.
- We have improved overnight multi-step cleaning schedules using disinfectant products including the use of a disinfectant "mist spray" throughout the vehicle once it has been cleaned. Every vehicle goes through this process every night.
- On board customer hand sanitiser dispensers are to be fitted near the driver with customers encouraged to use after boarding.
- We've issued disinfectant wipes to our driving team to wipe down hand rails, touch points, ticket machine contact points and other surfaces.
- PPE is being offered to team members including face masks, gloves and hand sanitiser gel.
- We've installed temporary screens to form a physical barrier between our drivers and customers.
- We are using digital thermometers to check the temperature of our team members every day before their shifts to help us identify symptoms of illness and refer anyone displaying such symptoms to key worker testing facilities.



We review our customer demand on a daily basis and continue to welcome feedback from our front line team, customers and wider stakeholders. Where busy journeys are identified and additional supply is required, wherever possible, we will introduce additional resource to facilitate the demand allowing improved social distancing on-board.

Visit [trentbarton.co.uk/coronavirus](https://trentbarton.co.uk/coronavirus) to find out more.

We appreciate your support at this time. Stay safe.

Jeff  
managing director

