



Advice for employers

Help us keep trains clear for those who really need them

WE'RE WITH YOU





Introduction

The government has recently published its roadmap to easing lockdown measures and the rail industry is working hard to increase capacity in support of the economy and those who need to travel by train, whilst maintaining measures to maximise the safety of staff and passengers.

We are asking passengers to adapt to a different way of travelling, and for employers to support us in those efforts. This briefing outlines some of the practical steps that can be taken to help us make travelling on the railway as safe as possible for everyone.

If employees can work from home please encourage them to do so





Making the railway as safe as possible

Train companies are doing all they can to keep passengers and staff safe. Although we are increasing the number of services, there will still only be space for as little as ten percent of the usual number of people on board while current social distancing recommendations are in place.

10% of typical train capacity available

We are taking extra steps in stations and on trains to reduce and manage the risk of transmission of coronavirus.

Train companies have introduced enhanced cleaning measures: high-touch areas on trains are thoroughly disinfected, toilets are well stocked with soap, and carriages are checked regularly throughout the day.

Passengers must wear face coverings when using the railway, and we're also making these available to our customer-facing staff.

We are also managing capacity at stations and on trains by using technology to alert rail passengers to busy trains and stations before they leave home, helping them stagger their journeys and keep safe while travelling. On top of this we are putting up new signage promoting safe travel and have installed hand sanitising stations for our customers to use.

Help us to help you – what we ask of employers

We are following government guidance and doing all we can to ensure the safe and continued running of the railway. We are advising employers to take the necessary steps to minimise demand on the country’s transport network.



Encourage people to work from home

With only 10% of the typical space available on trains we need to make sure the railway is open for essential workers who cannot get to work another way.



Promote active travel

Where it is not possible to work from home, employers should encourage staff to walk or cycle to work where this is possible. Sustran has some great advice on cycling and walking in local areas [sustrans.org.uk](https://www.sustrans.org.uk)



Change working patterns

Where people must travel to work, consider altering shift patterns to allow people to avoid the morning and evening peaks or perhaps reduce the number of days employees need to commute to the office. These measures will help us to maintain social distancing.



Reduce business trips by train

Encourage online meetings and discourage unessential business trips.

We are also asking employers to support us by encouraging employees who have to travel by train to follow the recommended guidance.

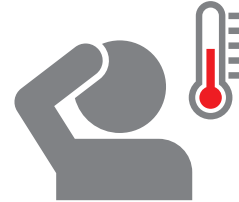
Advice for employees/passengers having to travel by train

For those who have to travel, please follow the recommended guidance.

Before considering a journey



Can you travel another way?



Do not travel if you are unwell or have any symptoms

When planning your journey by train



Buy your ticket online and get it on your mobile or Key Smartcard



Check before you travel



Travel during off-peak hours if you can



Allow extra time to make your journey by train

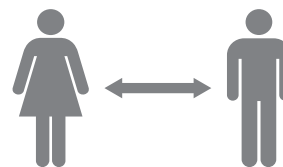
During your journey



Carry hand sanitiser and wash your hands before and after travelling



Face coverings should be used whilst using our services and at stations



Please keep your distance



Go online to book tickets and use contactless payments wherever possible

From 15 June, the Government has asked all public transport operators to make wearing a face covering a requirement of using public transport. This is to coincide with the next stage of carefully easing restrictions.

For the latest travel advice visit nationalrail.co.uk/coronavirus