

STATION SAFETY STANDARD RECOMMENDATION

TICKET OFFICE COUNTERS FITTED WITH A TEMPORARY SCREEN, WHEREVER POSSIBLE OR NOT ALREADY IN PLACE, FOR THE PERIOD THAT SOCIAL DISTANCING REMAINS IN PLACE

SIGNAGE INCLUDING POSTERS AND ELECTRONIC BOARDS PUT IN PLACE AROUND THE STATIONS AND PLATFORMS REGARDING SOCIAL DISTANCING AND FACE COVERINGS.

CARD PAYMENTS AND BUYING ONLINE IN ADVANCE ARE ENCOURAGED AND CONTACTLESS PAYMENT INCREASED TO £45.

ALTERNATE TICKET MACHINES WILL HAVE A NOTE DISPLAYED ON THE SCREEN THAT THEY ARE OUT OF USE FOR SAFETY REASON TO ALLOW SOCIAL DISTANCING BALANCED WITH CROWD CONTROL.

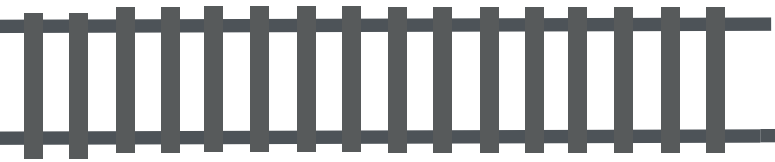
THE TRAINS WILL BE BOARDED AS EARLY AS POSSIBLE ONCE IT IS CLEANED AND PREPARED TO ALLEVIATE PRESSURE ON THE CONCOURSE (SUBJECT TO TURNAROUND). BALANCED WITH CROWD CONTROL.

PASSENGER VOLUME MAY REQUIRE CUSTOMERS TO BE HELD IN WAITING ZONES WITHIN SOME STATIONS.

QUEUE MANAGEMENT WILL BE IN PLACE OUTSIDE SOME STATIONS TO SUPPORT SOCIAL DISTANCING INSIDE AND ON PLATFORMS.

FOR SOME TOCS CUSTOMERS MUST HAVE A RESERVATION BEFORE BOARDING THE TRAIN. THESE CAN BE MADE UP TO FIVE MINUTES BEFORE THEY'RE SCHEDULED TO TRAVEL.





THOSE WITHOUT RESERVATIONS ARE NOT GUARANTEED TO BE ABLE TO BOARD THEIR PREFERRED TRAIN (SUBJECT TO RELEVANT TOC'S POLICY).

FOR SOME TOCS PLATFORM TEAMS WILL ENCOURAGE CUSTOMERS TO USE THE ENTIRE LENGTH OF THE PLATFORM THAT THE NEXT TRAIN WILL TAKE UP.

FREE-STANDING SANITISATION STATIONS MADE AVAILABLE FOR CUSTOMERS TO USE AT MOST STATIONS.

NETWORK RAIL HAVE AGENCY STAFF AT THE ENTRANCE/EXITS TO ADVISE ON USE OF SANITISERS AND FACE COVERINGS AT STATIONS MANAGED BY NETWORK RAIL.

WHERE POSSIBLE, CUSTOMER FLOWS WILL FOLLOW A ONE-WAY SYSTEM. THIS INCLUDES ENTRANCE AND EXIT ONLY POINTS.

SOCIAL DISTANCING STICKERS CAN BE FOUND ON THE CONCOURSE FLOOR, FLOORWALKING AREA, RAMP AREAS LEADING TO THE PLATFORMS AND AREAS AROUND THE GATE BARRIERS.

FIRST CLASS LOUNGES AND WAITING ROOMS REMAIN CLOSED IN SOME STATIONS UNTIL FURTHER NOTICE IF SOCIAL DISTANCING IS NOT ABLE TO BE MAINTAINED.

TO ADHERE TO SOCIAL DISTANCING, URINALS AND ALTERNATIVE BASINS WILL BE OUT OF USE IN SOME STATIONS OR RESTRICTED CAPACITY MAY BE IN PLACE.

*TOCS WILL NOT BE COMMITTED TO MEET THE STANDARD AT STATIONS THEY DON'T OWN AND WHEN THEY CANNOT REACH AGREEMENT WITH NETWORK RAIL.