

Welcome Back

Customer Services Manual

A comprehensive Customer Q&A guide
for front-line teams

An Introduction from Chris Hardy, MD.

Welcome back to National Express! We are once again very excited to be re-opening our network following another period of temporary suspension.



I feel a sense of Déjà vu writing this introduction, this being our second network relaunch after the recent temporary suspension of services on Sunday 10th January. The suspension was another sad but necessary step to help the national cause to save lives, protect the NHS and retain jobs. Hopefully another network suspension will not happen but we continue to review and act on advice from all the relevant authorities.

The past year has brought a whole range of unprecedented challenges to us and the whole bus and coach industry. I am optimistic that things will improve with positive news regarding vaccines and an eventual return to normality. Reinstating services after the first network closure showed that customers want to travel with us and I am sure they will want to do so again.

With the July 2020 relaunch, we made huge steps to keep employees and customers safe. We implemented a variety of new measures and ways of working to enhance protection, enabling us all to work in a secure and controlled environment. The COVID-19 Driver Survey showed that driving teams were overall very satisfied with our efforts to keep them safe. We were also very pleased to once again be perceived as the market leaders in this field. This time, while we are continuing with all of these measures, it should be much easier given the experience we now have in delivering our 'new normal'. Safety must always remain our number one priority; we cannot be complacent. I hope that we can maintain our safe network and outstanding performance scores throughout and beyond 2021.

In addition, there have been further positive developments as we work towards this forthcoming relaunch. To mention a few items,

- There is now a 'Return to Work Induction - COVID-19' course available on iLearn.
- Investment in a new telephony platform and compliant payment system have enabled 80% of the Contact Centre to work from home permanently.
- SMART replacement Travelcat and Service Cloud (Salesforce) have initially been rolled out in the Contact Centre with a wider roll out of both systems planned for Coach Stations teams throughout 2021. Service Cloud enables a single view of the customer enhancing interaction personalisation which will change the way we engage with our customers and quickly understand their needs.
- St Margaret's Bus Station, Leicester is under redevelopment and whilst services will continue to operate from the same location the team and customers will be operating from portacabins at the rear of the Bus Station.
- The redevelopment works are also progressing well at the new Broadmarsh Bus Station, Nottingham, with reopening scheduled for September 2021.

- We have continued to make great progress with Accessibility and Inclusion awareness - the lift operation and wheelchair fitment video is now available as an important and useful driver tool to support them in their role. A revised safety CD with improved customer messaging has been recorded for use.

We hope that you will find this updated guide helpful and informative. Please ensure your teams are fully informed regarding what is expected of them before they return to work, helping to safeguard them and our customers alike. I very much look forward to working with you again and welcoming customers back onto our network. As always, please be mindful of Government advice, remembering to 'social distance' wherever you can.

Chris Hardy
Managing Director

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Introduction

**Charlotte Masters - Customer Experience Director
UK Coach**

The last 12 months have been extraordinary in so many ways with some words seldom spoken now forming part of our everyday language (lockdown, quarantine, furlough, social distance, pandemic). Instead of not leaving the house without the normal everyday essentials, key's, phone, umbrella we've also added face mask, anti bac gel, disposable gloves and of course wearing full PPE at work in some cases.

I don't think any of us could have quite anticipated what was to come and as we are now reopening our network from another temporary suspension, we should take a moment to reflect on some of the amazing things we have achieved over the last 12 months and continue to be a market leader in providing an excellent service to our customers.

The safety measures that were put in place in 2020 meant that we were working in ways which were new to us and a very different experience for our customers. With that said, we received overwhelmingly positive feedback from customers with some of the highest customer satisfaction and recommendations scores we've ever had. It is clear that Drivers and Coach Station teams did their utmost to help customers with new Covid-19 guidelines reminding customers to wear face masks, social distance safely from one another and temperature screen customers as they board the coach. This may not be popular for a minority of people but it made the vast majority of people travelling with us feel safe and welcomed on their journey during extraordinary times.

Customers have also praised us for what is arguably one of the clearest ticket flexibility and refund policies in place throughout the pandemic. A no quibble refund offered for those who have services cancelled, for those who are self isolating / tested positive or were impacted in any other way by Covid - 19 restrictions. Alternatively customers were offered a free amendment to their ticket for 12 months and this was extended at the start of the year to the end of September 2021. Customer coach card validity dates have been extended by 6 months (twice within the last 12 months) Aside from these clear commitments to do the right thing for our customers our Contact Centre team have worked relentlessly to provide quick responses and reassurance as well as plenty of goodwill where it's needed.

It goes without saying that we will continue to do the right thing for our customers as we follow the Government's road map out of lockdown. The best way I can describe how we should engage with our customers is as a colleague put it to me recently *"Coming out of the pandemic we should treat all customers like they are your Nan, Grandad, Mum or Dad, there are family and we show we care"* This has stayed with me as although we have come out of lockdowns before it's well reported that this most recent lockdown appeared to be the hardest for most of us. So we should remember that when we welcome our customers

back on board. We need to do this the NX WAY, Superhero style for the Marvel fans out there!

- Smile, give a friendly greeting
- If someone looks worried, ask them if they need any help. Be proactive and approach customers, don't wait for them to come and find you.
- Have patience for those who may seem agitated they could be nervous or generally readjusting from a long hibernation
- Just simply say "Sorry" if a service is running late or a customer is disappointed they have missed their service.
- Do what feels right in the moment for the customer which may mean overriding an amendment fee or honouring a refund outside of T&C's (to be judged on a case by case basis) The point is T&C's are a guideline but you are empowered to make a different decision if you feel it is the right thing to do in the circumstances

The NX Way - simply the way we do things around here!



A Happy restart to all and remember if you need any support when you're back at work please speak to your line manager, or you can ask a question on Slido. To ask a question use the code #AskQ on Slido.com.

Alternatively if you if you have specific operational questions you can send an email to Customer.feedback@nationalexpress.com or Driver.feedback@nationalexpress.com

Protecting us all - New measures to help keep us safe at work

Following the national lockdown caused by Coronavirus and the temporary closure of the National Express network, we have introduced the following measures to help keep us all safe when returning to work:



PPE for all frontline staff: face masks, gloves and visors



Vehicle changes to seat configuration, driver's protective screen and air filtration to purify the air



Detailed risk assessments completed for vehicles, coach stations and office spaces



Face coverings mandated for all customers



Hand sanitisers on all vehicles, in coach stations and offices



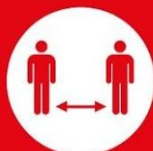
Temperature screening of all employees and customers



Enhanced cleaning on vehicles, at coach stations and in offices (including fogging)



Return to work support and training on iLearn



Social distancing on vehicles, at coach stations and in offices: stay apart - stay safe



Welcome Back packs created for partner operators, coach station staff and front-line staff

All measures have been implemented to help keep our staff and customers safe during these unprecedented times and while social distancing measures are in place.

National Express wants everyone to feel secure and protected while working or travelling on our network. These measures are discussed in detail later in this pack but if you have any questions please contact your Service Delivery Manager.

Customer Information – setting expectations

To support the Covid-19 measures put into place last year and to ensure our customers are well informed prior to travelling with us, the following information has been added to various customer information points to ensure expectations of how customers can reduce the spread of the virus are clear.

- The website Covid - 19 safety page
- Detailed as part of the booking process and terms & conditions of travel
- Clearly displayed on the booking confirmation and tickets.
- Animation instruction & video footage will also be provided online to bring the advice to life for customers

Customer information displayed on the website Covid-19 safety page:

What are we asking our customers to do?

- Do not travel if you're experiencing any [Coronavirus symptoms](#). These include a high temperature, a new continuous cough, or loss or change to your sense of smell or taste.
- Keep 2m apart where possible, unless customers have requested within the booking process to “sit together” within the social distancing Government guidelines and follow instructions from our coach station staff and drivers regarding social distancing.
- Wash your hands before travelling and if you can, bring hand sanitiser gel for use during your journey.
- Please be patient as queues are likely and loading and disembarking will take longer than usual.
- To help with social distancing and to avoid overcrowding, please do not arrive at your departure point more than 15 minutes in advance of your booked journey time.
- Where possible please book online in advance or through our contact centre to guarantee your seat. If you need to pay at the station or to the driver, please use card or contactless payment and avoid using cash where possible.
- Wear a face covering or mask when in a station and travelling on vehicles. You might be refused travel if you fail to do so.
- Be prepared to have your temperature taken with a non-contact thermometer prior to boarding the Coach. The driver or another member of staff will take your temperature with a non-contact thermometer to ascertain if you are demonstrating a high temperature, which is one of the main symptoms of Covid-19. We shall not record or retain this data. The driver will refuse you travel if you: (a) provide a temperature reading of 38C or higher or (b) refuse to have your temperature taken.
- If you require assistance on your journey or with any of the safety measures detailed, we advise you to contact our Assisted Travel team, 24 hours prior to travel, on 03717 81 81 81. Please select option 3. (calls are charged at local rate).

Customer notice displayed on the Journey Results page to advise on temperature screening, face coverings and travelling in a group (once the customer has accepted, this doesn't show again if they do a search again straight after)

The screenshot shows the National Express website interface. At the top, the 'national express' logo is visible. Below it, a navigation bar contains the steps: 'Choose Journey', 'Choose Fare', 'Add Extras', 'Your Details', 'Payment', and 'Confirmation'. The 'Choose Journey' step is currently active.

The main content area displays an 'Outbound Journey' from BIRMINGHAM Coach Station, Digbeth to LONDON VICTORIA Coach Station. The journey is scheduled for Monday, 1st March 2021. There are three departure options listed:

- 17:15**: BIRMINGHAM Coach Station, Digbeth. Duration: 3h 5m. Direct. **CHEAPEST**.
- 18:45**: BIRMINGHAM Coach Station, Digbeth. Duration: 3h 5m. Direct.
- 03:00**: BIRMINGHAM Coach Station, Digbeth. Duration: 7h 15m. 1 Change.

Below these options, there is a summary for a journey from BIRMINGHAM Coach Station, Digbeth to LONDON VICTORIA Coach Station, starting at 09:15 and ending at 12:10. The fare is listed as 'From £10.00 for 1 Passenger'. The 'CHEAPEST' and 'FASTEST' labels are present.

A modal box titled 'Customer Notice' is overlaid on the page. The notice contains the following text:

Customer Notice

To minimise the spread of the virus you will be required to wear a face mask or face covering when in coach stations and on board the coach.

Prior to boarding the coach, a driver may take your temperature using a contactless infrared thermometer.

You may be refused travel if you are not wearing a face covering, provide a temperature reading of 38C or higher, or refuse to have your temperature taken.


Thank you for your cooperation.

If you are travelling in a group, we will try our best to sit you all together. If you need to social distance, you can request this on the Add Extras page.

The notice also features the 'WE'RE GOOD TO GO' logo, which consists of a green checkmark inside a circular arrow. The text next to the logo reads: 'We're pleased to hold the "We're Good To Go" industry standard to show that we are following government and public health guidance, and to reassure our customers they can travel on our network with confidence.'

At the bottom of the modal box is a button labeled 'Accept & Continue'.

Customer notice displayed on the Choose Fare page to advise of increased ticket flexibility

 **Giving you more flexibility**

Free amendments on all fare types and more flexible refunds for standard and fully flexible fares until 30 September 2021.
▼ [More information](#)

Restricted	Standard	Fully flexible
One free amendment to a different time or date.	One free amendment to a different time or date. Or a £5 cancellation fee per passenger for a refund.	Unlimited amendments to a different time or date. Or a no cancellation fee refund.

Excess fares and other restrictions apply. See our [flexible travel page](#) for more information.

✕ Close


“Sit Together” will be available online as a free of charge, add-on product, but will only be made available to customers on a **request only** basis (this is made clear during the booking process). A driver’s note will be automatically added to show that the customer has the “Sit Together” product applied to their booking and this will also be displayed in the additional products section of the ticket. When boarding customers please direct them to be seated in the “Sit Together” area as designated by the head rest covers.

A Customer notice is displayed on the Journey Planner and Add Extras page if more than one passenger is selected. The Sit Together option is automatically selected. The customer is required to “remove from trip” if they don’t want to sit together

Passengers ⓘ

Adults (16-59)	Infant (0-2)	Senior (60+)
- 3 +	- 0 +	- 0 +
Children (3-15)	Disabled	
- 0 +	- 0 +	


ⓘ Need assistance?

 **Would you like to sit together?**

Travelling as a household or support bubble? We will try our best to sit you all together. If you need to social distance you can request this on the Add Extras page.

< **Add Extras**

i As you are travelling in a group, we will try our best to sit you all together. If you would prefer to social distance please click the 'Remove from trip' button from the Sit Together option below.

Sit Together Option
Free 

Would you like to sit together? **i**

- ✓ If you are part of the same household or in a support bubble (as defined by the Government), it may be possible for you to sit together.
- ✓ Please add the request to your booking. This is not guaranteed.

Remove from trip

Customer notice on the booking confirmation page regarding temperature screening and face coverings

Thanks, your booking is confirmed

✓ You will receive your ticket by email shortly

Ticket number E3A98207

Make a note of your ticket number. This should be used in all correspondence and to manage your booking online.

If your email has not arrived, check your spam folder. You can also view, print and download your ticket [here](#). All you need is your ticket number!

You can show your e-Ticket to your driver on your phone / tablet.

We hope you enjoy your journey and your ticket has been sent to manjlt.shergill@nationalexpress.com

Coronavirus (Covid-19) ^

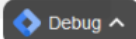
How you can help to make coach travel safer for you, fellow customers and our colleagues.

Government guidance recommends the wearing of a face covering or mask when travelling on public transport. This is mandatory in England. To minimise the spread of the virus you will be required to wear a face mask or face covering when in coach stations and on board the coach. Please note that you may be refused travel if you are not wearing a face covering.

Prior to boarding the coach, a driver may take your temperature using a contactless infrared thermometer. A high temperature is a common symptom of Covid-19. You may be refused travel if you provide a temperature reading of 38C or higher; or refuse to have your temperature taken.

To help with social distancing and to avoid overcrowding, please do not arrive at your departure point more than 15 minutes in advance of your booked journey time.

Please visit our [Coronavirus safety page](#) for more information. Thank you for your cooperation.





For coach driver/internal use only: Journey Ref Outbound : CYUG-01-3E868

Thank you for choosing National Express, we hope you enjoy your journey.



Show this e-Ticket to your driver on either your smartphone or tablet. You can also print a copy using the "Printer Friendly Ticket" button above.

You must be able to produce a valid ticket for travel upon request.

For ticket validation

If you used a coachcard with your booking you must present this to your driver upon request. Please note, coachcards can only be used by the person named on the card, and are non-transferable

Covid - 19 What we're asking customers to do to help:

Please click [here](#) for the latest travel advice from National Express including essential rules regarding travelling.

These rules include:

- Wear a face covering or mask when in a station and travelling on vehicles. It will be the passenger's responsibility to provide a face covering. Please note that you may be refused travel if you are not wearing a face covering.
- Prior to boarding the Coach, a member of staff may take your temperature remotely to ascertain if you are demonstrating symptoms of Covid-19. Please note that you may be refused travel if You (a) provide a temperature reading of [38C] or higher; or (b) refuse to have your temperature taken.
- To help with social distancing and to avoid overcrowding, please do not arrive at your departure point more than 15 minutes in advance of your booked journey time. Thank you for your cooperation.

High Demand Service

This high-demand service will run alongside our usual branded, scheduled services. Where demand is at an extremely high level, you may be able to join an on-demand service. While these services may not look like our standard coaches, or include all of the features you have come to expect, they will still be held to our high standards and, in some cases, may be quicker or more direct than usual.

Customer notice on printed tickets - temperature screening and face coverings

TICKET NUMBER: E3A98182

national express

Please show your ticket either by printing or showing on a device to the driver when boarding your coach, we hope you enjoy your journey.

Covid - 19 What were asking customers to do to help:

Please go to nationalexpress.com/coronavirus-safety for the latest travel advice from National Express including essential rules regarding travelling.

These rules include:

- Wear a face covering or mask when in a station and travelling on vehicles. It will be the passengers responsibility to provide a face covering. Please note that you may be refused travel if you are not wearing a face covering.
- Prior to boarding the Coach, a member of staff may take your temperature remotely to ascertain if you are demonstrating symptoms of Covid-19. Please note that you may be refused travel if You (a) provide a temperature reading of 38C or higher; or (b) refuse to have your temperature taken.
- To help with social distancing and to avoid overcrowding, please do not arrive at your departure point more than 15 minutes in advance of your booked journey time. Thank you for your cooperation.

Customer name:	Andy Quigley	Tickets:	£ 3.00	For ticket validation
Passengers:	1 Adult	Booking Fee:	£ 1.00	
Passes:		e-Ticket:	free	
Ticket type:	single	Tickets:	£ 3.00	
Journey Ref		Booking Fee:	£ 1.00	
Outbound:	OEBQ-01-3E857	e-Ticket:	free	
		Total	£4.00	

£4.00 has been charged to your card *****1111



£15 cashback on your next National Express booking is waiting for you...

Visit www.nationalexpress.com/get15

Offer available on your next National Express booking by signing up to Complete Savings, a premier online savings service FREE for the first 30 days and only £15 per month thereafter. Simply email your National Express proof of purchase to cashback@completesavings.co.uk within 90 days of making your booking. Full terms and conditions available at www.completesavings.co.uk/features/Common/TOS.rails

➔ Leaving: LONDON VICTORIA Coach Station to BIRMINGHAM Coach Station, Digbeth

national express National Express Service: NX 420

Date of travel	Departure	Arrive	From	To
Thu 11 Jun 2020	14:00 (2:00 PM)	17:50 (5:50 PM)	LONDON VICTORIA Coach Station , Victoria Coach Stn, Departures Hall	BIRMINGHAM Coach Station, Digbeth , Coach Stn, Digbeth

IMPORTANT INFORMATION YOU SHOULD READ

Please note that your seat is only guaranteed to and from the points specified on your ticket. Attempting to board or disembark the coach at a destination not specified on this ticket is not permitted. Customers aged 14 years and over are legally required to wear seat belts at all times on coaches where fitted.

Terms and Conditions

This ticket is of a Standard fare - amendable and not refundable fare type

Amendable Tickets require changing prior to departure time and will be subject to an amendment fee and upgrade to the current price of the journey. To amend your ticket please visit www.nationalexpress.com/myticket, visit a National Express Travelshop or call +44 (0)3717 818181.

Open Return Tickets must be validated in advance of travel. You may take 2 medium sized suitcases, free of charge, at no more than 20kg each, per person. Any additional items, including oversized items may only be carried subject to space available and excess luggage has been paid for. Issued subject to National Express Conditions of Carriage, which can be viewed here www.nationalexpress.com/conditions.

Departure information

All passengers must be at the departure point 10 mins prior to the departure of the coach. When travelling to an airport please allow at least 180 minutes between coach arrival and flight departure time. Please look for the service number as indicated above when boarding as the coach may display the end destination of the

Special Terms & Conditions live online relating to Covid-19

- 15.1. In order to help ensure the safety of our customers and staff, you must until further notice whenever travelling with National Express:
 - 15.1.1. wear a face covering when travelling on our Coaches or if you are in a Station or stopping point;
 - 15.1.2. keep at least 1 metre apart from other customers and/or follow seat allocations and instructions from our staff on maintaining social distancing; and
 - 15.1.3. stay in your designated seat for the entire Journey and only use the toilet when it is unavoidable.
- 15.2. You may be refused entry on-board the Coach if you do not have an appropriate face covering, or You may be asked to leave the Coach if you persistently fail to comply with these rules. Please note you shall not be entitled to a refund if you do not have and/or fail to wear the face covering as directed.
- 15.3. Prior to boarding the Coach, the driver or another member of staff may take your temperature remotely to ascertain if you are demonstrating a high temperature which is one of the main symptoms of Covid-19. We shall not record or retain this data. The driver may refuse You travel if You (a) provide a temperature reading of 38C or higher; or (b) refuse to have your temperature taken. This requirement will not apply to You if you have a physical or mental disability / condition which causes the high temperature or prevents You from complying with the temperature testing. We would advise you to make contact with our Assisted Travel team at least 24 hours prior to your outward journey if you have such a physical or mental disability, so that they can make the driver aware that You will not require your temperature to be taken.
- 15.4. Please note that clauses 15.1 to 15.2 shall not apply to those who have a physical or mental disability / condition or have a Reasonable Excuse for the purposes of Regulation 4 of the Health Protection (Coronavirus, Wearing of Face Coverings on Public Transport) (England) Regulations 2020 which would impact on or prevent those individuals from complying with such measures. We would advise you to make contact with our Assisted Travel team at least 24 hours prior to your outward journey; so that they can make the driver aware that you will be travelling without a face covering.
- 15.5. If you already wear a face-covering for religious purposes, provided it covers your mouth and nose, you will not be required to wear any additional protective coverings.
- 15.6. Please note that the requirement to wear a face covering shall not apply to children below the age of eleven and that infants aged three or under will not be required to have their temperature taken.

Customer temperature checks - Q&A

<p>Are there any customers I should not seek permission to screen their temperature?</p>	<p>Infants between 0 - 3 years old should not be temperature checked, this age range is susceptible to a high temperature due to periods of teething and attempting to temperature check an infant could also become a stressful experience for both child and parent.</p> <p>Seek permission of the parent / guardian for children 4 - 13 years of age before attempting to temperature to check</p>
<p>What is the temperature result threshold which would result in a customer being refused travel?</p>	<p>38.2c although you only need to make customers aware that they have tested above 38c, which has resulted in refusing travel due to the new safety measures.</p> <p>Most customers should be temperature screened via the forehead, however if a customer is wearing religious headdress or cultural garments that cover the forehead please conduct the temperature screening via the customer's wrist, approximately 10cm above the base of the palm.</p>
<p>What should I do if a parent doesn't give me permission to temperature screen their child?</p>	<p>Politely reiterate why temperature screening is in place for the benefit of all travelling to minimise the spread of the virus.</p> <p>If the parent still doesn't give permission, allow the parent and child to board as long as the parent has presented with a temperature below 38.2c</p> <p>We will allow this given that some children may find drivers in full PPE temperature screening them a little unnerving, so again some leeway is required.</p>
<p>How do I seek permission from a customer to screen their temperature?</p>	<p>Can I please take your temperature prior to boarding?</p>
<p>What should I do if a customer fails the temperature check and presents a result of 38c or higher?</p>	<p>Please inform the customer they have tested 38c or higher and explain that due to the safety measures in place to reduce the risk of Covid-19 infection they will not be able to travel on the coach today.</p>

	<p>Apologise for the inconvenience and advise the customer that they will be required to make their own way home and that they will be entitled to a full refund of their coach ticket. They just need to call our customer service team on 03717 81 81 81 who will complete the refund.</p>
<p>Do I need to let anyone know that I have refused a customer travel due to a failed temperature screening?</p>	<p>Yes, please call NCC on 0330 123 0822 to make them aware that you have refused travel on this basis. NCC will record this on OCS against the customer's ticket number, so that a record is made and can be cross referenced when the customer gets in touch with the customer service team for a refund.</p>
<p>How do I respond if the customer disputes the temperature check result?</p>	<p>You can show the digital display to the customer so that they can see the result. And proceed with conducting a second test just in case there was an issue with the first reading.</p>
<p>What should I do if an unaccompanied child 14 - 15 years or a minor 16 - 17 years presents a temperature of 38c or higher?</p>	<p>Please inform the customer they have tested 38c or higher and explain that due to the safety measures in place to reduce the risk of Covid-19 infection they will not be able to travel on the coach today.</p> <p>If you are at a staffed site ask for support from a customer service representative who can ascertain if the child or young person can make their own way home and help speak to a parent or guardian to collect their child if necessary. If you are at a non-staffed site, call NCC on 0330 123 0822 for assistance.</p>
<p>What should I do if other vulnerable customers fail a temperature check and they are not exempt on medical grounds?</p>	<p>Please inform the customer they have tested 38c or higher and explain that due to the safety measures in place to reduce the risk of Covid-19 infection they will not be able to travel on the coach today.</p> <p>If you are at a staffed site ask for support from a customer service representative who can ascertain if the customer can make their own way home or help speak to</p>

	<p>family or friends to collect the customer if necessary. If you are at a non-staffed site, call NCC on 0330 123 0822 for assistance.</p>
<p>What should I do if I refuse travel due to a 38c temperature screening result and the customer becomes difficult or aggressive?</p>	<p>Always keep calm in this situation and don't match the customer's aggression as that won't achieve anything other than the situation inevitably escalating .</p> <p>Even though customers are informed prior to travel that temperature screening may form part of the boarding process, they may not feel particularly unwell and therefore will be surprised they have returned a high temperature so patience will be needed in these circumstances.</p> <p>Most importantly, reiterate that these safety measures have been put in place to reduce the risk of spreading the virus and remember to apologise for the inconvenience caused to show understanding of the customer's situation.</p> <p>If the customer continues to become confrontational or refuses to leave the coach station, please call NCC on 0330 123 0822 for further advice or the Police for support if you feel threatened.</p>
<p>Should I arrange alternative transport for customers who have failed a temperature check?</p>	<p>In these circumstances we should advise customers to make their own arrangements to get home. In this situation we have declined the customer travel from our service as they are displaying a main symptom of covid-19 and we therefore can't be responsible for putting the customer on another mode of transport, this has to be the customer's choice and responsibility. Again, please assure the customer that they are entitled to a full refund of the coach ticket and to call the customer service team on 03717 81 81 81</p>
<p>What would happen if a customer tests below 38c on the first leg of their journey but then tests 38c or higher on the connecting leg of their journey.</p> <p>Should the customer be refused travel on the connecting leg of their journey?</p>	<p>Unfortunately if the customer presents 38c or higher when boarding any leg of their journey they should be refused travel due to the safety measures in place to reduce the risk of Covid-19</p> <p>Apologise for the inconvenience and advise the customer that they will be required to make their own way home</p>

	<p>and that they will be entitled to a full refund of their coach ticket. They just need to call our customer service team on 03717 81 81 81 who will complete the refund. Coach Station colleagues can use their own discretion as if they want to refund on site to diffuse a confrontational customer and add details of this to OCS so that the CC is aware should the customer get in touch to make a complaint.</p>
<p>Will some disabilities or medical conditions produce a higher temperature than normal?</p>	<p>Yes, some conditions could result in people having a higher temperature than normal and we are advising customers to call the Assisted Travel team in advance of their journey to make us aware so that they can make the driver aware that they will not require their temperature to be taken.</p> <p>We'd recommend that you don't take the temperature in these circumstances as we will in any event disregard the high reading and other customers may challenge why they are boarding with a high temperature.</p> <p>If a customer turns up on the day of travel and presents a 38.2c temperature and explains they have a medical condition or disability that impacts their temperature, please allow them to board the coach. Avoid getting into any conversation regarding the nature of a customer's disability or medical condition.</p>
<p>What should I do if a customer doesn't give me permission to temperature screen them?</p>	<p>Politely explain that it is entirely their choice if they don't wish to have their temperature taken, however temperature checking now forms part of our Covid - 19 special terms & conditions of travel to reduce the risk of spreading the virus.</p> <p>Therefore if the customer doesn't wish to have their temperature taken they won't be able to board the coach and continue with their journey today. If the</p>

	<p>customer still doesn't give permission for their temperature to be taken, you will need to refuse travel. The customer would be responsible for getting themselves home and in these circumstances the customer's ticket would not be refundable.</p>
<p>What should I say to a customer who is concerned about us storing personal data by screening their temperature?</p>	<p>The temperature checking device provides a temperature reading which is displayed on screen and then disappears so no data is stored.</p>

Customer face coverings and masks - Q&A

<p>How would I define a face covering?</p>	<p>Face coverings should cover the mouth and nose while allowing the wearer to breathe comfortably and can be as simple as a scarf or bandana that ties behind the head to give a snug fit.</p>
<p>How should I respond if a customer asks me why I'm not wearing a face mask?</p>	<p>The latest Government guidance states that drivers do not need to wear face coverings while they're working behind a screened off enclosed area.</p>
<p>Will children need to wear a face covering or face mask?</p>	<p>Children under 11 years of age will not be required to do so.</p>
<p>What should I do if a customer isn't wearing a face covering in the coach station?</p>	<p>Politely remind the customer that in line with Government regulations they are required to wear a face mask in the Coach Station and on board the Coach to reduce the risk of spreading the virus. Failure to comply with the Covid-19 safety measures could result in them being asked to leave the station premises and being refused travel.</p>
<p>What should I do if a customer attempts to board the coach without wearing a face mask?</p>	<p>Politely inform the customer that they are required to wear a face covering whilst travelling on public transport in line with Government regulations to reduce the risk of spreading the virus.</p> <ol style="list-style-type: none"> 1. If the customer says that they don't have a face covering with them and you are at a staffed site you can advise the customer to purchase a face mask from a member of staff to enable them to travel today. If the customer agrees to purchase a mask, please wait for them to do so before departing. 2. If the customer says that they don't have funds to purchase a face mask, ask them if they have a scarf or bandana type item in their luggage that they can use as a face covering instead 3. If the customer is unable to obtain a face mask or covering as advised in steps 1 & 2 please inform the customer that they won't be able to travel on the coach today.

4. The exception to step 3 is if the customer is an unaccompanied child or minor - 14 to 17 years old, elderly, disabled or generally vulnerable (last coach home, it's late at night) in these circumstances please provide the customer with a face mask from the emergency stock on board to enable them to travel.

Further Government regulation guidance on exemptions include:

The requirement to wear a face covering on public transport, ferries, hovercraft, aircraft or cable cars also does not apply where a person has a reasonable excuse. The circumstances where a person has a reasonable excuse include:

- where they cannot put on, wear, or remove a face covering:
 - without severe distress
 - because of any physical or mental illness or impairment, or disability (within the meaning of section 6 of the Equality Act 2010)
- where they are travelling with, or providing assistance to, another person who relies on lip reading to communicate
- where they remove the face covering to avoid harm or injury, or the risk of harm or injury, to themselves or others
- where they are travelling to avoid injury, or to escape a risk of harm, and do not have a face covering with them
- to eat or drink where it is reasonably necessary to do so,
- where they have to remove their face covering to take medication

where they are requested to remove the face covering by a constable or other relevant person.

<p>Do I need to let anyone know that I have refused travel due to a customer not wearing or providing a face covering?</p>	<p>Yes, please call NCC on 0330 123 0822 to make them aware that you have declined travel on this basis. NCC will record this on OCS against the customer's ticket number, so that a record is made and can be cross referenced if the customer gets in touch with the customer service team to make a complaint.</p>
<p>If a customer removes their face covering mid journey and I'm made aware of this how should I respond?</p>	<p>Politely ask the customer to put their face covering back on to minimise the risk of spreading the virus and reiterate that they are required to wear a face mask / covering on public transport in line with Government regulations . If the customer refuses to do so, make them aware that they won't be able to continue with their journey if they don't follow the Covid-19 safety guidance. Follow normal process and call NCC if you need to request that the customer leaves the service at an appropriate stop or location.</p>
<p>Will exceptions apply for some customers resulting in them not having to wear a face covering?</p>	<p>Yes, in line with Government regulations exceptions will apply to some customers who have a disability or medical condition that prevents them from wearing a face covering.</p> <p>We are advising customers to call the Assisted Travel team in advance of their journey to make us aware if they require support with the special measures put in place. The Assisted Travel team will add a driver's note to the booking so that you will be aware of customers boarding who are exempt from wearing a face mask or covering.</p> <p>If a customer turns up on the day of travel without a face covering or mask and explains that they are unable to wear one due to a medical condition or disability.</p> <p>Please allow the customer to travel; written evidence is not required. A customer may also present an assistance card explaining that they are exempt from wearing a mask.</p>
<p>Are customers allowed to eat and drink on board as this will require them to take their face masks off?</p>	<p>Yes, as due to some medical conditions and disabilities that could be negatively impacted, customers taking medication and avoiding dehydration in general we can't mandate that customers can't eat or drink anything throughout the duration of their journey.</p>

<p>Are customers allowed to use their mobile phones on board, as some may take their masks off to have conversations?</p>	<p>The following advice has been added to the on board announcement: “When using a mobile phone, please use messaging apps rather than voice or video calling to avoid removing your face covering or face mask”</p>
<p>Should I arrange alternative transport for customers who have been refused travel due to not wearing or providing a face covering?</p>	<p>In these circumstances it is the customer’s responsibility to make their own way home as the Government regulation is clear on wearing a face covering on public transport and this is also clear throughout the booking process and on the customer’s ticket.</p> <p>However if you feel that a customer presents you with a situation that makes them vulnerable that you weren’t aware of previously you can reassess the situation and ask the driver to provide a mask from the emergency stock on board and move the customer on the next available coach service.</p> <p>Ensure these steps are followed before refusing travel</p> <ol style="list-style-type: none"> 1. If the customer says that they don’t have a mask with them and you at a staffed site you can advise the customer to purchase a face mask from a member of staff to enable them to travel today. If the customer agrees to purchase a mask, please wait for them to do so before departing. 2. If the customer says that they don't have funds to purchase a mask ask them if they have a scarf or bandana type item in their luggage that they can use as a face covering instead 3. If the customer is unable to obtain a face mask or covering as advised in steps 1 & 2 please inform the customer that they won’t be able to travel on the coach today. 4. The exception to step 3 is if the customer is an unaccompanied child or minor - 14 to 17 years old, elderly, disabled or generally vulnerable (last coach home, it’s late at night) in these circumstances please provide the customer with a face mask from the emergency stock on board.

<p>Will customers be entitled to a refund if they are refused travel for not wearing or providing a face covering?</p>	<p>No, the customer would not be entitled to a refund in these circumstances. The Government regulations have been made clear on wearing a face covering on public transport and this is also clear throughout the booking process and on the customer’s ticket.</p> <p>Terms & conditions related to this point:</p> <p>You may be refused entry on-board the Coach if you do not have an appropriate face covering, or You may be asked to leave the Coach if you persistently fail to comply with these rules. Please note you shall not be entitled to a refund if you do not have and/or fail to wear the face covering as directed.</p>
<p>What should I do if I refuse travel due to a customer not wearing or providing a face covering and the customer becomes difficult or aggressive?</p>	<p>Always keep calm in this situation and don’t match the customer's aggression as that won't achieve anything other than the situation inevitably getting worse. Even though customers are informed prior to travel that face coverings will form part of the boarding process, they may not think that being declined travel will actually happen and therefore will be surprised that we are following through with this course of action so patience will be needed in these circumstances.</p> <p>Most importantly, reiterate that we are following Government regulations and that wearing a face mask reduces the risk of spreading the virus. Remember to apologise for the inconvenience caused to show understanding of the customer’s situation.</p> <p>If the customer continues to become confrontational or refuses to leave the coach station, please call NCC, 0330 123 0822, for further advice or the Police for support if you feel threatened.</p>

Social Distancing - Q&A

<p>What is the current requirement for social distancing?</p>	<p>Public Health England, Wales & Scotland currently recommend trying to keep two metres away from people as a precaution.</p> <p>Essentially the recommendation is to try and keep 2 meters apart where possible. If that's not possible you can stay 1m (3ft) apart with extra precautions in place such as face masks / coverings.</p>
<p>How do I board customers correctly who have booked to "sit together" online before travelling?</p>	<p>"Sit Together" will be available online as a free of charge, add-on product, but will only be made available to customers on a request only basis (this is made clear during the booking process). A driver's note will be automatically added to show that the customer has the "Sit Together" product applied to their booking and this will also be displayed in the additional products section of the ticket. When boarding customers please direct them to be seated in the "Sit Together" area as designated by the head rest covers.</p>
<p>What if the coach station becomes overcrowded and customers aren't able to socially distance?</p>	<p>Full guidance will be detailed in individual coach station risk assessments.</p> <p>Please refer to this document for the relevant guidance at your location.</p>
<p>How do I make sure customers' socially distance as they board the coach?</p>	<p>Queuing systems will be in place at staffed locations to support boarding with social distancing in place.</p> <p>You should instruct customers when boarding the coach to occupy the seats from the back of the coach filling to the front to avoid customers walking past one another and remind customers to only use the window seats to create socially distanced space on board the coach.</p> <p>If you are boarding customers at non staffed stops remind customers to socially distance from one another as they are queuing to board the coach.</p>
<p>How can I ensure customers socially distance on board the coach?</p>	<p>You should instruct customers when boarding the coach to occupy the seats from the back of the coach filling to the front to avoid customers walking past one another and remind customers to only use the window seats to create socially distanced space on board the coach.</p> <p>Ensure that you play the safety CD which will reiterate that customers must only use the window seats.</p> <p>If you are made aware that a customer isn't socially distancing whilst travelling, politely ask the customer to do so to minimise the risk of spreading the virus.</p>

	<p>If the customer refuses to do so, make them aware that they won't be able to continue with their journey if they don't follow the Covid-19 safety guidance.</p> <p>Follow normal process and call NCC if you need to request that the customer leaves the service at an appropriate stop or location.</p>
<p>What should I do when parents are travelling with children and they are too young to socially distance from them?</p>	<p>Parents and children are permitted to sit together on board.</p> <p>Please support the parent in asking other customers to move seats if this is required so that families with young children can sit together.</p>
<p>How do I disembark customers from the coach safely with social distancing in place?</p>	<p>Please leave the coach first to help disembark all customers safely</p> <p>Politely advise customers not to start to leave the coach until you have instructed them that it is safe to do so and to allow those in front of them to leave first and maintain social distancing at all times.</p>

Accessibility and Inclusion

Our aim is to create an accessible service which is inclusive of all our customers and their needs. We will continue to provide assistance and support to customers. Now more than ever is it important that we support customers to travel with us.

Exemptions: Face coverings and temperature checks

Whilst face coverings are a requirement to travel, they are not mandatory for everyone. There may be some passengers who are exempt from wearing them, under the government guidelines. Drivers must not ask what condition / disability passengers have as to why they are exempt, nor should they ask for any evidence.

If passengers already wear a face-covering for religious purposes, provided it covers their mouth and nose, they will not be required to wear any additional protective coverings.

There will also be exemptions for temperature checks. Some passengers might have conditions which mean they might have a higher temperature. Passengers will still be able to board if, for medical reasons, they do read a higher temp / are exempt.

Journey assistance cards

Some customers might have exemption cards, or be wearing a sunflower lanyard, but not all. We have created some journey assistance cards; these can be found here -

<https://drive.google.com/drive/u/0/folders/11O-l8S2tNajgAl3zQ-Wgf7cro5JISqmD>

These will be available for customers to download from the accessibility and inclusion page on the website, or they can be sent to customers via the assisted travel team.

The cards are intended to provide a discreet way in which customers can ask for assistance. These can be used in partnership with a sunflower lanyard.

- Please be patient, I have sight loss Thank you
- Please be patient, I am Blind Thank you
- Please be patient, I am visually impaired Thank you
- Please be patient, I am deaf Thank you
- Please be patient, I have hearing loss
- Please be patient, I have a hearing impairment
- Please be patient, I have difficulty speaking Thank you
- Please speak slowly and face me to help me hear you better
- Please scan my pass / ticket for me Thank you
- Please count my change for me Thank you
- Please help me find a seat Thank you
- Please give me time to sit in case I fall down Thank you
- Please let me know when we get to Thank you
- Please tell me when we reach my stop Thank you
- Please be patient I have a hidden disability Thank you
- I am exempt from wearing a face covering Thank you
- My temperature may read high due to medical reasons Thank you
- Please board me first Thank you
- Please *(add request)*.....Thank you

Assistance dogs

We will continue to accept assistance dogs in line with the policy and process. We have asked drivers to be mindful that assistance dogs are not necessarily taught to social distance, or they might not understand one way systems. Following feedback from assistance dog owners, we introduced a Journey Assistance card, 'please board me first'; this is for passengers who may be unable to queue, or need to board first.

Sunflower Lanyards

Please continue to follow the process for Sunflower Lanyards. These can be sent out to any customers who want them on their journey. For a refresher of what the sunflower lanyards are please visit

<https://vimeopro.com/hiddendisabilities/national-express/>

The password is NESunflower!

For more information please visit

<https://hiddendisabilitiesstore.com/about-hidden-disabilities-sunflower>

<https://docs.google.com/document/d/1D7I9BsRTM9qqeWYGcVjrU2XbHv9EDciu39r1kdoUkfc/edit>

Info for customers on sunflower lanyards is here

<https://www.nationalexpress.com/en/help/accessibility>

Other assistance and considerations

Some customers may need to lip read, we have asked drivers / CSAs to make sure they are at a safe distance away, or use a visor, and remove their mask so they can communicate.

Where passengers have booked assistance please remember to let the operator know and put on drivers notes, following usual procedure, please also where possible make the relevant coach station aware.

We will only be able to provide connection assistance where we have staff availability and we have asked employees to wear PPE whilst providing assistance. When booking assistance for a customer at Victoria Coach Station, if the customer requires use of the mobility lounge, please check this is open in advance of arranging assistance.

Disabled passengers can continue to use the front seat. Wheelchair users get priority. Assistance does not have to be booked in advance.

Parents and children are permitted to sit together on board. In addition to this some passengers may be travelling with a carer / personal assistant. Where a passenger needs to travel next to someone for a disability / condition, this will be allowed, but drivers are advised to try to manage social distancing around passengers.

Front seats, kerbside can be used by disabled passengers and/or wheelchair users Remember they do not need to book in advance but we do recommend it, but people can just 'turn up and go'. As always we must treat everyone as an individual.