



Damory

EXCELSIOR



more

Salisbury
reds

SOUTHERN
VECTIS
— the island's buses —

sw**in**don's
bus company



UNI**BUS**

uni**link**

the go south coast family of companies is

GO SOUTH COAST OUR SAFETY JOURNEY

Health and Wellbeing caring for our customers and colleagues during COVID



CUSTOMER SAFETY

Increased cleaning

We have enhanced cleaning regimes throughout the day and before our buses enter service – with special focus on touch points such as handrails with anti-viral wipes.



Hand sanitisers on board

To help with hand cleanliness, we have installed hand sanitisers on each of our buses and we encourage our customers to use it when entering/leaving the bus.

Face coverings

Face coverings are mandatory on-board unless people are medically exempt. We encourage all those who are exempt to show a Helping Hand Card.

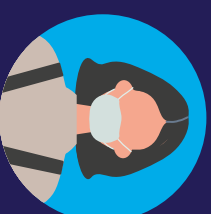
Safe Hands *you're in*



increased cleaning
of high-touch points



use hand sanitiser
available on board



wear your face covering
unless exempt by law



sit in a
window seat

COLLEAGUE SAFETY



Protective screens for our drivers, travel shops and office spaces.

We have fitted protective screens on all our buses, in the travel shops and colleague office spaces, to keep everyone safe.

COLLEAGUE SAFETY



Melaphones

All buses have been fitted with Melaphones. They provide a complete Covid secure barrier as part of the Covid screen that allows improved communication between drivers and customers.

Temperature checks for employees

Infrared thermometers in place at all depots so that all colleagues can check their temperature at the start of each shift. We insist colleagues use the anti-viral wipes to clean each unit before and after use.

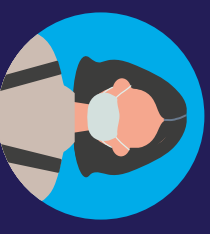
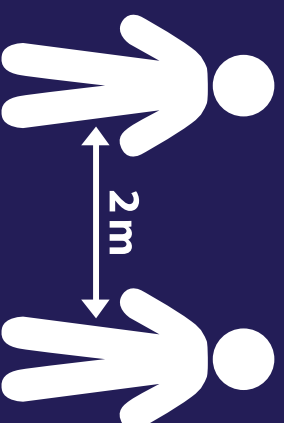
Space and face in the workplace

Face coverings are to be worn in common areas of our buildings at all times.

We have re-purposed rooms to enable appropriate space for our drivers to safely take their meal breaks, including using local hotel rooms if appropriate.



CONTACTLESS
TEMPERATURE
CHECK IS REQUIRED



Wear your face covering
unless exempt by law

COLLEAGUE SAFETY

Promoting access to employee assistance programme for mental health and well being

All colleagues have access to the Colleague Hub App; **hapi**

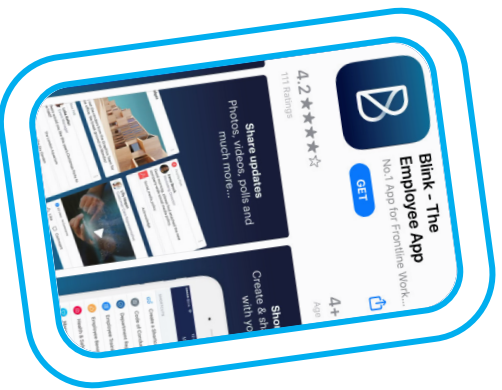
This contains an Employee Assistance Programme which benefits immediate access to a confidential telephone counselling and legal information service that operates 24 hours a day, 365 days a year.

Improved communication

We've launched a new communications app Blink where we can reach our colleagues instantly, straight to their smartphones. It has a similar feel to a social media platform. Blink also gives colleagues the opportunity to message managers and contact other colleagues in a community safe environment.

Campaigning for key worker vaccinations

We are working closely with our trade association The Confederation of Passenger Transport and the Department for Transport, to try and arrange for bus drivers to receive their Covid vaccinations as a priority group, which is now underway in some areas.



hapi[®]



OUR LEVEL OF SERVICE

We've made sure that we have continued to operate our services throughout the pandemic for our local communities, including services on Christmas Day in some areas.

Our approach has been to minimise any disruption to our customers, whilst reducing services to comply with government guidelines, to ensure that the vital local and central government funding we've been receiving during the pandemic is not wasted.



- Our planning experts worked very closely with each local authority and other important clients and stakeholders to ensure the services we are operating are appropriate for each area.
- We are again reducing services in this current lockdown, to match demand and as stipulated by government. We have ensured that all routes (except those running to temporarily closed tourist destinations) continue to be served. We have targeted reductions focussed on our most frequent services where possible, as even after the changes, we are still providing a turn-up-and-go service.
- We have changed our websites and roadside timetables as needed, so these still convey accurate information.
- We are an agile business, and will increase services again as soon as restrictions are eased and/or customer demand increases again.

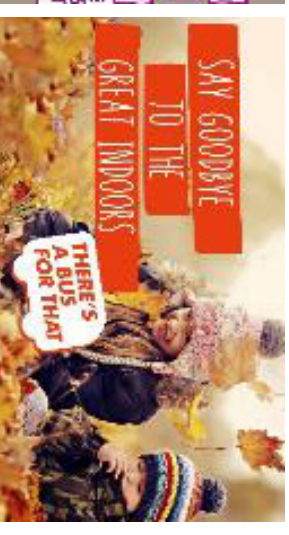
OUR FUTURE & RECOVERY

Our goal has always been to protect our business, save jobs, serve our communities and operate commercially;

Along with our owners Go-Ahead, we have kept campaigning with our trade association the Confederation of Passenger Transport and the Department for Transport to reduce the negative messages around using the bus. A campaign to get people back on board has been collaboratively put together.

The main objectives of the campaign are to:

- To encourage our passengers back and feeling safe.
- To re-establish confidence in UK's Bus Network amongst the nation.
- Working with the CPT marketing forum a robust campaign strategy, behavioural research, media pitch and engagement were all undertaken.
- The recommendation is to use a ***THERE'S A BUS FOR THAT*** slogan that covers all aspects of getting people back into a normal life by using the bus.



OUR FUTURE & RECOVERY

At a local level we will work alongside this wider campaign with our own messaging that complement these:

- We will highlight local places of interest for people to reconnect.
- Remind the community of the role the bus has to play to help ease congestion and improve air quality.
- Incentivise travel with discount offers.
- Continue to train our drivers to ensure first class customer service.
- Introduce smarter payment technologies with the introduction of improve contactless - **Tap On** and **Tap Off**, with a best daily fare guarantee.
- Launch a new customer app per bus brand, enabling easier journey planning and ticket purchases for period passes.
- We are looking forward to the recovery period, when we will work closely with government and our partner local authorities, in the rapid transition from the current arrangement back to our successful commercial model of operation.
- Once we get back to this, we can continue with our previous plans to continually increase the numbers of people using buses, thereby contributing to the country's economic recovery. We also want to get back to our regular purchase of new low or zero emission buses, which directly help air quality and carbon reduction.

