



KEOLIS amey
Metrolink

COVID-19 Recovery

June 2020

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Key principles and behaviours

1) Follow government guidelines:

- **Don't travel** if you feel unwell or have a temperature
- Don't travel on public transport **unless essential**
- Consider walking / cycling as an alternative
- **Wear face covering** if using Public Transport
- Wash your hands / use hand sanitiser
- **Keep 2m apart** from staff and other customers

2) When travelling on Metrolink:

- Ensure you have a **valid ticket**
- Use **contactless ticketing** or mobile app facilities
- **Respect Metrolink staff** as they keep Manchester moving



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Key messages to employers

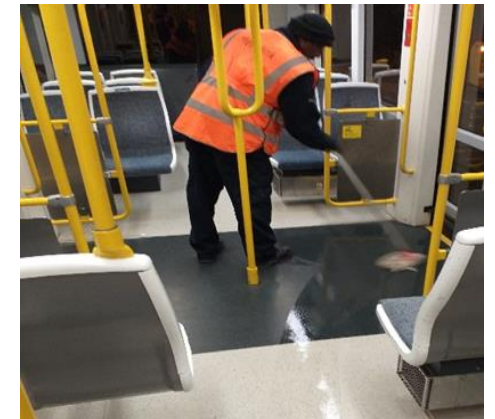
- Allow or enable staff to **travel outside peak times** (stagger retail hours, staff rosters, working from home...)
- **Encourage your staff** to follow the key principles
- Maximise the potential of social distancing on trams for those who don't have an alternative



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What do we do?

- **Partner with other operators** to offer an integrated approach
- **Monitor and adapt our operations** to maximise social distancing:
 - Timetable and double trams
 - Review key stops operating procedures
- **Reinforce staff presence** to encourage behavior, **NOT TO** enforce of police
- Push **key messages** across GM
- **Enhanced cleaning regime** using anti-viral disinfectant
- Continue to **focus on security** in partnership with GMP



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What to expect on the network

