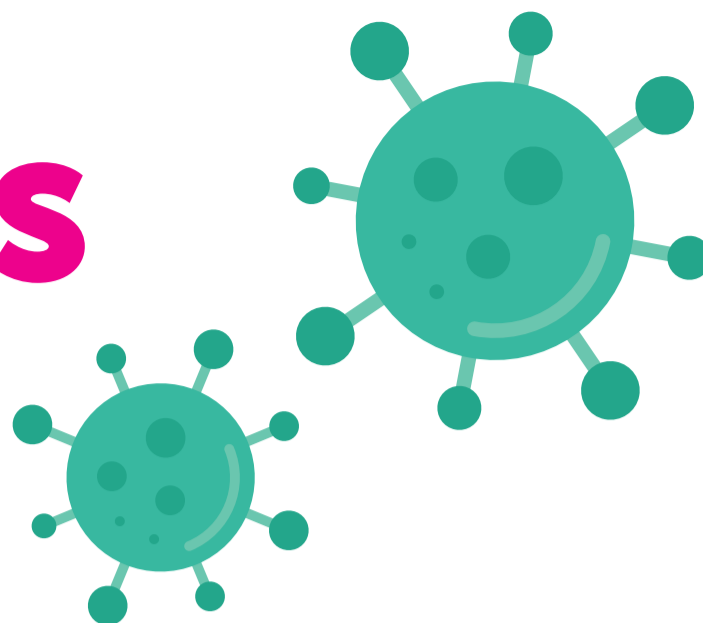


Coronavirus update



our team

We continue to review precautionary measures to make our vehicles and workspaces as safe as possible. In addition to the measures already in place we will soon be using a disinfectant mist on every vehicle every night. The mist is diffused after the vehicle has been cleaned to give an additional level sanitation and ensure all contact points have been treated.

We are also in the process of arranging temperature testing for team members as they report for duty. This will help us identify a high temperature symptom which may otherwise go undetected. Anyone displaying a high temperature will be able to take advantage of the governments key worker coronavirus testing programme. By doing this we will reduce the likelihood of an asymptomatic team member being at work and help ensure correct isolation procedures take place.

We continue to receive message after message of praise from customers for the amazing job you are all doing. It's wonderful to see how well appreciated everyone's efforts have been.



our services

Further changes were made to our services on 10 May which dovetailed with the Prime Minister's announcement, suggesting that some workers can begin to return to work. These changes primarily focused on offering increased frequency and additional capacity on the routes where we have seen the greatest demand and where we know have large key worker movements.

In addition to the above increases, some services are running duplicate departures to allow an improved level of social distancing on board.

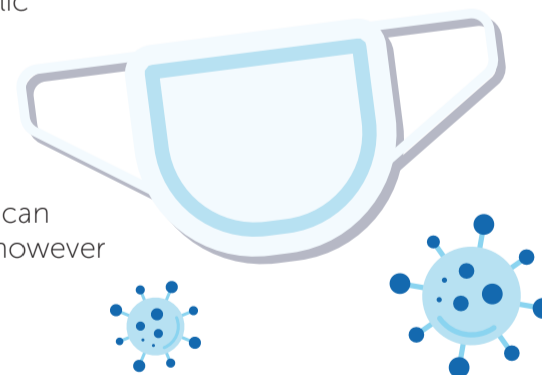
We are in the process of trialling on board, customer facing hand sanitiser dispensers. This will offer an additional level of protection by encouraging customers to make use of the facility and keep their hands well sanitised on board our vehicles. We have also requested that local authorities make hand sanitiser available for customers in large transport hubs, such as bus stations and interchange locations.



our industry

As part of the Prime Minister's post lock-down plan the government have advised people not to use public transport. We know we are a lifeline for many that depend on us and so it is important we continue to be available to those that need us and continue taking all the necessary precautions we are taking to keep each other and our customers safe.

We will be strongly encouraging anyone needing to use public transport to wear a face covering. Although there is no strong evidence to show that face coverings offer any protection to the wearer, they can assist with reducing the spread of the virus, which is why we are encouraging their use on board. This is however not the law and although we strongly encourage the use of face coverings they are not mandatory.



Covid-19

On 10 May PM Boris Johnson unveiled the first look at his road map out of the coronavirus lock-down. This focused on a gradual easing of lock-down restrictions, encouraging those who cannot work from home to return to employment. He also laid out a suggested phased approach to allow for opening of schools, shops and the hospitality industry, all of which would rely on the data continuing to show a reduction in the spread of the virus.

Earlier this week Rishi Sunak announced a further extension to the Coronavirus Job Retention Scheme. We await further details on the scheme but it is suggested that it will continue in some form until October 2020.

Public Health England have given approval to a coronavirus antibody test kit which will allow the government to understand levels of coronavirus immunity within society.