

New exemption badge for our customers



From 5 October 2020 - Allowing people to let others know they aren't required to wear a face covering

From Monday 15 June, face coverings became mandatory in public facing areas on our public transport network. Around 90% of customers are already wearing a face covering which is positive news and we will continue to engage with those that aren't.

Some passengers are legally exempt from wearing face coverings and there is a full list of reasons provided in Appendix 1. We want to ensure customers who are exempt, many for personal reasons, feel they can continue to use our network without prejudice and that they can travel safely.

New TfL exemption badge launched

TfL introduced a Face covering exemption card in June so customers who don't legally have to wear a face covering can discretely and easily let others know. From 5 October, TfL will be introducing a face covering exemption badge and this follows in the footsteps of the very successful 'Baby Onboard' and 'Please Offer Me a Seat' badges.

To get a badge, for their own use, customers should visit the TfL website:

<https://tfl.gov.uk/campaign/face-covering-exemption-badge>

Customers who are unable to use the TfL website can call TfL's Contact Centre (0343 222 1234) who will post one badge to them.

An example of TfL's exemption badge:



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The role of staff

The badge will make it even easier to identify those who don't need to wear a face covering on our network. We encourage you, where you feel comfortable, to engage with those who aren't wearing a face covering. Please recommend the badge or card to people who would benefit for their next journey.

Enforcement of the use of face coverings remains the responsibility of our policing partners and enforcement officers. Wearing a badge or carrying a card is not mandatory and if someone shares a valid exemption with you but does not have a badge or card they are still allowed to travel without a face covering.

Customers may also present a card from another rail or bus operator saying they're exempt from wearing a face covering. These should still be accepted.

Are bus staff who have exemptions able to get the badge?

We have made it a requirement for all staff to wear face coverings when working in public facing areas (outside the bus cab) or travelling on our public transport network. Anyone who cannot wear a face covering for medical or other reasons, under the exemption list, can wear the badge (or use the card) for their journeys and to help inform other colleagues and customers why they are not wearing a face covering.

We hope the new badge (in addition to the card) will make for a better experience for staff and our customers and help support those who are unable to wear a face covering.

What should I do if I see someone not wearing a face covering on public transport services and they do not have an exemption badge or card?

When engaging with customers assess the situation and, if you think it is safe to do so, politely remind them that it is a requirement to wear a face covering on public transport at all times.

- **Do not** insist on it, if someone says they cannot wear a face covering
- **Do not** take any action that could lead to conflict or embarrassment
- **Do not** insist the customer gets off the bus before leaving the stop

4 October 2020

Appendix 1



Transport for London's Face Coverings exemption list

The following are **EXEMPT** from the requirement to wear a face covering on TfL's public transport network:

- Children under the age of 11;
- Police constables (including British Transport Police officers) acting in the course of their duty;
- Members or employees of the emergency services responding to an emergency.

A person will have a reasonable excuse and will **not** be required to wear a face covering in the following circumstances:

- Where a person cannot put on, wear, or remove a face covering because of a physical or mental illness or impairment, or disability (within the meaning of section 6 of the Equality Act 2010), or without severe distress;
- Where a person is providing a lip-reading service to a person they are travelling with;
- Where a person removes their face covering to avoid harm or injury, or the risk of harm or injury, to themselves or others;
- Where a person is travelling to avoid injury, or to escape a risk of harm, and does not have a face covering with them;
- If it is reasonably necessary for a person to eat or drink, and the person removes their face covering to eat or drink;
- Where a person has to remove their face covering to take medication;
- Where a person is required to remove the face covering by a police constable (including a British Transport Police officer) or another authorised person.

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