Customer Experience Brief

22nd May 2020

Trial of Face Visors

We are currently trialling the use of face visors for colleagues carrying out customer experience roles. You have been highlighted for the first roll out.

The visors you receive will be personally issued to you and is for your use only. The visors are to be reused and will need to be kept with you.

On receiving your visor please remove the protective film on the visor as this will make it clearer and help with the anti fog.

Should you require to clean your visor the guidance is to use a damp sponge and mild detergent to remove any surface residue. The sponge headband can be wiped down with a antibacterial wipe.

The visors can be worn alongside a face mask and glasses (if your wear these)

When storing the visor please keep in a bag away from other items that could scratch the surface.

The use of the visor is voluntary and is provided to offer further protection and reassurance.

Issued by: [redacted]

mtr Elizabeth line