Customer Experience Brief

25th June 2020

Hot Weather and Face Coverings

I hope you are all keeping well?

With the hot weather on us I wanted to ensure that everyone was following the normal guidance including drinking plenty of water, staying out of direct sunlight for long periods and wearing sun cream if required.

There is a change this year as you are all wearing a face covering of some sort. These coverings can add to the heat. To those of you that are not yet using a face visor I would suggest this is a good option in the hot weather as lets more air circulate. If you would like one of these please speak to your line manager.

No matter if you are wearing a mask, visor or covering I would urge you to keep drinking, take regular short breaks to remove your covering for a few minutes, preferably this would be out of customer view.

I know it is a challenge wearing a covering for so long but we need to act as role models for our customers this includes whilst at work and travelling to and from work on a train. As the lockdown restrictions relax a number of customers will be returning to our network who may not have travelled for a few months. Face coverings on both colleagues and customers help to reassure these customers as well as keep everyone safe.

Many thanks again for all of your hard work as we move into the next stage of this pandemic and hopefully into the “new normal”.

Many thanks and stay safe

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