Customer Experience Brief

10th July 2020

Sunflower lanyards and face covering exception cards

As of Monday 13th July, Sunflower lanyards and face card exemption cards will be available from all TfL Rail stations for those customers that require them.

We currently use the 4 E's when discussing face coverings with customers:

- Engage – We remind customers that wearing a face covering is compulsory
- Explain – We explain to customers why it is important to wear a face covering
- Encourage – We actively encourage customers to wear a face covering
- Enable – for example, by pointing them in the direction of where they can obtain one.

If the customer explains that they are exempt from wearing a face covering under the list of exemptions, then please offer the customer the option of wearing the sunflower lanyard and offer one to the customer.

Please note that it is not compulsory for customers to wear a lanyard if they are exempt from wearing a face covering. However, the lanyard is an excellent way for customers to display their exemption to TfL colleagues and to other customers.

For more information on the scheme. Please refer to the "Supporting customers with disabilities on our network" brief.

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mtr Elizabeth line