# Customer Experience Brief

5th June 2020

## Mandatory wearing of face coverings

I'm sure you have all seen the update yesterday from the Transport Secretary, he confirmed that the Government have made it compulsory that customers and colleagues using and working on public transport start wearing face coverings from Monday 15th June. The requirement will be included in the National Conditions of Carriage. Customer breaching these guidelines could make themselves subject to a fine should they not follow the guidance.

As railway colleagues we need to be role models for our customers and ensure we are offering our customers reassurance, this means wearing a face covering at all times whilst on duty. If you are working at a Network Rail Station should start wearing face coverings immediately, for all other colleagues can this commence from Monday 8th June.

Obviously, this new guidance can raise a few questions. I have listed a few below:
Q: What happens if a customer refuses to wear a face covering?
A: The same rules apply as with social distancing – we are not enforcers, we should politely advise customers that the wearing of face coverings is compulsory its a condition of carriage and they will be liable for a fine. . If they decide not to, the customer shouldn't be stopped and allowed to travel and please report of iSafety.

Q: Who is exempt from wearing face coverings?
A: There will be exceptions to the rule for very young children, disabled customers and those with breathing difficulties.

Q: Can I wear my own face covering?
A: Yes, if you would prefer to wear your own face covering this will be permitted as long as its of a neutral colour and non offensive.

Q: If I wear a face visor and not a face mask does this meet the requirement?
A: Yes, you can wear a visor and no face mask or both.

Q: What happens if I arrive at work and have forgotten my face masks / covering.
A: Remember you should be wearing a face whilst travelling to and from work. If you have no option of something to wear, please use the supply from your PIOT bag, If this isn't available please contact the on call manager.