

## PROTECTION PLAN FOR PUBLIC TRANSPORT UNDER COVID-19: FRAMEWORK AND CONTENTS

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Explanation of dated versions For each service offer stage, a version is created and marked with the date when it takes effect. These are planned to parallel the FOPH's easement stages. The upcoming versions contain the relevant additions for each easement date.

### Governance:

Topic / Chapter	Responsibility for contents and agreement	Version	Valid from
Protection plan for public transport (Main document)	FOT / SBB / PostBus acting as system leaders for road and rail	Version 1: 27 April 2020	11 May 2020
Annex A: International Passenger Services		Version 2: 14 May 2020	
Annex B: Group travel by public transport		14 May 2020	18 May 2020
Annex C: Rail catering		Version 3: 27 May 2020	06 June 2020
Annex D: Rail and road tourist services / Charters		27 May 2020	06 June 2020
Annex E: Cableways / Boats	Public Transport Union	27 May 2020	06 June 2020
Annex F: Ticket sales by bus drivers  Entire document: minimum distance at 1.5 metres. Various adjustments in connection with the additional easements of 19 June 2020.	FOT / SBB / PostBus acting as system leaders for road and rail	Version 5: 22 June 2020	23 June 2020
Full document – Requirement to Wear Masks. In relation to	FOT / SBB / PAG system leaders for road and rail	Version 6: 06.07.2020	06.07.2020

the decision of the Federal Council of 1 July 2020			
Entire document – Extension of the requirement to wear face masks. In conjunction with the Federal Council decision of 18.10.2020	FOT / SBB / PAG system leaders for road and rail	Version 7: 19.10.2020	19.10.2020
Adjustments in line with stricter measures announced by the Federal Council on 28.10.2020	FOT / SBB / PAG system leaders for road and rail	Version 7.2: 02.11.2020	2.11.2020
Change in line with the stricter measures of the Federal Council introduced 4 December 2020 (special rules for festive period and winter sports).	FOT / SBB / PAG system leaders for road and rail  VöV	Version 8	09.12.2020
Adjustments in line with stricter measures announced by the Federal Council on 13.01.2021	FOT / SBB / PAG system leaders for road and rail	Version 9	18.01.2021
Adjustments Annex B: Group travel by public transport	FOT / SBB / PAG system leaders for road and rail	Version 10	19.03.2021
Adjustments Annex C: Rail catering	FOT / SBB / PAG system leaders for road and rail	Version 11	31.05.2021
Adjustments in line with stricter measures announced by the Federal Council on 23.06.2021	FOT / SBB / PAG system leaders for road and rail	Version 12	26.06.2021
Adjustments in line with stricter measures announced by the Federal Council on 08.09.2021	FOT / SBB / PAG system leaders for road and rail	Version 13	13.09.2021

Record of changes **[Changes since last version are marked in yellow in the document]**

Version	Date	Description of the change	Who
20200511.1	27 April 2020	First version	SBB / PostBus
20200518.2	18 May 2020	Added “masks for children” to the public transport protection plan in the chapter “Work where a distance of 1.5 m cannot be avoided” and added Annex A: IPV	SBB / PostBus
20200608.1	27 May 2020	Annex B: Group travel Annex C: Rail catering  Annex D: Rail and road tourist services  Annex E: 1) Cableways / 2) Boats	SBB / PostBus SBB / Elvetino / committee on tourist services (KTV) SBB / PostBus / committee on tourist services (KTV) Public Transport Union / Swiss cableways (Seilbahnen Schweiz) / Association of Swiss Navigation Companies
20200622.1	23 June 2020	Main document: Ticket sales in vehicles in the chapter «Work where a distance of less than 1.5m cannot be avoided». Annex F: Ticket sales by bus drivers Reference made to new COVID-19 Ordinance 3 and COVID-19 Ordinance special situation. <ul style="list-style-type: none"> <li>• Entire document: Adjustment of the minimum social distancing from 2 metres to 1.5 metres in accordance with the decision of the Federal Council of 19.06.2020.</li> <li>• Addition, passengers on public transport should wear a protective face mask</li> <li>• Adjustments to Chapter 2 Maintaining distance: waiting rooms, sales rooms, group reservations, lifts.</li> <li>• Chapter 4 People at particular risk</li> <li>• Chapter 6 Particular work situations</li> </ul> Several small semantic corrections	PostBus  PostBus SBB / PostBus
20200706.1	06.07.2020	Amendments based on the supplement to the Covid-19 Ordinance on the Special Situation of 2 July 2020 (Requirement to Wear Masks) <ul style="list-style-type: none"> <li>• Additions to – Key principles of protection plan.</li> </ul>	SBB/PAG/VöV

		New chapter 1: The requirement to wear masks on public transport and subsequent reference to this at all relevant points in the document.	
20201019.1	19.10.2020	<p>Changes due to the update of the Covid-19 Ordinance special situation of 18.10.2020 (extension of the requirement to wear face masks)</p> <p>Additions to key principles of the protection plan and reference to this at all relevant points in the document.</p>	SBB/PAG
20201102.2	02.11.2020	<p>Precept on the area of validity of cantonal measures concerning fixed facilities.</p> <p>Chapter 3 Maintaining distance: Employees working behind plexiglass at counters must now also wear a face mask.</p>	SBB/PAG
20201209.1	08.12.2020	<p>Annex C: Rail catering</p> <p>Annex E: 1) Cableways: rules for winter sports</p>	<p>SBB / Elvetino</p> <p>VöV / SBS</p>
20210118.1	15.01.2021	<p>Amendments based on the supplement to the Covid-19 Ordinance on the Special Situation of 13.01.2021</p> <ul style="list-style-type: none"> <li>• Requirement to wear masks on public transport</li> <li>• Maintaining distance</li> <li>• People at particular risk</li> <li>• Particular work situations</li> </ul> <p>Annex B: Group travel by public transport</p> <p>Annex C: Rail catering</p>	<p>SBB / PAG</p> <p>SBB / PAG</p> <p>SBB / PAG</p>
20210319.1	19.03.2021	Annex B: Group travel by public transport	SBB / PAG
20210531.1	26.05.2021	<p>Annex C: Rail catering</p> <p>Annex E: 1) Cableways.</p>	SBB / PAG
20210626.2	26.06.2021	<p>Amendments based on the supplement to the Covid-19 Ordinance on the Special Situation of 26.06.2021</p> <ul style="list-style-type: none"> <li>• Requirement to wear masks on public transport</li> <li>• Maintaining distance</li> <li>• People at particular risk</li> <li>• Particular work situations</li> </ul> <p>Annex C: Rail catering</p> <p>Annex E1: Cableways</p> <p>Annex E2: Boats</p> <p>Annex F: ticket sales by bus drivers</p>	<p>SBB / PAG</p> <p>VöV / SBS</p> <p>VöV / SBS</p>

20210913.1	13.09.2021	Annex C: Rail catering Annex E2: Boats	SBB / PAG VöV / SBS
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# PROTECTION PLAN FOR PUBLIC TRANSPORT UNDER COVID-19: FRAMEWORK AND CONTENTS

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Version 13. September 2021

## PRECEPTS

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### LEGAL PRECEPTS

The basis of this protection plan are the precepts of Covid-19 Ordinance 3 from 19.06.2020 (818.101.24) and **the amendments from 08.09.2021**, the Employment Act (SR 822.11) and its ordinances.

Public transport is an important component of our society and the basis for a functioning economy. With its measures to ease the coronavirus restrictions, the Federal Council is counting on a functioning public transport system. The Federal Department of Environment, Transport, Energy and Communications (DETEC) and the Federal Office of Transport (FOT) have commissioned SBB and PostBus in their role as system leaders to develop a protection plan for public transport which will be presented to the Federal Council by 29 April 2020.

The protection plan takes effect for the entire public transport network and defines the precepts and measures designed to protect customers and staff on public passenger transport in Switzerland. Transport companies are required to implement the plan outlined below. This also applies to more specific public transport companies such as, for example, boat operators and cableways which are important for access. Each transport company is to implement the plan in line with its specific circumstances.

### Key principles of the public transport protection plan:

- The Federal Council's epidemiological/health and hygiene guidelines form the basis of the present protection plan. The document outlines how customers can implement these recommendations on public transport.
- It supports transport companies with their operational implementation of the Federal Council's recommendations and comes into force on the 11 May 2020, coinciding with the reinstatement of the service offer on public transport and the second stage of the announced easing of measures. The protection plan will be amended should the Federal Council's strategy require it or a need for optimisation/amendment emerge during the period of implementation.
- The rules/recommendations apply for the entire public transport travel network including stations and stops.
- In the case of measures that concern fixed facilities (stations, stops, etc.) cantonal measures may apply if they are stricter than the measures designated by the Confederation. The public transport protection plan does not specifically address the cantonal measures. Local facilities are responsible for implementing these measures. For vehicle-related measures, the Confederation regulations apply.
- The wearing of a face mask is obligatory for the protection of everyone concerned if the social-distancing rules cannot be adhered to.
- The recommended minimum distance between two people to maintain the social distancing rules is 1.5 metres.
- A face mask must be worn during travel on trains, trams, buses, boats or cableways with a concession in accordance with Article 6 of the Passenger Transport Act (PTA) and on cross-border buses of transport companies with a concession in accordance with Article 8 PTA. The wearing of

masks is no longer compulsory in open passenger areas of transport vehicles (e.g. on ships and chairlifts) (see point 1 Requirement to Wear Masks on Public Transport).

- A face mask must be worn in indoor areas of facilities and businesses that are accessible to the public. The requirement to wear a mask in outdoor areas of publicly accessible facilities and businesses is repealed as of 26 June 2021 (see point 1 Requirement to Wear Masks on Public Transport).
- The protection plan relies on the responsibility and solidarity of customers. It is incumbent upon customers to provide their own hygiene products (protective masks/hand sanitiser).
- Transport companies will not assume any police duties. They will support the implementation of the protection plan with accompanying and communicative measures. They are encouraged to work in collaboration with the local police authorities.
- The Federal Office of Public Health's (FOPH) hygiene and conduct rules still apply to staff and customers on public transport.
- Customers will be reminded of the guidelines in effect before and during their entire journey (transport chain) (customer information, screens, announcements, pictograms etc.).
- Staff are to be aware of the guidelines in effect and to know which specific protection measures must be taken into consideration and followed when carrying out their duties.
- Transport companies can use customer guides/attendants to make customers aware of the measures.
- The system leaders (SBB for rail, PostBus for road, boat and cableway) will provide recommendations for a coordinated implementation and set out the key principles. Transport companies can plan for further accompanying measures.
- All public transport companies are obliged to follow the guidelines the authorities. To that effect, transport companies will set out their own internal plans for protecting their staff based on the companies' specific circumstances.

## 1. REQUIREMENT TO WEAR MASKS ON PUBLIC TRANSPORT

### Principle

On the basis of Article 5 of the COVID-19-Ordinance on the special situation (Covid-19-Verordnung zur besonderen Lage) and the explanations regarding this ordinance, passengers are required to wear face masks on public transport vehicles from 6 July 2020. The mask must cover mouth and nose.

Under Article 6 of the Covid-19 Ordinance, the requirement to wear a face mask will apply also throughout Switzerland from 19 October 2020 in the publicly accessible inside spaces of institutions and companies.

There are exceptions for:

- a. children up to the age of 12;
- b. People who can prove that they cannot wear a face mask for a specific reason, particularly medical reasons; Article 5 paragraph 1 letter b specifies the proof that is required.

The requirement applies to public transport vehicles, such as trains, trams, buses, boats and cableways (not definitive) including enclosed waiting areas or enclosed station areas. In open passenger areas of vehicles (e.g. on ships and chairlifts), there is no longer an obligation to require mask wearing.

In principle, the requirement to wear masks in outdoor areas of publicly accessible facilities and businesses has been lifted. The following areas are defined as **outdoor areas** (not exhaustive):

- all places with large openings on at least two sides (e.g. halls and shopping arcades).
- all platforms (underground or at ground level) and stops, including related underpasses and overpasses
- open areas of public transport vehicles (e.g. chairlifts, outside decks of ships)



In contrast, the following are considered **indoor areas** (where mask wearing is obligatory) (not exhaustive):

- enclosed areas of public transport vehicles
- enclosed underground railway station facilities including access areas (e.g. Zurich low-level station)
- enclosed waiting rooms and areas
- shopping areas at lower levels.

Where the situation is unclear, the operator is to be assessed in agreement with the authorities and a decision about the requirement to wear masks is to be taken (criteria: size of the openings, 'throughflow', very high spaces etc.).

The requirement does also apply in restaurants or bars, except on the table, located on boats or trains (except when sitting at the table) where the catering protection plan of HotellerieSuisse / GastronomieSuisse applies.

The mask may be taken off when consuming a small meal for the duration of consumption if eating is permitted in the vehicle.

On cross-border services, the requirement to wear masks applies – regulations from abroad concerning foreign territory notwithstanding – from borders and within Switzerland.

Passengers are themselves responsible for ensuring they are in possession of a face mask for travel by public transport. Scarves or other generic fabric items are not face masks.

The rules of the public transport protection plan continue to apply, in particular the distancing and hygiene rules.

### Vehicles where masks must be worn

Details about public transport vehicles on board which masks must be worn:

Public transport vehicles are vehicles for transporting passengers run by companies with a concession under Article 6 or a permit under Article 8 of the Act on the carriage of passengers of 20 March 2009 (Personenbeförderungsgesetz, PBG, classified compilation 745.1). The PBG governs the regular commercial carriage of persons by rail, road, waterway, cableway, elevator and other means of transport bound to the route of their infrastructure (Art. 1 paragraph 2 PBG).

In the vehicles used for the carriage of passengers, face masks must be worn; The wearing of masks is no longer compulsory in open passenger areas of transport vehicles (e.g. on ships and chairlifts).

The cabins on board tourist transport services are also notably classified as vehicles for the purposes of this Act (cf. Art. 2 paragraph 2 letter b of PBG).

### Implementation

To ensure implementation, drivers and other staff can help enforce this requirement where feasible.

Current staff responsibilities and rules for using public transport continue to apply:

1. Public transport staff are to make customers aware of the requirement to wear a mask (e.g. announcement, single conversations), as they currently do for example in cases of indecent behaviour. Public transport staff are not responsible for ensuring passengers wear masks.
2. Staff who check tickets can order people without a mask to alight at the next stop.

Greater powers rest with the security units defined by the Federal Act on the Security Units of Public Transport Companies (PTSA, classified compilation 745.2), i.e. the security service and the SBB police.

They are required to ensure the observance of the conditions of carriage and use (Art. 3 paragraph 1 letter a PTSA). They can stop, check and eject persons who have contravened the conditions of carriage (Art. 4 paragraph 1 letter b PTSA). Anyone who disobeys the orders of these persons will be charged a penalty.

The sanction in Article 83 paragraph 1 letter j of the Epidemics Act (Epidemiengesetz, EpG) may also be applied. The prosecution and trial of such offences is a cantonal matter (Art. 9 PTSA and Art. 84 paragraph 1 EpG).

No specific penalty for disorderly behaviour has been laid down.

## Communication

Each individual is responsible for following the requirement to wear a face mask. This requirement will be communicated actively by the transport companies.

- The system leader rail pictogram campaign is to be retained. The system leader road pictogram campaign will be amended (lifting of mask requirement at stops)
- Specific communication on the requirement to wear masks at stations (e.g. enclosed spaces, on the train)

## Staff

The requirement to wear a face mask also applies to staff on board the vehicle.

- For safety reasons, drivers are excused from the requirement to wear a mask when in the driver's cab. A mask can be worn when driving as long as it does not interfere with safety. A mask must be worn when in contact with customers, selling tickets and when leaving the driver's cab.
- To communicate clearly with people who are hard of hearing, staff can notably remove the mask.
- The transport companies will adapt their internal protection plans and instructions for staff.
- The transport companies will ensure that staff who are required to wear masks are provided with them.

## 2. HAND HYGIENE

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The following applies to staff:

- All public transport employees are to be actively requested to wash their hands regularly. If this is not possible, hand sanitiser will be made available to them.
- The FOPH's rules on hygiene will be actively communicated internally.
- All public transport service buildings will have facilities for sanitising one's hands.

The following applies to customers:

- It will not be possible to provide water, soap or sanitiser across the board along every possible public transport chain.
- Customers are able to wash their hands in accordance with the guidelines in the toilet on board their means of transport (if available) and in the toilet facilities in stations (if available). The provision of water and soap is to be guaranteed on means of transport with toilet facilities for the duration of their operating times.
- It is not necessary to provide sanitising products in the vehicles.
- Staff who come into contact with customers are to be equipped with protective face masks and sanitiser for their own protection.
- Hand sanitiser dispensers will be set up at the main and secondary entrances to large stations.
- Hand sanitiser dispensers are to be set up at clearly visible points in the entrances and exits to travel centres/counters.

- Customers are to be requested not to use cash to pay for their purchases wherever possible.

### 3. MAINTAINING DISTANCE

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- Staff and customers are to keep the minimum distance from others wherever possible.
- Vessel sizes for buses and trains are always to be calculated depending on the availability of resources in accordance with the basic planning provision for 2020, so as to help passengers and staff maintain the minimum distance from others by providing as much space as possible.
- Ordered closures of shops and food and drink outlets must also be implemented in stations in line with FOPH guidelines.
- With regards to “Contact tracing”, refer to the recommendations of the FOPH.

#### Establishing moving and stopping zones

- Public transport is an open system. This open system is to be maintained even in the current circumstances.
- There are to be no restrictions on access or structural measures at stops or stations to reduce the flow of people.
- Customers will be requested to maintain the minimum distance from others through targeted accompanying measures.
- Additionally, we request that customers travel at less busy off-peak times whenever possible.

#### Division of space

- Existing measures taken on vehicles for the protection of customers and staff will continue to be in force:
  - doors will open automatically on all vehicles, wherever technologically possible
  - doors at the front of road vehicles (buses) on which tickets are not sold will remain closed. Access through the doors at the front of vehicles will only be provided for the purpose of ticket purchases and/or access by passengers with visual impairments.
  - as a rule, the first row of seats will remain blocked off (buses, trams).
- On rail services, separate and clearly differentiated or specially labelled areas will be made available to staff on duty (customer attendants) and train crew. (Staff must leave these areas for the vehicle readiness control, for maintaining presence on the vehicle (security personnel), for ticket inspections and for helping people with a disability to board the vehicle).
- At stationary, staffed sales points, plexiglass screens will form a barrier between customers and staff. Additionally, to create a further division of space, plexiglass screens are to be installed in between the work spaces of sales staff, provided that there are counters available which are not closed long-term.
- Waiting rooms at stations and stops may be opened, provided that the minimum social distancing which applies can be maintained. If this is the case, the waiting rooms are to be cleaned more frequently and, if necessary, equipped with sanitation facilities.

#### Limiting the number of people

- Public transport in Switzerland is an open system which has neither a requirement for reservation nor access-restricting structures at its stations or stops.
- It would be unrealistic to try to equip every stop and station in Switzerland with access-restricting structures and marks for social distancing.
- It would be impossible for passengers to maintain physical distance from one another when boarding during the dense regular timetable without huge impacts on the whole system (punctuality,

missed connections on transport chains etc.). Other measures will help passengers keep to the social distancing guidelines:

- Customers will be urged to avoid travelling at peak commuting times and instead choose less busy connections for their journey.
- Furthermore, we will call upon customers to take responsibility for themselves and ask that they show due consideration to one another. It is incumbent upon customers to maintain the minimum distance from others at stops and stations.
- Additional personnel (e.g. customer guides) can be brought in to key areas with high demand to help implement this principle.

#### **On public transport:**

- Proper spacing on board vehicles is the responsibility of passengers. When present, train crew members can offer their support by pointing out free seats to passengers.
- Where possible, customers are to be informed of free seating areas directly face-to-face, by use of announcements or other technological tools (e.g. coach-specific occupancy projections in the online timetable for trains).
- At busier points for alighting and boarding, passengers should be asked to make a path for those alighting (when waiting to board), and to respect the social distancing rules before and when alighting.
- Annex B applies to group reservations.
- A requirement for reservation may be temporarily introduced for routes on which higher, accumulating demand can be predicted at certain times. When foreseeable, the avoidance of over-occupancy, bringing with it a high risk of infection, takes precedence over transport duties. It is incumbent upon the relevant transport company to take the operational decision on this matter, giving at least one week's notice.
- In exceptional circumstances, passengers may be prevented from travelling in order to avoid over-occupancy.

#### **Station/stops:**

- No access checks will be carried out at stations or stops.
- Access to travel centres and points of sale are not restricted anymore:
  - Implementation in accordance with FOPH guidelines regarding minimum social distancing by means of appropriate measures (e.g. distance markers on the floor).
- Distance markers in front of lifts, along with the instructions: Maintain current minimum social distancing and keep lifts free for people with reduced mobility.
- Distance markers in front of ticket machines in stations. It is down to the relevant authorities to make decisions on distance markers in public spaces, and their responsibility to install them.
- Notice signs/information on screens etc. to be used to implement social distancing in stations/on platforms/at stops in accordance with the recommendation/announcement of the FOPH.
- Existing access restrictions (e.g. entry to cableway stations, boat stations, Metro Lausanne) are to remain in place and to be adjusted, e.g. with the addition of distance markers on the floor at the entrance.
- Customers are recommended to purchase tickets / services in advance using digital channels and advised not to go to the counter.

Transport companies may use customer guides/attendants to help implement the measures.

#### **Work where the minimum distance cannot be avoided**

- Passengers on public transport vehicles must wear a face mask from 6 July 2020. In accordance with the Federal Council Ordinance of 23 June 2021, the wearing of masks is no longer compulsory in open passenger areas of vehicles (including chair lifts and open ship decks).

From 19 October 2020, the requirement to wear a face mask will also apply in publicly accessible inside spaces. The requirement to wear a mask in outdoor areas of publicly accessible facilities and businesses is repealed as of 26 June 2021 (see section 1 Requirement to Wear Masks on Public Transport).

The recommendations of the FOPH should continue to be observed: if possible, the minimum distance should be maintained. In situations where this is not possible, a mask should also be worn in outdoor areas.

- Staff in direct contact with customers are to wear face masks. This applies particularly to attendants and ticket inspectors, staff providing assistance, cleaning personnel, security personnel. For safety reasons, drivers are excused from the requirement to wear a mask when in the driver's cab. A mask can be worn when driving as long as it does not interfere with safety. A mask must be worn when in contact with customers, selling tickets and when leaving the driver's cab.
- At staffed sales points, plexiglass screens will be installed to protect customers and staff. From 28 October 2020, the requirement to wear a mask also applies for employees here.
- Until further notice, ticket inspectors are not to touch customers' SwissPass / tickets / ID during ticket inspections (visual inspection of tickets). Gloves may be used if required.

### Work with bodily contact

- If someone is taken into custody by the SBB Police, they will be given a protective face mask or one will be put on them. In case of unavoidable bodily contact, the SBB Police officers will protect themselves and the person in question by wearing protective face masks, gloves and protective glasses.
- When assisting people with restricted mobility, public transport staff can use gloves in addition to masks.

### Working with tools with bodily contact

- Not relevant to public transport companies in connection to contact with customers.

## 4. CLEANING

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### Rail

- As a matter of course, public transport companies are to clean their vehicles at regular intervals, several times a day to ensure cleanliness.
- In the current circumstances, the frequency of cleaning is to be increased and the focus placed on surfaces with which customers come into contact (e.g. handrails, buttons and tables).

#### *Examples of cleaning carried out on SBB railway vehicles (not exhaustive)*

- Visible cleaning several times a day with focus on cleaning of surfaces (during changing of trains at terminus stations) 3-5 times per day:
  - Handrails, buttons and surfaces such as tables/rests with alcohol/surfactant cleaning agent (explicitly identified by the FOPH as effective against the coronavirus)
  - Waste disposal
  - Toilet (toilet, floor, sink) with toilet cleaner (explicitly identified by the FOPH as effective against Covid-19)
- Day cleaning at least once daily (at night):
  - All the same cleaning tasks as visible cleaning plus:
  - picking up litter from floor or vacuum cleaning
  - internal window cleaning with alcohol/surfactant cleaning agent
- Intermediate cleaning at least once a week:
  - All the same cleaning tasks as the day cleaning with more time input

- Moreover, for the duration of the Covid-19 period many transport companies are carrying out further, targeted cleaning operations. For example, from 11 May 2020, SBB will be carrying out additional cleaning of vehicles on the move (with at least 30 additional cleaners across Switzerland plus Team Clean with up to 70 asylum applicants from Zurich/Bern/Lausanne) with more available cleaning time (at least 15-30 minutes until alighting)
  - The main focus is contact surfaces such as handrails and buttons as well as surfaces such as tables/rests
  - Waste disposal
  - Toilet

### **Buses/trams/cableways/boats**

- Transport companies operating buses, trams, boats and cableways are to clean their vehicles regularly, at least once a day, to ensure cleanliness.
- In the current circumstances, the frequency of cleaning has already been increased and the focus placed on surfaces with which customers come into contact (e.g. handrails, handles, buttons and tables).
- During the change over time at terminus stations, surfaces with which customers come into contact are cleaned again when possible and waste is disposed of.
- The driver cleans / disinfects the driver's work area at every change of shift.

### **Cleaning of stations, stops and travel centres**

- Cleaning operations in stations have been intensified and the frequency of cleaning increased from 3 to 6 times a day. The focus there is placed on surfaces with which customers come into direct contact, such as, for example:
  - Lifts/lift buttons
  - Toilets
  - Ticket machines/screens
  - Benches and information points
  - Post boxes
  - Handrails
- Cleaning is carried out using disinfecting cleaning agents tried and tested on Covid-19.
- The thorough cleaning of platforms, shopping arcades, and underpasses is currently being carried out as a priority and its frequency increased from 4 to 6 times a year.
- The cleaning frequency at small stops in the outskirts has also been doubled.
- Increased intensity of cleaning at travel centres/points of sale: in mid-size and large travel centres the intensity of cleaning has been increased to 1-2 times a day, and in smaller travel centres to 1-3 times a week. Visible cleaning is carried out by staff daily.

### **Cleaning of stops in public spaces**

- An appropriate frequency for cleaning of public transport stop infrastructure in public spaces will be fixed according to need with the authorities responsible.

### **Cleaning of ticket machines and other customer-relevant infrastructure**

- Alongside travel centres, other customer-relevant infrastructure is also to be cleaned more intensively. That includes ticket machines, ATMs and lockers.
- At these touch points, the focus will be on the parts which customers have direct contact with, such as for example the touch screens.
- Many transport companies have been implementing these measures successively starting as early as the second half of March 2020.

## Ventilation / air conditioning

- At stops, the doors of vehicles are to open automatically (where technically/operationally possible) to facilitate the circulation of air. They will be closed depending on the weather conditions at the discretion of the transport company. Air conditioning filters are to be regularly cleaned according to the instructions of the manufacturer or replaced. Following clarification of issues concerning occupational health in consultation with the FOPH, the FOT has stated that there is no reason to believe based on current knowledge that the coronavirus can be transmitted via air conditioning and ventilation.

## Surfaces and objects

- Cleaning of surfaces in the vehicles is described above.
- In buildings where staff work, cleaning products have been made available so that work spaces can be cleaned regularly. These spaces are also to be cleaned regularly.

## Toilet facilities

- Toilets on vehicles are to be cleaned regularly and emptied in line with professional requirements (see introduction above). The transport companies are responsible for implementing this.
- For public spaces, the relevant authorities take decisions about the cleaning of toilet facilities and are responsible for implementing them.
- Toilet facilities at stations / stops: increased cleaning frequencies.

## Waste

- Waste bins on vehicles and at stations and stops are to be emptied regularly, even when they contain limited contents (see instructions above). In buildings where staff work, closed bins will be provided where possible. For public spaces, the relevant authorities decide on the emptying of waste bins and are responsible for implementing these decisions.
- Customers are asked to take waste with them when they alight if possible and dispose of it in the containers on the platforms.

## Work clothing and washing

- Use personal work clothing. Uniforms and work clothing are personal and are to be washed regularly because they could potentially become contaminated.
- Wash work clothes regularly with commercial detergent.

## 5. PEOPLE AT PARTICULAR RISK

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- COVID-19-Ordinance 3 extensively regulates the protection of employees at a particular risk. Employees belonging to a high-risk group and cannot be vaccinated for medical reasons and pregnant women are considered to be at particular risk under Art. 27a paragraph 10 and 10bis of 26.06.21. They may be deployed in public transport if the public transport protection measures and the requirements as per Article 27a paragraph 3 of Covid-19-Ordinance 3 are observed.

## 6. PEOPLE INFECTED WITH COVID-19 AT WORK

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- Company employees showing symptoms of COVID-19 are to be sent home and to follow the instructions of the FOPH (see [www.bag.admin.ch/isolation-und-quarantaene](http://www.bag.admin.ch/isolation-und-quarantaene)).
- A special guideline sheet based on FOPH requirements details the action to be taken when people have had contact with the infected person.

## 7. PARTICULAR WORK SITUATIONS

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### Personal protective equipment

- All staff may voluntarily wear protective equipment at any time.
- How to use personal protective equipment:
  - there are guides on the correct use of both gloves and protective masks. These guides are to be given to staff with the protective equipment. Active communication of these guides to all staff has also taken place.
- Various guideline sheets, e.g. on how to use masks or disposable gloves, will be made available to the transport companies on the websites of the system leaders.

## 8. INFORMATION / COMMUNICATION

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- Customers must be informed appropriately about the main requirements of the public transport protection plan before and during their journey (whole transport chain). This includes:
  - Placing information prominently on the website of the relevant company.
  - Information around stations and stops (posters, screens, departure boards, announcements)
  - Information on vehicles (posters, advertising posters, screens, announcements)
  - E-mails to customers / newsletter / social media
  - To increase the effectiveness of the information, consistent verbal and visual language must be used. This includes recognisable pictograms providing “corona communication”. This material is made available to download on the websites of the system leaders in agreement with the FOPH.
- Particular attention must be given to ensuring customer information is up-to-date (online timetable). Customers are requested to purchase their tickets via online channels wherever possible.
- Changes to the timetable situation must be announced as early as possible via the companies’ service communication and must be provided online as a minimum.
- Customers must easily be able to see what level of service is being provided by transport companies at any time. Invalid printed information must be removed or the remark “temporarily invalid” must be added.

### Information for staff

- The transport companies independently define the measures for protecting their staff on the basis of the FOPH guidelines and adapt them to their company.
- Staff are to be informed regularly about the specific instructions and guidelines via the internal communication channels of the relevant transport company.
- The companies (superiors, management) are responsible for enforcement and implementation. Quality control must be ensured as part of the quality management systems.

## 9. MANAGEMENT

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- The individual companies are responsible for planning, implementing and checking the individual components of the public transport protection plan. They are in contact with the system leaders and must keep up to date with any changes on the relevant information sites. The instructions of system leaders take the form of either definitive requirements, recommendations or examples and are classed accordingly. Each company must decide how the public transport protection plan is to be put in place within the company and implemented appropriately for customers. Company management is responsible for this and must be able to prove to the relevant authorities on request




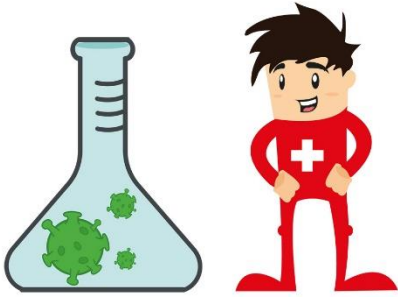
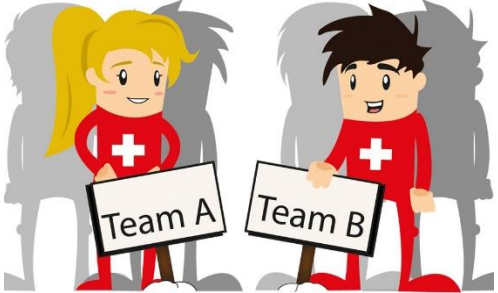

that implementation has taken place. The implementation and effectiveness of the protection plan are to be continuously monitored and amended if required.

### Unwell staff

- No employees who are ill with COVID-19 shall be permitted to work. Send the relevant staff home immediately.

# PROTECTION PLAN FOR PUBLIC TRANSPORT DURING THE COVID-19 PERIOD: ACCOMPANYING MEASURES

Version: 06 July 2020

<b>S</b>	<p><b>S</b> stands for “substitution”, which is only possible in the case of Covid-19 if sufficient distance is provided (e.g. when working from home).</p>	
<b>T</b>	<p><b>T</b> stands for technical measures (e.g. acrylic glass, separated work spaces etc.).</p>	
<b>O</b>	<p><b>O</b> stands for organisational measures (e.g. separated teams, amended shift planning).</p>	
<b>P</b>	<p><b>P</b> stands for personal protection measures (e.g. protective masks, gloves etc.).</p>	

The following measures must be adapted to reflect the specific situation of individual transport companies. At some points, concrete measures taken by SBB are mentioned for purposes of illustration. These serve as examples and are not binding for other public transport companies.

## 1. REQUIREMENT TO WEAR MASKS ON PUBLIC TRANSPORT

Passengers on public transport vehicles must wear a face mask from 6 July 2020. In accordance with the Federal Council Ordinance of 23 June 2021, the wearing of masks is no longer compulsory in open passenger areas of vehicles (including chair lifts and open ship decks).

From 19 October 2020, the requirement to wear a face mask will also apply in publicly accessible inside spaces. The requirement to wear a mask in outdoor areas of publicly accessible facilities and businesses is repealed as of 26 June 2021 (see section 1 Requirement to Wear Masks on Public Transport).

The recommendations of the FOPH should continue to be observed: if possible, the minimum distance should be maintained. In situations where this is not possible, a mask should also be worn in outdoor areas.

## 2. HAND HYGIENE

Everyone in the **company** must regularly wash their hands.

### Measures

Sanitiser dispensers have been installed in buildings where staff work.

Staff in direct contact with customers are equipped with a refillable hand sanitiser product.

Hygiene and behaviour rules are to be communicated proactively.

Staff in work spaces must be given the opportunity to wash their hands in line with the instructions. Moreover, in many passenger trains it is possible to wash one's hands in train toilets.

### Customers:

### Measures

**Sanitiser dispensers** have been installed in **travel centres/points of sale** and at selected locations in larger stations. Customers can disinfect their hands when entering and leaving the travel centre. In travel centres with various customer areas (e.g. Zürich HB with immediate sales, advice and sales, financial services and luggage/SBB Lost and Found office), a dispenser will be installed in all the areas.

#### **Sanitiser dispensers at main and secondary entrances to large stations:**

A total of 220 sanitiser dispensers will be installed at the main and secondary entrances to the 34 large stations. The customer should feel safe and protected from the moment of entering the station.

### Washing facilities

On many trains, customers have the opportunity to wash their hands in the train toilets. Additionally, large stations / stops / cableway stations have toilet facilities where washing is possible. Hygiene and behaviour rules for hand hygiene will be communicated proactively using the same consistent pictograms:



For public spaces, the relevant authorities are responsible for decisions concerning the opening of toilet facilities and for the implementation of these decisions.

### No cash payments

When entering travel centres, customers are reminded to pay for their purchase without using cash if possible.

## 3. MAINTAIN DISTANCE

Staff and others must maintain the minimum social distancing rules wherever possible.

### Measures

#### Station / stop:

Staff and customers must keep the minimum social distancing rules wherever possible.

- Distance markers for POS when counters are open.  
Implementation according to FOPH requirements. Markings on the ground will facilitate the keeping of the minimum social distancing rules between two waiting customers.
- Distance markers in front of lifts
- Distance markers in front of ticket machines

On platforms and at stops, there will be no distance markers, as this is not possible if passengers' safety is to be ensured.

Annex B applies to group reservations.

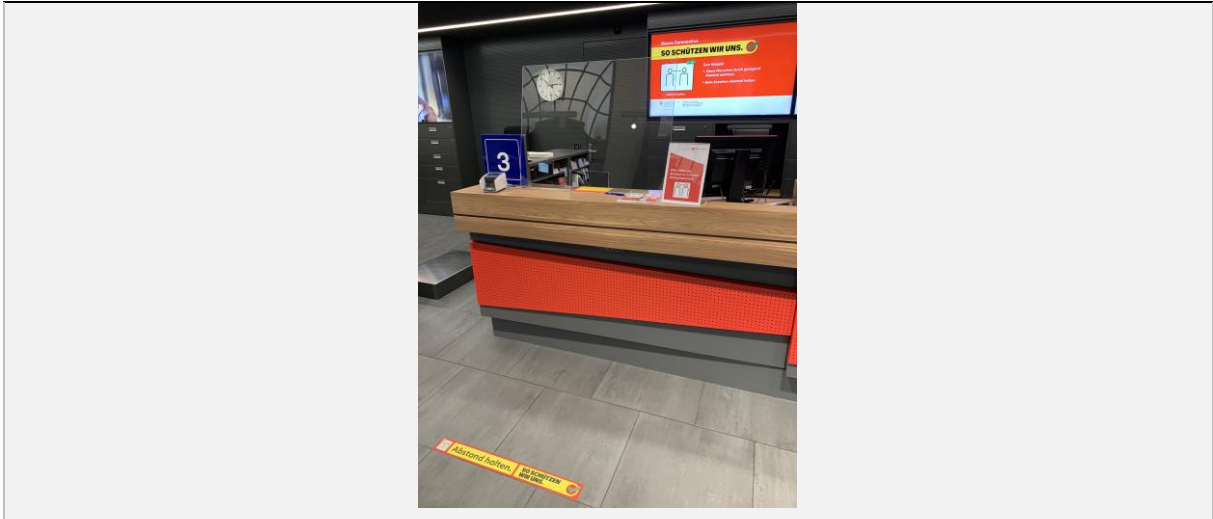
Waiting rooms at railway stations and stops may be opened. This will be carried out in conjunction with the requirement to wear a face mask, more frequent cleaning of the premises and, if necessary, the provision of additional sanitation facilities in those areas.

Ordered closures of shops and food and drink outlets must also be implemented in stations in line with FOPH guidelines.

#### During the journey:

Customers are to be reminded of the FOPH instructions in force during their journey (via customer information, screens, announcements, pictograms etc.).

The Maintain Distance pictogram is to be used consistently on posters and on screens.



Existing, vehicle-related measures to protect customers and staff will be continued:

- doors will open automatically on all vehicles, wherever technically and operationally possible. They will be closed depending on the weather conditions at the discretion of the transport company.
- doors at the front of road vehicles (buses) on which tickets are not sold will remain closed. Access through the doors at the front of vehicles will only be provided for the purpose of ticket purchases and/or access by passengers with visual impairments.
- The first row of seats no longer needs to be blocked off if the driver's workspace is separated with a protective screen (road public transport).



- separate and clearly differentiated or specially labelled areas will be made available to staff on duty (customer attendants) and train crew. (Staff have to leave this area to dispatch trains, be present in the vehicle (security staff), check tickets and provide boarding assistance to disabled passengers) (rail public transport).
- where maintaining distance is not possible, the instructions on the protection of customer-facing staff must be followed.

Social distancing can only be maintained if seating capacity remains in line with the 2020 annual plan, as far as the capacity of the transport companies allows for this.

Customers are strongly urged to avoid travelling in peak times and to choose connections with lower occupancy for their journeys. To achieve this, approaches and appeals to direct customers away from peak time which have already been tested could be used, e.g. the "work-smart initiative".



Occupancy projections must be built into online timetables – as far as this is technically possible and data are available.

Transport companies are to call on people to show personal responsibility and solidarity and to be considerate of each other's needs.

Passengers are asked to make space for those alighting and to form a queue.

Use pictograms showing how passengers should spread out in the vehicle.

**Rail:**

Recommence passenger counts (manually or technically) to produce data for the spacing of passengers on trains and for occupancy projections. At SBB, the Präsenz-App (presence app) will be in use again from 27 April.

Additional communication to customers by passenger attendants where available (direct, manual or automatic announcement).

### Work where keeping the minimum distance is not possible

Consideration of specific aspects of work and work situation to ensure protection

#### Measures

Passengers on public transport vehicles must wear a face mask from 6 July 2020. In accordance with the Federal Council Ordinance of 23 June 2021, the wearing of masks is no longer compulsory in open passenger areas of vehicles (including chair lifts and open ship decks).

From 19 October 2020, the requirement to wear a face mask will also apply in publicly accessible inside spaces. The requirement to wear a mask in outdoor areas of publicly accessible facilities and businesses is repealed as of 26 June 2021 (see section 1 Requirement to Wear Masks on Public Transport).

The recommendations of the FOPH should continue to be observed: if possible, the minimum distance should be maintained. In situations where this is not possible, a mask should also be worn in outdoor areas.

Staff in direct contact with customers are to wear a protective mask. This applies particularly to attendants and ticket inspectors, staff providing assistance, cleaning personnel, security personnel and sometimes also to drivers (e.g. during ticket sales, closed-off transport services for schools).

The existing customer and staff protection measures at staffed points of sale will be maintained:

- Sales staff are to serve customers through plexiglass windows.
- Additional installation of plexiglass windows between counter in light of the expected increase in customers from 27 April / 11 May.
- Masks
  - Staff at counters, behind plexiglass: From 25 October 2020, the requirement to wear a mask also applies for employees here.
  - Staff in contact with customers, for example working at travel centre reception, handing out luggage, training at ticket counters, providing services to the disabled or maintaining ticket machines: wear a mask.

When checking tickets, staff must not touch SwissPasses / tickets without gloves until further notice. Instead, they will perform a visual ticket inspection.

If a person is arrested by the SBB Police, the person will be given a protective mask or the mask will be placed on the person. In cases of immediate physical contact, SBB police officers protect themselves and those they deal with by using protective masks, gloves and protective glasses.

In some cases (not at all stations), the lifts have been equipped with notices: only 1 person per lift, keep lifts free for people with reduced mobility.

## 4. CLEANING

Regular cleaning of surfaces and objects after use as required, in particular if they are touched by multiple people.

### Measures

Cleaning will increasingly focus on contact surfaces:  
Handrails, handles and buttons will be cleaned several times a day.

Cleaning will be made visible to passengers:

- Additional cleaning “in sight of passengers” will take place during journeys, for example using asylum applicants (example SBB measure).
- On board vehicles, passengers will be reminded who last cleaned the vehicle and when (example SBB measure):
  - Placing a notice on toilet mirrors: Fixing synthetic paper on toilet mirrors with a personal message: “This toilet was cleaned for you on....” (or at non-conventional places so that it surprises passengers and they have a lasting positive memory of it)
  - Leaving cards on coaches with a personal greeting and a picture of the cleaning teams (may be related to a depot, e.g. Team Clean Lausanne). Consciously placing notices on essential objects such as toilets, seats, handrails (U-shaped): “This handrail has been cleaned for you.”

The driver’s cab is cleaned / disinfected by on-board staff at every change of shift.

### Additional cleaning of public spaces at stations and travel centres:

Public facilities and travel centres will be cleaned more frequently based on the specific requirements of the relevant transport company.

SBB cleaning examples:

- First phase: On 16 March 2020, the cleaning frequency for Chiasso, Lugano, Bellinzona and Locarno Travel Centres in Ticino was increased to daily.
- Second phase: On 27 March 2020, the cleaning frequency for the other large and medium-sized travel centres was increased to once/twice a day. In the other, smaller travel centres, cleaning takes place 1 to 3 times a week. The customer consultants who work there clean staff and customer spaces to the best of their ability.
- More frequent cleaning of ticket machines and ATMs including touch screen surfaces (including luggage facility surfaces) and lifts in stations.

## 5. PEOPLE IN PARTICULAR DANGER

### Measures

Employees belonging to a high-risk group and cannot be vaccinated for medical reasons and pregnant women are considered to be at particular risk under Art. 27a paragraph 10 and 10bis of 26.06.21. They may be deployed in public transport if the public transport protection measures and the requirements as per Article 27a paragraph 3 of Covid-19-Ordinance 3 are observed.

## 6. PEOPLE INFECTED WITH COVID-19 AT WORK

### Measures

Behaviour directive in accordance with BAG instructions

## 7. PARTICULAR SITUATIONS AT WORK

Consideration of specific aspects of work and work situations to ensure protection.

### Measures

The transport companies are required to protect the health of their staff with appropriate measures and take further measures in line with the STOP principle (substitution, technical measures, organisational measures, personal protective equipment). Working from home is recommended and the Employment Act applies.

When sitting or standing at work (e.g. at a desk or machine), masks are no longer obligatory if the minimum distance is adhered to. Masks may be worn at any time. Exception: staff in contact with customers must wear a mask even when behind plexiglas.

For the protection of employees, masks must be worn at all times in **indoor areas** if the minimum distance cannot be adhered to. As soon as people leave their workspaces or move through buildings or rooms, masks must be worn. In meeting rooms, lounges and break spaces, masks must still be worn and the distancing rules must also be observed.

In **outside areas** (e.g. on platforms), masks do not need to be worn if the minimum distance is adhered to. The rest of the protection plan continues to apply as previously.

## 8. INFORMATION / COMMUNICATIONS

Information for staff and customers about the instructions and measures.

### Measures

Staff information

Information on the staff intranet, messenger systems, posters, screens, staff meetings

Customer information

Use of consistent verbal and visual language, pictograms:

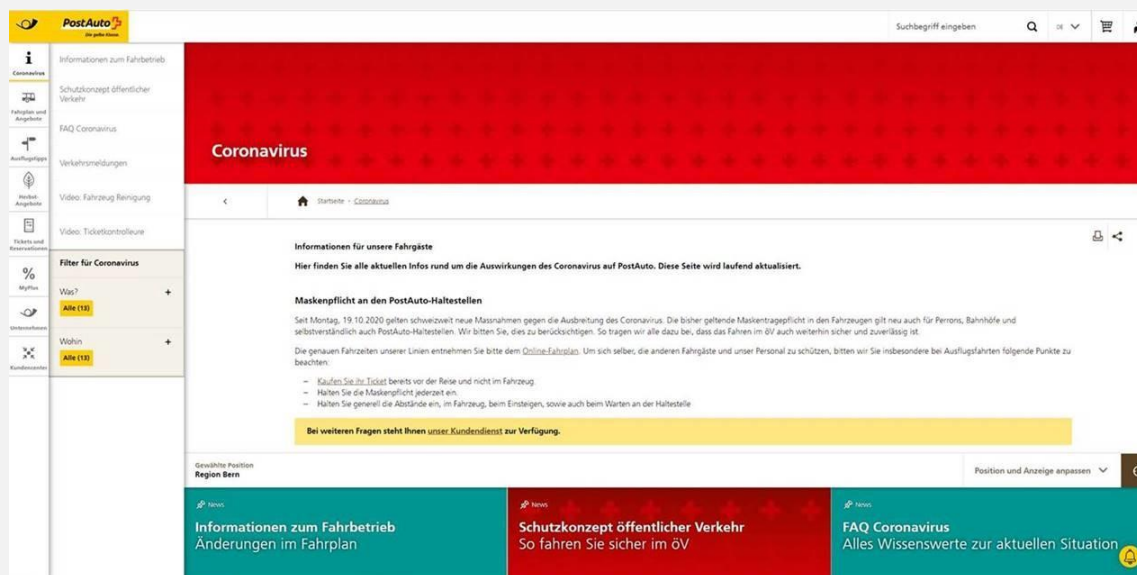
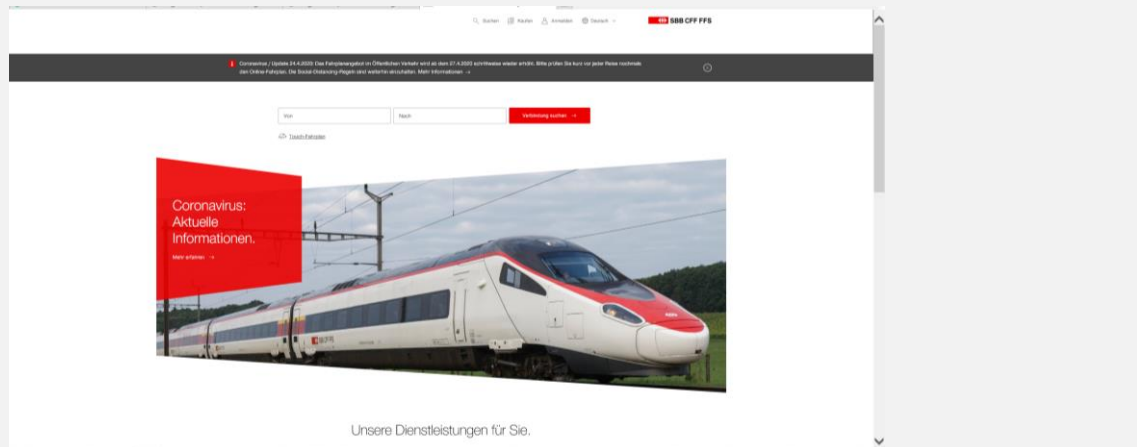
Neues Coronavirus Aktualisiert am 6.7.2020

# So schützen wir uns im ÖV.

- NEU** Maske tragen.
- Abstand halten.
- Stosszeiten vermeiden.
- Billett online kaufen.
- Hygieneregeln beachten.
- Platz lassen.



Changes to services due to corona and behaviour rules to be placed prominently, e.g.:



**Desired result of information provision:**

- Customers know how to travel safely using public transport and are informed about the public transport service offer.
- Increase confidence in public transport use.
- Behaviour tips with pictograms and simple messages.
- Templates with pictograms and messages will be made available to all transport companies as a download.

## Communication support

The information will be passed on to customers in these phases. Each phase will be supported by a communication campaign. In phase III (the current situation) there is now a distinction between step 1 "First openings" and step 2 "New normal".



Phase III is subdivided into two steps for stimulation:

	Schritt 1 «Erste Öffnungen» Fokus: Zu Freizeitaktivitäten mit dem ÖV inspirieren.	Schritt 2 «Neue Normalität» Fokus: Stammkunden binden und Modalsplit erhöhen.
	⇒ Keine unnötigen Rabatte verschenken. Mit bestehendem Sortiment inspirieren.	⇒ Verlorene Kundschaft u.a. mit Rabatten zurückgewinnen.
Freizeit CH	<b>Kunden möchten wieder spontan Freizeitbedürfnisse befriedigen</b> => Ankurbeln mit bestehendem Sortiment und Inspiration	<b>Kunden planen wieder Freizeitaktivitäten mittel-/langfristig</b> => Ankurbeln mit Rabatten (HTA, Ausflugs-Abo, höhere Sparbillette-Rabatte, TK-Aktionen) und Inspiration
Pendler	<b>Pendler wollen bzw. können wieder an den Arbeitsplatz</b> => Zurückhaltung	<b>(Ehemalige ÖV-)Pendler planen wieder mittel-/langfristig</b> => Winback mit Abo-Rabatten (GA, Verbund-Abo)
Die zwei Schritte können sich für einzelne Segmente überschneiden (z.B. Schritt 2 Jugend kann sich mit Schritt 1 von anderen Altersgruppen überschneiden)		

**Step 1 "First openings"**: encouraging customers to do leisure activities via marketing campaigns (firstly within their region using local services, and then nationally in the mid- to long-term). No discounts or special offers. The start of step 1 will depend on Federal Council decisions and market developments.

**Step 2 "New normal"**: winning back regular customers with and without discounts and promoting leisure activities with attractive public transport offers.

The two steps may overlap for certain segments. For example, with young people returning to public transport and participating in leisure activities across the whole of Switzerland at the same time.

## Implementation of the phases

- Online channels:
- Campaign hub with behaviour rules on sbb.ch, system leader websites **sbb.ch/covid-info** and **covid-info.postauto.ch**. Transfer 1:1 to other transport company websites.
- Transport company online touch points, SBB app, sbb.ch.
- Social Media
- Websites relevant to commuters (e.g. 20 Minuten online etc.).
- Offline channels:

- Successive roll-out of posters, stickers etc. on platforms, at stations and stops, on trains, buses, trams etc. (rail posters, glass panels, doors tbd).
- Make message visible on cleaning vehicles, cleaning staff clothing, at counters, ticket machines, disinfection points at stations etc.
- Modify to fit regional need of French-speaking Switzerland and Ticino.

## 9. MANAGEMENT

Implementation of the directives in management to efficiently implement and adapt protection measures.

### Measures

Appropriate measures are the creation of a task force or similar to work on suitable capacity including representatives of company management, who ensure that the components of the protection plan are implemented throughout the company.

System leaders will inform partners about the current situation and orders by producing regular reports.

## 10. OTHER PROTECTION MEASURES

### Measures

People with restricted mobility will continue to be greeted on public transport as before. Where social distancing is not possible (boarding assistance), our staff will take measures to protect themselves and others.

## CONCLUSION

Was this document developed based on a solution for the entire industry?:  Yes  No

This document was sent and explained to all staff.

Bern, \_\_\_\_\_

On behalf of the FOT:

Dr. Peter Füglistaler  
FOT Director

On behalf of Postauto AG  
(PostBus)  
road system leader:

Christian Plüss  
Head of Postauto AG  
Member of the Swiss Post Management Board

On behalf of SBB AG  
rail system leader:

Vincent Ducrot  
CEO SBB AG

## ANNEXES

### A. INTERNATIONAL PASSENGER SERVICES

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#### Area of validity

Covers cross-border services to Germany, Austria, France, Italy and Liechtenstein.

#### Basic rules

##### **The principle of territoriality applies.**

When the passenger is travelling through a given country, the official orders of that country have effect.

##### **Passengers bear personal responsibility.**

Passengers are personally responsible for knowing and following the orders of the authorities in the area they are travelling through.

##### **The transport companies inform passengers:**

Passengers must be informed appropriately about orders by the authorities in force along the entire route of their journey and/or at their destination (notice in the timetable (HIM report), information at the ticket counter, announcements/displays on the transport service on departure and/or when entering a specific area ...).

##### **The transport companies must inform their staff**

The transport companies are responsible for providing their staff working on cross-border routes with information about the rules in force in the relevant country and for making sure staff have the documents required.

##### **The transport companies will inform their partner companies abroad.**

The transport companies will inform their partner companies abroad about the special requirements applicable in Switzerland based on this protection plan if they run services based on cross-border co-operation. The partner companies will ensure the provision of information for customers abroad before entry into Switzerland.

The Swiss transport company is responsible for providing this information if they run their own transport operations starting in Switzerland and going abroad.

#### Accompanying measures

- Transport companies inform passengers appropriately about orders by the authorities in force along the entire route of their journey and/or at their destination (notice in the timetable (HIM report), information at the ticket counter, announcements/displays on the transport service on departure and/or when entering a specific area ...).
- Transport companies running cross-border services can provide the relevant documents for passengers on their websites (e.g. self-declaration for passengers). Passengers bear personal responsibility for following the orders of the authorities in the area they are travelling through and for printing and correctly filling in the documents required.
- The territorial principle also applies to catering services.
- If additional requirements are laid down abroad (cleaning requirements, seat reservations ...), a decision as to whether series can run will be taken on a case-by-case basis. Developments abroad will be followed very closely.
- Staff on cross-border services must follow the prescriptions in force in the country they are travelling through.

## B. GROUP TRAVEL BY PUBLIC TRANSPORT

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### Scope of application

- Group travel is permitted as long as there is no general ban on events issued by the Federal Council. Implementing and enforcing bans on gatherings is not the responsibility of the transport companies but of the relevant cantonal authorities.
- Group travel is generally subject to the protection plan for public transport. In the following section, only specificities/details relating to group travel are listed.
- The customer who registers the journey is responsible for following the rules in force regarding group travel and other events. The transport companies shall make customers aware of the rules when accepting group registrations / group journey bookings. They shall also inform customers that the Federal Council has laid down limits on the size of groups and that these must be adhered to, in particular with regard to private events and excursions, and that these rules can be consulted on the FOPH website. Public transport staff are not responsible for sanctioning “rule-breaking” people/groups travelling on the basis of the product bought or their behaviour.
- Customers may be made aware of alternative connections to support the implementation of the protection plan. Exceptions to the requirement to transport passengers can be made if the FOPH stipulations cannot be followed (affects in particular bus companies, refusal of travel. Guidelines for staff will be prepared).

### Basic rules

#### *Bookings/purchase*

- Bookings are made normally via a point of sale (online/phone reservations are recommended). Temporary modifications to the sales process should be avoided.
- Group travel should also be booked contactless where possible, with delivery of tickets by post or online.

#### *Space allocated/size of groups/positioning of groups on the vehicle*

- The group travel centres will pay particular attention to ensuring that no standing places are issued when allocating groups on trains.
- The group should ideally be allocated to the front or the rear of the train. On double-deck long-distance trains, priority is to be given to the lower deck to limit the number of people passing through. Moreover, only one group should be allocated to each vehicle deck. Allocation to special areas should be avoided if possible (e.g. driving trailers on IC2000 trains).

#### *Protection measures within the group*

- The information sheet “Safety concept: travelling safely on public transport” will be given to groups.
- The general requirement to wear face masks on public transport also applies to groups (see section 1 Requirement to Wear Face Masks).
- The group leader is responsible for ensuring the protection plan is followed and the group is equipped with protective masks.

### Accompanying measures

- Sales staff information
- Train crew information
- Publication of behaviour rules / travel notices for groups on the relevant website

## C. RAIL CATERING

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### Scope of application

These provisions cover dining cars on regular services on standard and narrow gauge lines. These include offers such as minibars / railbars / ServiceStation and at-seat catering. Dining cars on tourist railways and charter services are also included. Alongside the catering services provided by Elvetino AG on SBB long-distance services, the provisions also apply to Zentralbahn's dining cars and catering offers and the premium panorama trains Bernina Express, Glacier Express, Golden Pass and Gotthard Panorama Express. These stipulations exclude restaurants run by transport companies which belong to the [Swiss Cableways Association](#) (Swiss Cableways) and the [Association of Swiss Navigation Companies](#). These are covered in this protection plan by Annex E Cableways / Boats.

### Basic premises

Restaurant closures ordered by the FOPH also apply to restaurants on trains. Services which continue on trains must be conducted in line with FOPH guidelines (particularly regarding take-away services).

Given the specificity of rail operations, the protection plan for public transport and this annex have been prepared for rail catering services. This work draws on the protection plan for the gastronomy sector with the relevant changes made.

In particular, the hygiene and social distancing measures stipulated by the [FOPH](#) must also be followed in this context. In addition to the protection plan for public transport, the following points must be observed in particular for rail catering.

Catering on board trains is divided into: bistros/dining cars (e.g. Elvetino Bistro), take-away bars, at-seat service (e.g. meals served at seat on panorama trains) and vending machine areas.

~~The company will record the contact details of passengers to enable the tracing of any infection chains.~~

~~The contact details of one guest per table **must** be collected.~~

~~The operator will inform the persons present about the following points:~~

~~— the likely inability to maintain the required distancing and the ensuing increased risk of infection;~~

~~— the possibility of being contacted by the relevant cantonal authority and their power to impose a period of quarantine in the event of contact with persons infected with Covid-19.~~

### **The following information will be recorded:**

~~First name, surname, place of residence, telephone number, date, time, seat or table number, journey (from — to) and coach number.~~

~~The contact details recorded cannot be processed for any other purpose, must be held for 14 days after participation in the event or visit to the company and will then be immediately destroyed.~~

### **Bistros/dining cars with table service**

#### DISTANCING

- ~~People aged 16 and over must present a Covid certificate in bistros/dining cars/boat restaurants (indoor areas).~~
- ~~Customers are to be informed of the requirement to present a Covid certificate before they enter the dining car/boat restaurant, e.g. by means of posters.~~
- ~~The catering operator's staff are responsible for checking the certificates.~~
- ~~Certificates must always be checked before orders are taken.~~

- By limiting access for people aged 16 or over to those with a Covid certificate, the requirement to wear a mask and to consume meals and drinks sat down will be waived.
- Face masks must be worn if people leave the dining car (e.g. when looking for the toilet).
- ~~— The requirement to wear masks on public transport also applies in restaurants on board trains, i.e. even in the dining car, in accordance with the implementing provisions of the Covid-19 Ordinance Art. 3b. It is not necessary to wear a mask at the table. A face mask must be worn when moving about (e.g. while on the way to a table or the toilet). Food and beverages may only be consumed while seated.~~
- ~~— The aim of this exemption is to enable eating and drinking in the dining car. Passengers who stay in the dining car without consuming anything must be made aware of the requirement to consume food or beverages in the dining car or alternatively of the requirement to wear masks.~~
- ~~— Block off seats and/or entire tables or install suitable distancing apparatus (e.g. Plexiglas) to guarantee that the minimum distance is maintained at all times. Take impacts on vehicle approval / fire safety into consideration.~~
- ~~— Staff must know the maximum number of people allowed to stay in the dining car at any one time.~~
- ~~— No free choice of seat -> steward to allocate seat according to availability — customers are to be informed about this before entering the dining car e.g. with posters.~~

## HYGIENE

- The requirement to have a Covid certificate does not apply to staff who have contact with customers. Staff who have contact with customers must continue to wear a mask, unless the catering operator has introduced a requirement to have a Covid certificate. Disposable gloves may also be used.
- Use disposable tablecloths and napkins (if a closed bin is available for disposal) – an alternative possibility is plastic tablecloths which can be disinfected.
- Disinfect the menu after serving each customer or use disposable menus.
- Change gloves before and after preparing each meal
- Regularly disinfect your hands with hand sanitiser
- Recommend cashless payment.

## Take-away bar area

### DISTANCING

- There is no requirement to have a certificate.
- Poster on the entrance door with rules for passengers and the maximum number of passengers allowed into the take-away bar area
- Distance marker in front of the bar
- Staff must know the maximum number of people allowed to stay in the coach at the same time.
- The general requirement to wear masks on public transport applies to customers.
- Face masks may be removed for eating and drinking (regardless of whether this is provided/sold by a caterer or brought by the passenger) in accordance with the implementing provisions of the Covid-19 Ordinance Art. 5, but only while the food and drink is being consumed and provided that eating is generally permitted in the vehicle.

## HYGIENE

- Serve customers with a protective mask.  
Disposable gloves may also be used.
- Regularly disinfect your hands with hand sanitiser

- Recommend cashless payment.

### At-seat service or railbar

#### DISTANCING

- **There is no requirement to have a certificate.**
- The customers themselves bear responsibility for keeping to the distance rules in open seating areas. Serving staff can help them find alternative seats.
- The general requirement to wear masks on public transport applies to customers.
- Face masks may be removed for eating and drinking (regardless of whether this is provided/sold by a caterer or brought by the passenger) in accordance with the implementing provisions of the Covid-19 Ordinance Art. 5, **but only while the food and drink is being consumed and provided that eating is generally permitted in the vehicle.**

#### HYGIENE

- Disinfect tables before serving non-packaged meals (no tablecloth)
- Disinfect the menu after serving each customer or use disposable menus.
- Wear a protective mask when serving customers.  
Disposable gloves may also be used.
- Change gloves before and after serving each meal
- Regular disinfection of hands with hand sanitiser
- Recommend cashless payment.

### Vending machine area on the train

#### DISTANCING

- As for machines at stations (ticket machines, ATMs), distance markers must be provided where space allows and this does not block the flow of people on the vehicle disproportionately.
- The general requirement to wear masks on public transport applies to customers.
- Face masks may be removed for eating and drinking (regardless of whether this is provided/sold by a caterer or brought by the passenger) in accordance with the implementing provisions of the Covid-19 Ordinance Art. 5, **but only while the food and drink is being consumed and provided that eating is generally permitted in the vehicle.**

#### HYGIENE

- Clean contact surfaces on buttons and touch displays and the output trays more frequently. Make the cleaning as visible as possible for customers, for example by adding additional “cleaned for you” notices/stickers.
- Recommendation:  
Including hand sanitiser and protective masks, if possible packed singly, in the vending machine range is recommended.  
Provide appropriate special labelling for these products.



## D. RAIL AND ROAD TOURIST SERVICES (INCLUDING COG AND HERITAGE RAILWAYS) / CHARTERS

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### Scope of application

For the purpose of this protection plan, rail and road tourist services include services specially conceived to meet the needs of tourism which run in addition to scheduled (normally clockface) services under concession. Often these services are characterised by limited, seasonal periods of operation, non-clock-face timetables, obligatory reservations and on-board catering. Rail charters are considered tourist services for the purpose of this plan. Mixed service offers (lines which provide both regional passenger services and tourist services) are not considered tourist services.

This Annex D to the protection plan does not cover transport companies which are members of the [Swiss Cableway Association](#) SBS (Swiss Cableways) or the [Association of Swiss Navigation Companies \(VSSU\)](#). In exceptional cases and following agreement with SBS/VSSU, these companies can follow the rail and road protection plan (e.g. for connections within cities). Provisions for the catering sector on rail services are laid down in Annex B, catering for cableways and on boats in Annex E. Annex C applies to group travel on public rail and road transport.

### Basic rules

In principle, the rules laid down in the protection plan for public transport also apply to tourist and charter services. Additionally, note the following points for tourist services.

### Information

Make customers aware of the provisions of the public transport protection plan and the relevant annexes when making their purchase/booking if possible, at the latest when the journey is confirmed by the transport company.

### Distancing

Passengers on public transport vehicles must wear a face mask from 6 July 2020. In accordance with the Federal Council Ordinance of 23 June 2021, the wearing of masks is no longer compulsory in open passenger areas of vehicles (including chair lifts and open ship decks).

From 19 October 2020, the requirement to wear a face mask will also apply in publicly accessible inside spaces. The requirement to wear a mask in outdoor areas of publicly accessible facilities and businesses is repealed as of 26 June 2021 (see section 1 Requirement to Wear Masks on Public Transport).

On-board staff must help customers to follow these rules, e.g. by helping them choose seats or find alternative seats available.

To ensure the minimum distance is kept before passengers even travel, a technical approach using fares and sales restrictions (where reservations are obligatory) can be implemented at the booking stage.

### Non-public journeys / Charters

On charter services in vehicles that are separated from the rest of the transport service, exclusive access is only granted to persons who have ordered the service and guests they have invited. Such services are not deemed public transport in accordance with Art. 5 of the Covid-19 Ordinance but instead events for a closed group of users. Specific protection plans must be drawn up in this case.

*Please note: an additional protection plan that takes account of the specific requirements of charter services exists for SBB charter services: the charter protection plan applies to all charter journeys and adventure trips organised by SBB Charter and can be requested by e-mailing [TeamP@sbb.ch](mailto:TeamP@sbb.ch).*

## Hygiene

Luggage transport can continue if passengers can load/unload their own luggage while being monitored by the driver.

If possible, passengers should use cashless payments for all on-board services not provided for free.

## E. 1) CABLEWAYS

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### Scope of application

Annex E of the protection plan applies to transport companies which are members of the [Swiss Cableway Association](#) (SBS).

### Basic rules

In principle, the rules of the protection plan for public transport apply to cableways, whether they serve a population or not. Passengers on public transport vehicles must wear a face mask from 6 July 2020. In accordance with the Federal Council Ordinance of 23 June 2021, the wearing of masks is no longer compulsory in open passenger areas of vehicles (including chair lifts).

From 19 October 2020, the requirement to wear a face mask will also apply in publicly accessible inside spaces. The requirement to wear a mask in outdoor areas of publicly accessible facilities and businesses is repealed as of 26 June 2021 (see section 1 Requirement to Wear Masks on Public Transport).

Seilbahnen Schweiz, the association of Swiss cableways, has provided the basis for company protection plans with the document 'Grundlagen für Schutzkonzept Seilbahnen COVID-19' ('Basis for COVID-19 cableway protections plans'): <https://www.seilbahnen.org/de/Service/Corona-Virus>.

## E. 2) BOATS

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### Scope of application

Annex E of the protection plan (this document) applies to transport companies which belong to the [Association of Swiss Navigation Companies \(VSSU\)](#).

### Basic rules

In principle, the rules of the protection plan for public transport apply to boats, whether or not they serve a population. In addition to the public transport protection plan, note the following points for boats.

### Distancing

Passengers on public transport vehicles must wear a face mask from 6 July 2020. In accordance with the Federal Council Ordinance of 23 June 2021, the wearing of masks is no longer compulsory in open passenger areas of vehicles (including open ship decks).

From 19 October 2020, the requirement to wear a face mask will also apply in publicly accessible inside spaces. The requirement to wear a mask in outdoor areas of publicly accessible facilities and businesses is repealed as of 26 June 2021 (see section 1 Requirement to Wear Masks on Public Transport).

Floor markings or notices will be used to ensure the distance between customers and/or employees is maintained at boat stops.

Customers will be notified about the requirement to wear masks inside and the other parts of the protection plan before the start of their journey (e.g. on the transport company's website) and on site by means of pictograms.

Tourist services in Switzerland form an open system with neither obligatory reservations nor physical barriers at stations and stops.

### Hygiene

Navigation companies must clean their vehicles regularly, at least once a day, to ensure cleanliness.

### Specific measures

Tourist services in Switzerland cover a wide range of different means of transport. For this reason, there are specific measures which only apply to or could make sense for one particular type of vehicle (means of transport). More detail will be provided in the following specific implementation measures for individual means of transport.

Note that all of the specific measures to be implemented by the tourist transport operators are compatible with the basic stipulations of the system leaders for rail (SBB) and road (PostBus). Specific further developments and stricter stipulations for tourist services are possible and must be laid out in the specific stipulations which follow.

- From 6 July 2020, there will **no longer** be a reduction of capacity on boats to 50% of the normal maximum.
- The following guidelines apply to on-board catering:
  - People aged 16 and over must present a Covid certificate in boat restaurants (indoor areas).
  - Customers are to be informed of the requirement to present a Covid certificate before they enter the dining car/boat restaurant, e.g. by means of posters.
  - The catering operator's staff are responsible for checking the certificates.
  - Certificates must always be checked before orders are taken.

- By limiting access for people aged 16 or over to those with a Covid certificate, the requirement to wear a mask and to consume meals and drinks sat down will be waived.
- Face masks must be worn if people leave the boat restaurant (e.g. when looking for the toilet).
- The guidelines laid down by GastroSuisse/Hotellerie Suisse apply. ~~Among other stipulations, the guidelines of GastroSuisse require compliance with distancing rules.~~
- ~~The on-board restaurant must record the contact details of guests to enable the tracing of any infection chains. The contact details to be recorded are: first name, surname, place of residence, telephone number, date, time and table number.~~
- The locations where passengers embark and disembark are deemed hotspots and must be optimally managed by the transport companies as far as possible in the event of large numbers of passengers. (see point on Distancing).
- Customers must be made aware of predicted levels of occupancy on individual routes at specific times with appropriate measures (information on websites, digital reservation opportunities etc.) before departure and should be managed as far as possible.
- Navigation companies operating in waters forming a border with another country must align their protection plan with the instructions of the authorities of the neighbouring country and make modifications if necessary.
- For group travel, see the scope of application given in Annex B of this protection plan.

### Non-public journeys

Services not published according to the timetable, such as special event or themed trips, with mandatory prior registration of passengers are subject to the same protection plan or the protection plan of GastroSuisse **for events in public places.**

## F. TICKET SALES BY BUS DRIVERS

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### Scope of application

This annex to the protection plan applies to transport companies running buses on which drivers sell tickets.

### Basic rules

The rules of the public transport protection plan apply, and the following points must also specifically be followed. The individual transport companies are responsible for running and planning sales to secure income and provide customer access to public transport in agreement with the authorities which order the services.

### Recommended protection measures

#### Measures to be taken inside the vehicles

- Boarding via the front door is only to be made possible for passengers who need to purchase a ticket. Drivers may also open one side of the door only. All other passengers must board via the rear doors. Exception: the visually impaired may continue to board via the front doors.
- Passengers may only alight via the rear doors.
- The front rows of seats will remain blocked off for passengers to ensure distance from the driver is maintained. These seats will be blocked to the right and left along the main aisle. The front row of seats no longer needs to be blocked off if the driver's workspace is separated with a protective screen (public transport-road).
- Floor markings along the first row of seats (seat rests) will also remind people standing to maintain distance.
- To influence customer behaviour, information posters must be placed on the front doors and also inside the bus towards the front to make passengers aware of these measures.
- The driver's cab can be equipped with protection screens. Retrofitted protection screens must meet the requirements of the Ordinance on technical requirements for road vehicles (Verordnung über die technischen Anforderungen an Strassenfahrzeuge (VTS)).

#### Measures affecting ticket sales

- Based on the hygiene and distancing rules of the Federal Office of Public Health (FOPH), drivers are to wear a face mask at least for the duration of ticket sales procedures. Following the Confederation's requirements for retail trade, staff who come into contact with customers must wear a mask even when a protection screen is in place.
- Hands must be washed regularly with hand sanitiser.
- Based on the requirement to wear masks and with reference to the applicable hygiene and distancing rules of the FOPH, passengers must also wear a face mask when purchasing tickets.

### Recommended accompanying measures

- Measures for increasing passenger awareness of the protection measures, urging them to buy tickets in advance via digital channels where possible (mobile ticketing apps / online) or – where available – to purchase at ticket machines at stations or stops; for example, by providing information on screens on board vehicles, on websites and/or by requiring drivers to hand out information cards when selling tickets.
- Information for transport company points of sale and control staff
- Enable contactless payment