

Making the railway system
work better for society.

Annex 2 – Table of measures (version 21 July)

Topic	Chapter of the Protocol	In Stations	In trains	Suggested measure	Responsibility
Equipment and supplies					
Protective screens for staff	5.2	X	X	Wherever staff members interact with passengers from fixed locations such as, but not limited to, ticketing and information counters, protective barriers and/or screens should be installed to facilitate safe interaction, such as the handover of the required documents .	Railway undertakings; station managers
Hand sanitizers	5.2	X	X	Provide sufficient equipment to facilitate hand hygiene and clearly mark the location of the dispensers in frequently used areas, clearly visible for passengers and accessible for people with reduced mobility. The output of hand sanitizers must be sufficient for thorough hand disinfection.	Railway undertakings; station managers
Hand washing facilities	5.2	X	X	Ensure the availability of handwashing facilities, stocked with soap and disposable tissues to dry hands.	Railway undertakings; station managers
Face masks for passengers	5.2	X		Ensure that face masks are available for purchase , e.g. through vending machines or in station shopping areas.	Railway undertakings; station managers
Measures for train drivers	5.2		X	For train drivers that work in a cabin where air conditioning is shared with the passengers, direct the airflow away from directly at the driver, increase the air exchanges with outside air and ensure the presence of a physical barrier between the driver and passengers.	Railway undertakings
Face masks for staff	5.2	X	X	Provide face masks for staff . Disposable gloves for staff, including ticket collectors, are not considered an effective measure for the prevention of COVID-19.	Railway undertakings; station managers
Reduce over-crowding	5.2	X		Implement dedicated lanes or otherwise separate passenger flows at stations, including on platforms, wherever operationally feasible.	Railway undertakings; station managers
Reduce over-crowding	5.2	X	X	Remove or move items that may increase over-crowding , e.g. benches, tables.	Railway undertakings; station managers
Appropriate disposal	5.2	X	X	For safe disposal of used face masks and tissues, open or "no-touch" bins should be available at the station and single-use waste bags should be available on board trains.	Railway undertakings; station managers
Provision of information					
Health information	5.1	X	X	Ensure that travel recommendations for symptomatic passengers and other health information are displayed in stations and trains, including specific measures at that particular location. Information should be easily accessible, accurate, timely, frequent and available to all travellers through different channels (e.g. websites, travel apps, screens, announcements, leaflets, posters).	Railway undertakings; station managers; local public health authorities
Appropriate disposal of face masks	5.2	X	X	Provide information to passengers regarding the available container for disposal of used face masks and tissues.	Railway undertakings; station managers
Touching of surfaces	5.2	X	X	Recommend practices to passengers that minimise touching of train and platform surfaces and recommend the use of electronic ticket and contactless payments.	Railway undertakings; station managers

Respiratory etiquette	5.2	X	X	Disseminate information on respiratory etiquette (e.g. cover mouth and nose with a tissue or a flexed elbow when sneezing or coughing, even when wearing a face mask).	Railway undertakings; station managers
Providing information	5.2		X	Recommend that passengers minimise crossing between carriages and queuing in galleys or in front of toilets.	Railway undertakings.
Maintenance routines					
Cleaning	5.2	X	X	Ensure increased frequency of environmental cleaning schedules appropriate for COVID-19 , including commonly accessed and frequently touched areas of stations, platforms, offices and trains.	Railway undertakings; station managers; local public health authorities
Hand sanitizers	5.2	X	X	Ensure that hand sanitizers are stocked and functional.	Railway undertakings; station managers
Rest rooms, toilets and hand washing stations	5.2	X	X	The maintenance of toilets in stations and inside vehicles may need to be adapted to ensure the proper cleaning, disinfection, and the presence of soap and tissues. The maintenance of vehicles may include frequent water level check to ensure the functionality of as many toilet facilities as possible inside the train for the entire journey.	Railway undertakings; station managers
Heating-, ventilation-, and air-conditioning systems	5.2		X	Maintenance of heating-, ventilation-, and air-conditioning systems in trains should be performed according to the manufacturer's instructions.	Railway undertakings; station managers
Operational measures					
Staff-passenger interactions	5.2	X	X	Reduce staff-passenger interactions and physical contact to the minimum necessary.	Railway undertakings
Ticket purchase	5.2	X	X	Ticket control should be organised such to cease or minimise exchange of documents between passengers and train staff.	Railway undertakings; station managers
Reduce over-crowding	5.2	X	X	Permit occupancy of every other seat , wherever operationally feasible.	Railway undertakings; station managers
Reduce over-crowding	5.1	X		Ensure coordination between vendors, retail outlets and station offices for queuing that achieve physical distancing.	Station managers
Reduce over-crowding	5.2	X	X	Implement adequate measures at embarking, security checks, disembarking (e.g. automatic openings of doors by default if possible).	Railway undertakings; station managers
Training employees	5.1	X	X	It is essential that staff is aware how to adopt appropriate hygienic behaviour . Infection control measures with proven evidence to reduce the risk of COVID-19 transmission should be emphasised. Railway companies are responsible as employers to provide training and face masks . Disposable gloves for staff, including ticket collectors, are not considered an effective measure for the prevention of COVID-19 transmission. Rail operators should liaise with national public health authorities regarding the current protocols for the provision of general first aid, including cardiopulmonary resuscitation, applicable to passengers in the context of the COVID-19 pandemic. Railway companies are responsible to train their employees and ensure they have a safe command of the regulations and can therefore inform and advise passengers appropriately. Instruct train staff about specific optimal settings for air distribution systems.	Railway undertakings; station managers; local public health authorities
Assistance and on-board service for persons of reduced mobility	5.2	X	X	Adapt assistance and on-board service for persons of reduced mobility (PRM) to ensure their comfort and wellbeing, giving proper consideration to the duration of the travel.	Railway undertakings; station managers
Safe and hygienic on-board services	5.2		X	Ensure safe and hygienic services , including restaurant car/bar services, applying appropriate distancing measures.	Railway undertakings
Avoid direct contact with surfaces	5.2	X	X	Take measures to limit contact with compartment surfaces to the extent possible, not reducing safety functions (e.g. non-	Railway undertakings; station managers

				contact ticket checks, decrease the need for use of push buttons and door handles by central door opening).	
Ventilation system settings	5.1		X	Consult with the manufacturers of the ventilation system for every train type to implement the functioning of the system that results in the maximum exchanges with fresh air , reducing re-circulation of carriage air as far as possible. Optimal settings for air distribution systems should be identified. Ensure that the ventilation system is functioning whenever there are passengers are on board, according to the manufacturers' recommendations.	Railway undertakings; station managers
Facilitate contact tracing	5.1		X	When required by national authorities, and applied equally to all transport modes, the availability of passenger locator data , particularly for passengers in intercity and cross border railway routes, is extremely important for the success and effectiveness of contact tracing operations .	Railway undertakings; Local public health authorities.