

Protocol concerning the health-related regulations under which collective passenger transport by bus or coach is permitted for national and international journeys

The activities concerned are permitted for operators subject to the following measures being observed on Belgian territory.

X means that the same rule/advise (as in condition red) remains applicable

- means no rule necessary

	RED	AMBER	YELLOW
1. General measures	This protocol applies in and around the vehicle and at boarding and disembarkation points. It does not apply to other locations within the transport company, at the destination or at intermediate stops. At these other locations, the instructions that apply to the types of establishments (hospitality, retail, etc.) where the vehicle stops will apply. If it is merely a parking area, the driver should ensure that the general rules are applied.	X	X
	The operators are required to comply with the health rules in the country of departure and the country of destination in each separate territory.	X	X
	Information about passengers, including their contact details, must be retained for 4 weeks, in compliance with the national data protection rules. In accordance with the legislation, this information must be kept available for the purposes of <i>“contact tracing”</i> .	X (data may also be stored by the client)	X (data may also be stored by the client)
	Staff must remain up to date regarding the way in which to deal with passengers who do not comply with the measures laid down for buses and coaches; they must also be aware of the steps they need to follow in the event of a passenger on board displaying symptoms.	X	X

2. Measures that apply for buses and coaches	2.1. All touch points and areas in the driver's seat area must be cleaned and disinfected in accordance with the regulations, insofar as these exist. In any event, this cleaning and disinfection should also be carried out regularly each time the driver is changed.	X	X
	2.2. The vehicle must be sufficiently well ventilated for each journey, as well as during any intermediate stops.	X	Sufficient ventilation remains important
	2.3. The hard and smooth surfaces inside the vehicle with which passengers may come into contact will be disinfected. This includes handles and grab rails, armrests and headrests, operating panels, etc. This will also be carried out during intermediate stops.	X	Recommended for every new job
	2.4. The first row of seats will remain unoccupied and the safety zone between the driver's seat area and the passenger space will be screened off with a physical barrier, such as a (breakable) safety chain. When using the first row of seats behind the driver's seat area, a partition made from flexible material, with sufficient attention to visibility and safety, should be provided.	X	Use of the first row of seats behind the driver's seat area is permitted subject to implementing additional protective measures.
	2.5. When someone on board is infected, the vehicle must be thoroughly disinfected afterwards.	X	X
	2.6. The ventilation system must be maintained in accordance with the manufacturer's instructions and in doing so be set and used in such a way that the circulation of fresh air from the outside is encouraged to the maximum.	X	Fresh air from the outside in sufficient quantities in line with comfort
	2.7. Passengers older than the age limit set by the government must wear a facemask throughout the journey.	A facemask is compulsory, although it may be removed occasionally in order to eat and drink. Any other deviation from the facemask requirement is otherwise only possible for closed groups, provided the passengers are seated	Facemasks remain strongly recommended, particularly when moving around inside the bus. Facemasks may be removed in order to eat and drink.

		and after consultation between the organiser of the group and the bus company. Facemasks must be worn when moving about the bus.	
	2.8. If possible, a social distance of 1.5 metres will be left between passengers.	-	-
	2.9. In the event of a passenger being suspected of having the coronavirus, distancing and protection (e.g. FFP2) will be optimised during the journey and the passenger will be isolated at one of the next stops.	X	X
	2.10. A stock of alcohol gel will be provided, which can be used as part of the safety procedures.	X	X
	2.11. Passengers in the same social bubble are best kept together. If necessary, seat allocations may be determined in advance with the organiser or group leader (possible based on age or risk group).	X	-
	2.12. If possible, the passengers will receive a practical briefing beforehand about the precautions to take, preferably from the group leader. This can be done for example by e-mail and/or verbally on-site. If the (weather) conditions mean that this briefing is not possible, a disposable document can be handed out.	-	-
3. Measures for boarding and disembarking	3.1. For boarding and disembarkation, a location should be selected where there is plenty of room available for people to be able to move about safely. If necessary, markings should be placed on the ground or cords put in place.	X	-
	3.2. If a passenger displays signs of illness prior to departure, the driver, in consultation with company management, will contact the care services and avoid any contact with other persons. The vehicle will not depart until such time as this potential risk has been dealt with.	X	Internal company procedure

	3.3. For vehicles with 2 doors, only the rear door may be used by passengers.	X	-
	3.4. Passengers will be divided into two groups, the L(eft) group, who will sit at the rear, and the R(ight) group, who will sit at the front. If it is possible to determine a different allocation of seats beforehand, the order of boarding will be adjusted accordingly.	X	-
	3.5. Before boarding, passengers will be requested to observe the usual safety distance of 1.5 metres.	X	-
	3.6. Wherever possible, ticket inspections will be contactless.	X	-
	3.7. When boarding at the transport company location, the use of auxiliary signage is recommended.	X	-
	3.8. Boarding and disembarkation will take place according to the FILO principle (<i>first in, last out</i>).	X	-
	3.9. Passengers will comply with the general COVID-19 safety rules in force and disinfect their hands each time they board.	X	X
	3.10. The driver(s) will always disembark first and board last.	X	-
4. Measures regarding luggage	4.1. As little hand baggage as possible will be taken on board the vehicle. The luggage compartment will be put to optimum use.	X	-

	4.2. If the location allows, a safety perimeter will be observed in front of the luggage compartment of the vehicle, which ideally will be marked with signs.	X	-
	4.3. The driver himself will load and unload the items of luggage and so is required to wear disposable gloves to do so.	X	-
	4.4. The passengers will place their luggage in orderly fashion within reach of the driver while maintaining the necessary distance. They will then retrieve their bags from the safety perimeter.	X	-
5. Measures during the journey	5.1. Passengers older than the age limit set by the government must wear a facemask throughout the journey.	A facemask is compulsory, although it may be removed occasionally in order to eat and drink. Any other deviation from the facemask requirement is otherwise only possible for closed groups, provided the passengers are seated and after consultation between the organiser of the group and the bus company. Facemasks must be worn when moving about the bus.	Facemasks remain strongly recommended, particularly when moving around inside the bus. Facemasks may be removed in order to eat and drink.
	5.2. If possible, a distance of 1.5 metres will be maintained between passengers (between different social bubbles).	-	-
	5.3. Passengers will keep the same seat throughout the journey, including for the return trip. Signs will be used or applied to help them identify and maintain their seat.	X	-

	5.4. The toilet facilities on board will not be opened. On longer journeys, sufficient stops where there are sanitary facilities will be included.	If necessary, the toilet may be used in urgent circumstances, subject to wearing a facemask and observing hand hygiene measures	Facemasks are strongly recommended when moving about on the bus + hand hygiene strongly recommended
	5.5. During these stops, the vehicle will be given extra ventilation.	X	Fresh air from the outside in sufficient quantities in line with comfort
	5.6. The refrigerator on board may no longer be used to serve passengers.	The serving of drinks is possible provided just one person is responsible for serving them. The wearing of a facemask and compliance with the necessary hand hygiene is compulsory and movements within the vehicle must be avoided as much as possible.	Facemasks are strongly recommended when moving about on the bus + hand hygiene strongly recommended
	5.7. On journeys with no passengers, the driver or mechanic is not required to wear a facemask.	x	x
	5.8. A second driver is permitted in the driver's area so that driving and rest periods can be adhered to. The controls of the vehicle, as well as the co-driver's seat must be disinfected when the driver is changed.	X	X
	5.9. If the driver's seat area is separated from the passenger zone by a flexible partition, the driver does not need to wear a facemask.	X	X
	5.10. Procedure established for dealing with suspected cases of COVID-19: <ul style="list-style-type: none"> isolate the passenger in question: any contact with other persons must be avoided; 	isolate the passenger in question, contact the transport company and, where	isolate the passenger in question, contact the transport company and, where appropriate, the

	<ul style="list-style-type: none">• contact the transport company and the federal or local police, who will coordinate further steps with the driver group leader and the company.	appropriate, the police	police
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