

| | | | | | | | | | | | | | | | | | | | | | |
|--|-------------------------------|-----------|-----------------------|---|--------------------|--|---|--|----------------------------------|---|-----------------------------------|--------------|------------|-----------------|-----------------|-------------------|----------------|--|--|--|--|
| Proposal name | Introduction of handsanitiser | | | | | TfL Modes Impacted | | | | | | | | | | | | | | | |
| Proposal contact details | Name: | XXX | Email: | | Phone: | Please place a tick (✓) in the box below for all of the TfL modes affected | | | | | | | | | | | | | | | |
| D&I contact (will be identified when feedback is given) | Name: | XXX | Email: | | Phone: | | | | | | | | | | | | | | | | |
| REqIA number and stages record (allocated by D&I) | Number: | 4 | | A | Version: | 2 | Buses Stations and Victoria Coach Stn | LU Vast majority of ticket halls - very small number excluded for safety reasons | LO Where safe to do so | TfL Rail All TfL, GWR and NR stations served by TfL Rail. No provision at Shenfield (GA managed station). | DLR Where safe to do so | Trams | TPH | LRS ✓ | EAL ✓ | Cycle Hire | Streets | D-a-R Bottles of hand sanitiser available on every vehicle | | | |
| Key dates | Date submitted | 24-Jun-20 | D&I review | | IDAG review | | SISG review | | | | | | | | | | | | | | |

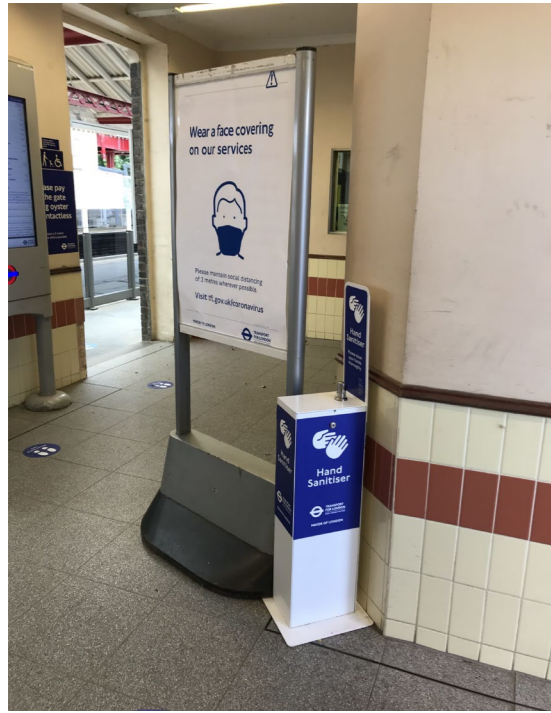
| Reviewers | Job title/team | Date reviewed |
|-----------|-------------------------------|---------------|
| XX | Project Manager | |
| XX | Customer Experience Manager | 24-Jun-20 |
| XX | Diversity & Inclusion Advisor | 24-Jun-20 |
| XX | Customer Experience Lead | 30-Jun-20 |
| | | |
| | | |
| | | |
| | | |
| | | |

| Information from | Job title/team |
|------------------|----------------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

| Other TfL projects that affect, may be affected by or link with this |
|--|
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |

Any other relevant information
Hand sanitisers have been introduced across the TfL estate to provide free hand sanitiser to customers. We are not obliged under DfT guidance to provide hand sanitiser for customers (it should be considered for staff accessing a workplace in their guidance). However, TfL have taken the decision to provide it for the public as a responsible measure to help maintain personal hygiene on public transport.

| Proposed change | Impact positive (P) or Negative (N) | Impact number | Impact | Mitigations/recommendations | Mitigation Implementation | | | Implementation Explanation | Residual risk | Mitigation communicated with staff | | Mitigation communicated with public | | Ongoing Monitoring and responses |
|---|-------------------------------------|---------------|--|---|---------------------------|---------|-------|---|--|------------------------------------|------|-------------------------------------|---|----------------------------------|
| | | | | | None | Partial | Fully | | | Y/N | How? | Y/N | How? | |
| Hand sanitiser dispensers are available for public use across the TIL network. Customers are encouraged to use it at the start and end of their journey and to continue to maintain regular handwashing and refrain from touching their faces. | N | 1 | Hand sanitiser is not provided by TIL at the start and end of every journey. This risks excluding certain socio economic and geographical groups from access to free hand sanitiser. It is being provided where it is practical to do so on most TIL modes of transport. See Key Information tab cells J3:U4 for full details. We are currently unable to install hand sanitisers at every Bus stop, Tram stop or Cycle Hire docking station as this would require complex installation, maintenance and refilling procedures across an extremely large number of highly dispersed on-street locations. Some locations on the London Overground and DLR are excluded due to various safety reasons - related to impinging on customer flows, proximity to traffic, and antisocial behaviour. TIL Rail services call at some stations not directly managed by TIL and these are either GWR, NR or GA managed. All stations other than Shenfield (GA managed) have hand sanitisers installed by the relevant station management company. TPH vehicles are the responsibility of licensees, and they have been encouraged to take appropriate hygiene measures to sanitise cabs. Providing hand sanitiser across all TPH vehicles in London would require complex distribution procedures across a highly dispersed fleet of vehicles. | TPH policy team are looking to add advice to carry hand sanitiser to existing advice for TPH customers. | | ✓ | | Access has been given wherever practical to install a hand sanitiser dispenser. Provision is extensive and reasonable. | | | | Y | TIL website outlines where hand sanitiser is available. | |
| | N | 2 | Wheelchair users or people of small stature may not be able to reach. Based on BS8300:2018 the height will need to be between 750mm - 1000mm. The reach ranges for wheelchair users at this height are up to 90-120mm from the front, and up to 100-135mm from the side. See images tab for measurements. - Unit tap is 864.5mm high so is within acceptable height range - Unit tap is approximately 200mm from the front of the unit and 85mm from the side of the unit. Therefore wheelchair users may find it difficult to reach the tap from the front of the unit (either forward facing or side on) but the tap is an accessible distance from the side of the unit (either forward facing or side on) | The design has been reviewed against accessibility standards. We recognise that the design would be better if all users could get close to the dispensing tap. | | ✓ | | We are unable at present to change the existing unit (being constrained by the market and fire regulations). Any future procurement strategies should explore more accessible options that allow more space under the tap to allow wheelchair users to get closer | | | | | | |
| | N | 3 | The pump needs two hands in order to operate, those with limited mobility or use of limbs may need assistance in order to access the hand sanitiser | Any future procurement strategies should explore more accessible tap options that do not require two handed operation. By way of a mitigation, most locations where hand sanitisers are available are staffed, therefore staff may be available to offer assistance should it be required. | | ✓ | | We are unable at present to change the existing unit (being constrained by the market and fire regulations). | Some customers may not be able to use | | | | | |
| | N | 4 | If dispensers are not located sensitively, we risk restricting the ability of a range of people to manoeuvre. This is particularly important to maintain social distancing. | Consider a location where people need to pass and are not stationary or needing to turn around once used. | | ✓ | | Locations were chosen prior to this Rapid Equality Impact Assessment being completed and were driven by fire and safety requirements. Locations were chosen in order to prevent congestion to customer flows, so in all probability there will be space around the unit for a small queue to form without blocking other customer flows. The general needs of customers should align with those requiring larger spaces to manoeuvre. We recognise there may be exceptions. We will continue to listen for feedback from customers if there are locations which are problematic. If hand sanitisers are installed for the long term then this will be reviewed in detail at every site. The constrained environment at many TIL locations means the choice of locations is limited; minimum distances are required from other flammable elements, the location can not block a means of escape nor cause congestion. | | | | | | |
| | N | 5 | There is the possibility that visually impaired customers may not be able to identify the dispensers. Clarity on where and how people use the dispensers would be beneficial to all customers but is particularly necessary for people with visual impairments or learning and cognitive impairments. | Ensure visual contrast. Audio announcements. Consistent look and feel to the unit | | ✓ | | Key elements of the dispenser are visually highlighted. Base unit white and wrapped in blue vinyl, so provides contrast against typical station environment. See "images" tab for examples. A consistent look and feel has been achieved across the TIL estate with use of vinyl. There are two different unit sizes, but otherwise the look and feel and functionality are consistent. When considering location they have been positioned in visible locations "en route" so that customers can naturally find them on their journey. | | | | | | |
| | N | 6 | If dispensers are not suitably placed then they could cause an obstacle for users. | Ensure visual contrast. Ensure locations do not create trip hazards. | | ✓ | | The vinyl wrap on each unit creates contrast. It was an installation requirement that the units do not create an obstruction or hazard. | | | | | | |
| | N | 7 | There is a risk of not finding the button and failing to sanitise hands. | Ensure design provides visual contrast. | | ✓ | | The top plate (white) and back plate (blue vinyl) provides visual contrast for stainless steel pump button. It is a familiar operation similar to a tap in terms of look and feel. See "images" tab. | | | | | | |
| | N | 8 | Locations could mean that people need to divert from their desired route and may increase journeys for people who may find additional routes difficult or impossible. | Locations are: LU ticket halls, Bus stations, LO platforms and at locations determined to be on main entrance/exit routes. | | ✓ | | When considering location they have been positioned in visible locations "en route" so that customers can naturally find them on their journey so they should not create unreasonable and unnecessary walking times. | | | | | | |
| | N | 9 | The pump action tap on top of the dispenser needs to be pressed down in order to pump out hand sanitiser from the protruding nozzle. This does not require fine motor skills but does require a degree of downward pressure to execute. This does not require dexterity but does require two hand operation. | It is recommended that sensor dispensing is preferred. This would help people with limited dexterity and have additional hygiene benefits. If this is not possible then lever is the second choice. | | ✓ | | When exploring the options available to procure, they were limited because of the need to comply with fire regulations. No unit with was available (in the volume and urgency required) with an automatic or lever dispenser that complied with fire regulations. The alcohol content in hand sanitiser creates a fire risk and TIL requires a metal container and dispenser in order to reduce fire risk. Units are mainly located on the unpaid side, therefore there is a risk of vandalism/malicious damage and metal also reduces this risk. | Low risk - unlikely to create additional risk for many. Will not create a barrier to travel. | | | | | |
| | N | 10 | How will the process be advertised and communicated with different groups? E.g. people who have difficulty reading or whose first language is not English; people who may not be able to see or people who cannot hear. | Ensure that communication is clear before people travel. Ensure visual and audible reminders at the dispenser locations. Ensure that options do not rely upon one particular form of communication; include easy-read formats, audible, visual and unambiguous symbols near the dispensers. | | ✓ | | Signage includes a graphic - see "images" tab, to communicate clearly what the unit is for. All the information available on the TIL website (which includes information about hand sanitiser availability) is available in a range of other languages using the Google translate function at the bottom of the page. There are currently no audio reminders that the units are available in situ. It is difficult to accurately direct customers to the unit audibly in some locations "in the ticket hall" may be too vague so they would only really serve to highlight to the general public that they are available, not exactly where they are. TIL has already advertised that hand sanitiser is available through a widespread communications campaign explaining restart measures in general to our customers (digital, press and radio ads). As a mitigation staff are available to assist and direct customers in LU, LO and Bus stations. We will explore adding mention of this provision into LU PAs, however at present social distancing announcements need to take precedence. | | | | | | |
| | N | 11 | We need to be aware that some chemicals and materials cause allergic reactions. | Understand whether there are any ingredients within sanitisers which may cause a reaction. | | ✓ | | The hand sanitiser TIL has procured is manufactured to a WHO recommended formula (https://www.who.int/gpsc/5may/Guide_to_Local_Production.pdf?ua=1). This contains no allergens. There remains a risk of skin irritation that exists with all hand sanitisers (drying out the skin or stinging abrasions) and the unit does have a label on it to warn users of a potential allergic reaction. This wording was added as a "catch all" to cover TIL for any adverse reactions. The risk is minimal. Ingredients are 70% Ethanol, 4.17% Hydrogen Peroxide and 1.45% Glycerol (the remainder being water). | | | | | | |
| | N | 12 | Cleaning staff need to manually handle the unit in order to refill it. | Review manual handling requirements to ensure acceptable | | ✓ | | ABM cleaning contractors have assessed working practices. Not beyond 5kg lift. Similar to existing cleaning tasks, incorporated into ABM job specifications already. | | | | | | |

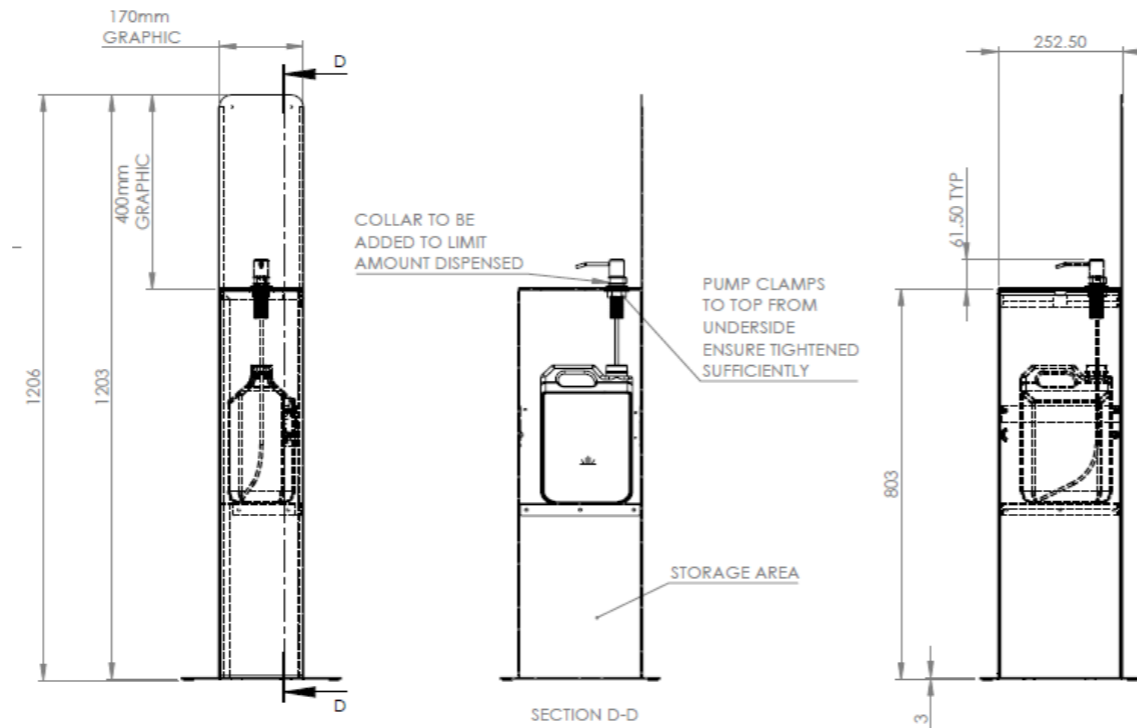


The Hand Sanitiser Scheme - In Pictures



Warning text appearing on the unit:

"Caution, Contains Alcohol. Do not use on damaged, sensitive or irritated skin. Avoid eye contact. Adult supervision required for child use. Can cause an allergic reaction."



| Reference number | Abbreviation | Reference documents or abbreviation meaning |
|------------------|--------------------|--|
| 1 | D&I | TfL Diversity and inclusion team |
| 2 | DAR | Dial-a-Ride |
| 3 | DLR | Docklands Light Railway |
| 4 | EA | Equality Act 2010 |
| 5 | EAL | Emirates Air Line |
| 6 | GLA | Greater London Authority |
| 7 | IDAG | Independent Disability Advisory Group |
| 8 | LO | London Overground |
| 9 | LRS | London River Services |
| 10 | LU | London Underground |
| 11 | MBR | Mobile boarding ramp |
| 12 | MIP | Mobility impaired person |
| 13 | ORR | Office of Rail and Road |
| 14 | PCG | Protected Characteristic Group (As identified within the Equality Act) |
| 15 | P&L bay | Parking and loading bay |
| 16 | PSED | Public Sector Equality Duty (section 149 of the Equality Act) |
| 17 | RDG | Rail Delivery Group |
| 18 | REqIA | Rapid Equality Impact Assessment |
| 19 | SISG | Social Impact Steering Group |
| 20 | T&D | Technical and Data |
| 21 | TfL | Transport for London |
| 22 | TPH | Taxis and Private Hire |
| 23 | TSC | Transport Support Card |
| 24 | TTM | Temporary traffic management |
| 25 | TVM | Ticket vending machine |
| 26 | VIP | Visually impaired person |