

**AUTOSTAZIONE DI BOLOGNA S.R.L.  
SAFETY PROTOCOL  
ORGANISATIONAL MEASURES FOR CONTAINING THE SPREAD OF  
COVID-19**

**GENERAL SAFETY MEASURES**

1. Pedestrian access is allowed both via the main entrance on Piazza XX Settembre, where 2 entrances and 2 exits with separate flows are provided for, and via the back of the bus station where, however, the presence of a single entrance gate means that lingering will be prohibited and that it will be mandatory to respect the alternating one-way direction
2. Access to the terminal is prohibited in the presence of symptoms of respiratory infections (fever, cough, cold)
3. Wearing masks is mandatory throughout the terminal (both indoors and outdoors)
4. Maintaining a distance of at least 1 m (3 ft) is mandatory throughout the terminal
5. It is mandatory to follow the signs and routes indicated inside the bus station and on the platforms, always maintaining a distance of at least 1 m (3 ft)
6. Use of the waiting room is not recommended. If absolutely necessary, the posted rules must be followed to ensure that a proper distance (at least 1 m / 3 ft) is maintained
7. The waiting room is regularly cleaned and sanitised
8. Access to the public restroom facilities is only allowed wearing masks and maintaining the safety measures; standing in the ante-room longer than necessary is prohibited so as not to exceed maximum capacity and to allow as many users as possible to use the facilities
9. The public restrooms are regularly cleaned, sanitised and equipped with sanitising soap
10. Hand-sanitiser distributors will be installed throughout the facility
11. The entire terminal is regularly cleaned with sanitising products

12. Only two out of the three terminal benches may be used, to ensure correct distancing
13. It being understood that wearing masks is mandatory throughout the area, the use of the vending machines is allowed only when maintaining a distance of at least 1 m (3 ft) and waiting for your turn behind the yellow line on the ground

## **PLATFORM USE**

14. Unauthorised personnel are not allowed to linger on the platform
15. Passengers can be awaited in the atrium
16. It is recommended that the departure platforms should only be used by passengers. People accompanying them should not access the platforms so as to avoid crowds and ensure a safe and correct flow
17. If maximum capacity is exceeded, the bus station reserves the right to deny access to the departure platform to anyone not in possession of a ticket
18. Lingering in front of terminuses 2 and 3 is prohibited. Passengers may access the terminus only after the bus has arrived, remaining behind the yellow line on the ground, which marks the recommended distance (at least 1 m / 3 ft) for climbing aboard
19. Passenger boarding will be conducted in complete safety by the driver or company personnel, who will explain the boarding procedures. In any case, boarding may begin only after passengers on board have disembarked
20. From terminuses 4 through 24, it is only permitted to stand behind the unbroken yellow line on the ground along the whole platform, to allow passengers to transit safely through the remaining space
21. Passengers may access the terminus only once the bus has arrived, standing in a queue and maintaining a distance of at least 1 m (3 ft) behind the yellow line
22. Access to the manoeuvring area is prohibited to unauthorised personnel
23. Only drivers and route personnel are authorised to access the bus luggage boot

## **USE OF TERMINUS 25**

24. Terminus 25 is divided into two marked parts

25. One part of the terminus is designated for passenger boarding and is equipped with benches
26. The other part of the terminus is designated for passenger disembarking; it is prohibited to linger here

## **RULES FOR CARRIERS AND DRIVERS OF NATIONAL AND INTERNATIONAL ROUTES**

27. National and international routes may require passengers to board and disembark exclusively via the front door of the bus unless otherwise authorised
28. Drivers or on-board route personnel must require passengers to disembark one at a time, maintaining a distance of at least 1 m (3 ft) and checking their correct use of face masks
29. Once all passengers have disembarked, the driver or personnel appointed by the carrier may proceed to check the passengers on the platform. Once the checks have been completed, passengers may proceed to board, still maintaining a distance of at least 1 m (3 ft). Passengers must therefore wait behind the yellow line on the ground until the driver authorises them to board the bus
30. The driver or personnel appointed by the carrier must check all luggage and then proceed to personally load it, as the loading area is off limits to passengers
31. If a passenger is denied boarding or obliged to disembark at the bus station due to a negative outcome of the checks, the driver or personnel appointed by the carrier will be required to personally call the police or the health services in charge of handling the emergency situation, as well as to notify the stationmaster or, during the night shift, the on-site watchman surveillance.
32. Passengers not allowed to board or forced to disembark must wait for the driver's instructions. Passengers instructed to await the arrival of health professionals inside the bus station due to a detected temperature of  $> 37.5^{\circ}\text{C}$  ( $> 99.5^{\circ}\text{F}$ ) will be placed in isolation by the on-site personnel

## **RULES FOR THE PASSENGERS OF LOCAL PUBLIC TRANSPORT (LPT)**

33. Due to the requirements of LPT personnel, exclusively on TPL routes, passengers may board one at a time via the central door, under the supervision of the driver or personnel appointed by the LPT. Passengers must wait their turn behind the yellow line on the ground

34. The use of the third door at the back of the bus (where present) is prohibited in any case
35. LPT passengers may only disembark at the Arrivals platform and always maintaining a distance of at least 1 m (3 ft)
36. If a passenger is denied boarding or obliged to disembark at the bus station due to a negative outcome of the checks, the driver or personnel appointed by the carrier will be required to personally call the police or the health services in charge of handling the emergency situation, as well as to notify the stationmaster or, during the night shift, the on-site watchman surveillance.
37. Passengers not allowed to board or forced to disembark must wait for the driver's instructions. Passengers instructed to await the arrival of health professionals inside the bus station due to a detected temperature of  $> 37.5^{\circ}\text{C}$  ( $> 99.5^{\circ}\text{F}$ ) will be placed in isolation by the on-site personnel

### **USE OF UNDERGROUND CAR PARK**

38. Access to the car park via the stairs in the atrium is only allowed in an alternating one-way direction and only allowed for passengers in possession of a car park ticket
39. Lingering on the stairs leading down to the car park is prohibited
40. Wearing masks is mandatory throughout the car park, stairs included
41. Maintaining a distance of at least 1 m (3 ft) is mandatory throughout the car park
42. The automatic payment booths, pedestrian access controller and car park access/payment ticket machine are regularly cleaned and sanitised
43. Access to the operations room is prohibited to unauthorised personnel
44. It being understood that wearing masks is mandatory throughout the area, payment at the automatic payment booths is allowed only when maintaining a distance of at least 1 m (3 ft) and waiting your turn behind the yellow line on the ground

### **USE OF BUS WAIT ZONE**

45. Access to the wait zone is limited to drivers or authorised Autostazione personnel

46. Wearing masks is mandatory

47. Maintaining a distance of at least 1 m (3 ft) is mandatory throughout the area

### **USE OF DRIVERS' ROOM**

48. Only drivers of all the routes arriving at and departing from Bologna and authorised personnel may use the drivers' room

49. Wearing masks in the room is mandatory

50. Maintaining a distance of at least 1 m / 3 ft is mandatory in the room

51. The room is regularly cleaned by Autostazione S.R.L.

52. The room is regularly sanitised

53. Tper is responsible for the vending machines in the room and will oversee the regular sanitisation of the most-often used parts (number panel, door...)

54. Use of the vending machines in the room is reserved for Tper personnel and drivers arriving at and departing from Bologna

### **THIS SAFETY PROTOCOL IS SUBJECT TO CHANGES AIMED AT IMPROVING MANAGEMENT**