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Reference

RECOMMENDATIONS FOR TRANSPORT SERVICE PROVIDERS — ENSURING SAFE MOBILITY

As a provider of transport services you are in a position to help ensure a high level of health security while building customer trust in your services. By following these recommendations, we can all do our part to reduce the spread of the coronavirus in the context of transport services.

1. Look for ways to maintain a safe level of social distancing and avoid close contact by, for example, providing your customers with information on peak travel times.
2. Look for physical solutions (such as plastic films or plexiglass) for situations in which close contact cannot be avoided, but make sure that these don't negatively impact traffic safety.
3. Consider suitable methods of maintaining a high level of hand hygiene.
4. If any employees are exposed to the virus or show symptoms, direct them to follow the instructions of health authorities.
5. Pay careful attention to ventilation and cleanliness in vehicles, stops, terminals, stations and other areas in which passengers wait or through which they pass. It is particularly important to make sure that surfaces are clean. Arrange for a sufficient number of bins for used face masks.
6. Inform customers and employees of safe practices while providing or using your services (ticket sales, screens, announcements, written instructions).
7. Make sure that suitable face masks are made available to employees working in close contact with others.
8. Encourage customers to wear face masks as recommended by the Finnish Institute for Health and Welfare. Masks are ideally made available to customers before they board the vehicle. Consider if you can do your part in ensuring that your customers have access to face masks, and bear in mind that some travellers cannot wear masks due to health or other reasons.
9. Actively monitor the instructions issued by public authorities. Make sure to follow regional, Finnish and international guidelines and recommendations.
10. Follow the recommendations and best practices issued by industry organisations.

Purpose and background

The Finnish Transport and Communications Agency (Traficom) has prepared a set of recommendations for transport operators with the aim of ensuring that the transport system remains functional and safe under the current exceptional circumstances. By taking responsible action to combat the spread of the virus, we can all play our part in ensuring that trust in transport services is maintained.

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Our goal in issuing these recommendations as a transport authority is to support and assist transport operators and facilitate the adoption and application of the guidelines and recommendations published by the Finnish Institute for Health and Welfare, the Finnish Institute of Occupational Health and other public authorities in the context of transport services.

Target group

The recommendations are directed at all passenger transport operators, including bus and taxi service providers, rail transport operators, shipping companies and airlines as well as operators of public transport and other passenger transport services. The scope of their application also includes stops, stations, ports and terminals. The recommendations apply to all transport operations irrespective of the number of passengers.

Links to other recommendations and guidelines issued by public authorities

[Finnish Institute for Health and Welfare recommendation on face masks](#)
[Guidelines of the Finnish Institute of Occupational Health for preventing the spread of the COVID-19 infectious disease in passenger traffic in the logistics industry](#)
[Guidelines of the Finnish Institute of Occupational Health for the prevention of coronavirus infections in ports](#)
[Cleaning guidelines issued by the Finnish Institute of Occupational Health](#)
[Guidelines of the Finnish Institute for Health and Welfare for the prevention of coronavirus infections on public transport \(available in Finnish and Swedish\)](#)
[Guidelines of the Ministry of Social Affairs and Health for the prevention of coronavirus](#)
[Guidelines of the Ministry of Economic Affairs and Employment for the safe reopening of domestic tourism in Finland](#)
[Instructions for travellers issued by the Finnish Institute for Health and Welfare](#)
[Coronavirus prevention guidelines issued by the Finnish Institute of Occupational Health](#)
[Hand hygiene instructions issued by the Finnish Institute for Health and Welfare](#)
[Coronavirus instructions issued by the Finnish Tax Administration](#)
[Traficom's coronavirus instructions and press releases](#)

Enquiries

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