

c2c urges returning school pupils to follow travel code of conduct

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South Essex train operator c2c is urging parents to ensure their children follow its Code of Conduct for travelling onboard trains when schools and colleges re-open next month.

c2c is already operating a full timetable, with all services running with at least 8-carriages, to maximise the capacity available and help students and commuters to maintain social distancing. There will also be additional c2c staff onboard trains and at stations, with over 100 extra security staff on duty across the week to help manage the return to school.

To ensure everyone can travel safely and with confidence, c2c has developed a code of conduct for students. This is being shared with schools and parents, with a simple overall message: Travel Safe, Travel Smart, Keep Apart.

- **TRAVEL SAFE:** c2c has increased the cleaning of its stations and trains, and is providing hand sanitiser at the entrance to every station. In turn students and all passengers are urged to wear a face covering when travelling (unless they have a valid exemption), to wash their hands before and after their journey, and to use hand sanitiser
- **TRAVEL SMART:** c2c is urging students to buy their ticket in advance, using the c2c Smartcard which allows tickets to be bought in advance and collected directly from the ticket gates to minimise contact. c2c also recently released a new app which allows all customers to get live information on their train and to purchase tickets remotely
- **KEEP APART:** c2c is already running a full timetable and has one-way systems in place at its busiest stations. Students are urged to maintain social distancing where they can, respect the personal space of all passengers onboard trains, and to remain in one place on the train during their journey

c2c Managing Director Julian Drury said: “We have been preparing for the return of students for weeks, and we’re confident we are providing the maximum capacity available. We’re doing our bit, and we’re urging students and their parents to plan ahead and follow our guidance. This will help ensure everyone can travel safely and with confidence at the start of the new school year.”

The busiest trains for school students in the mornings are those heading from London to the Southend area, arriving 7.45am-08.30am. The busiest return trains are those leaving the Southend area between 3.30pm and 4.30pm.

Photo credit: c2c

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