

# VR MATKUSTAJALIIKENNE – PLAN FOR PASSENGER FLOW

## PURPOSE OF THE PLAN

This plan describes VR's operations and basic principles for guiding passenger flows and ensuring hygiene. The aim of the measures is to prevent the spread of COVID-19 infections and ensure continued health security for passengers at stations and while travelling on trains.

The plan includes VR's arrangements for maintaining high standards of hygiene and safe distances at stations and platform areas. The plan applies to all VR stations in general. However, the measures can be adapted on the basis of how busy the station is. In addition, other targeted measures can be carried out at stations if the local health authorities so require. In general, the measures are based on the recommendations issued by the health authorities (the Finnish Institute for Health and Welfare THL). Many of the measures described in the plan have already been put in place in 2020 and remain in force until further notice.

## GUIDELINES FOR CUSTOMERS

### Key guidelines for customers

- Don't travel if you are sick
- Wear a mask in the train
- Keep a safe distance to fellow passengers at the stations and on board trains
- Practise good hand hygiene
- Whenever possible, travel outside rush hours and purchase your ticket in advance

### Announcements on trains and at stations

- Passengers are instructed primarily by announcements at the stations, on platforms and on board trains. The announcements are repeated continuously at stations. The announcements are made in three languages: Finnish, Swedish and English.

#### VR-Group Ltd

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- The Finnish Transport Infrastructure Agency is responsible for announcements at stations and platforms. Announcements about COVID-19 are given at the following commuter traffic stations: Huopalahti, Kerava, Järvenpää, Kirkkonummi, Airport.
- Announcements about COVID-19 are given at the following long-distance traffic stations: Helsinki, Oulu, Pasila, Tampere, Turku, Tikkurila, Seinäjoki (TC), Lahti, Kouvola (TC), Jyväskylä (TC), Riihimäki, Karjaa, Kuopio, Joensuu, Pieksämäki (TC), Vaasa, Lappeenranta, Rovaniemi, Leppävaara, Kokkola and Salo
- Sample announcement for long-distance trains (situation on 15 March 2021):

Dear passengers, due to the COVID-19 situation we aim to do our best to ensure safe travel on trains. Face masks are obligatory on board the train. Please wear a face mask throughout your entire train trip. Please remember to keep a safe distance from other passengers, when possible, both during your journey and when boarding and leaving the train. Please note that, for the time being, tickets are not sold on board trains. Thank you for your cooperation!

#### Info material and info monitors on trains

- In general, customers are informed by way of announcements at stations.
- On trains, VR informs passengers about health security via the info monitors (displays).

#### Customer communication channels

- VR provides extensive instructions and guidelines for customers in its digital channels, including vr.fi and the VR-Matkalla app, social media channels and newsletters.
- We also conduct a monthly customer survey about safety on trains and utilise the results, for instance, in the planning of new measures to manage COVID-19.

#### VR personnel

- VR informs and instructs personnel regularly about the COVID-19 situation and changing instructions both in customer service and other tasks. We have issued detailed COVID-19 instructions for VR personnel, available on the intranet.
- VR personnel are also obligated to wear face masks at work.

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- Personnel guide and advise customers, for example, in situations related to wearing face masks.
- Compliance with the guidelines is supervised as part of the self-monitoring of safety.

## SUFFICIENT SPACE AND SAFE DISTANCES AT TRAIN STATIONS AND ON TRAINS

Train stations are mobility hubs for passengers and, in general, people do not spend a long time there. At stations, everyone must comply with the guidelines: keep safe distances and avoid close contacts with other people. Close contacts refer to staying in the same room with another person at a distance less than 2 metres for more than 15 minutes. We use plexiglass safety barriers in our busiest customer service points.

### Measures to ensure sufficient space at the stations and on trains

Measures to ensure sufficient space at stations and on trains include:

- Announcements informing customers about personal safe distances and other aspects of health security.
- The use of benches in the waiting rooms at Helsinki Central Railway Station is heavily restricted.
- VR has plenty of rolling stock in operation compared to passenger volumes.
- Customers are instructed to buy tickets in advance. If necessary, we restrict the opening hours of customer service points and ticket offices, or close some of them.
- The long-distance traffic ticket sales algorithm places passengers at a distance from each other, if possible.
- Empty adjacent seat: Passengers can have extra space by booking an empty adjacent seat. An Ekstra Class ticket automatically includes an empty adjacent seat and a face mask.
- The personnel on board trains also help passengers find another seat in a quiet location if the passenger thinks that the reserved seat is too close to other passengers.
- Possibility to travel in a private cabin. All InterCity trains and Pendolino trains have cabins. Passengers can choose a 2–6-person cabin or a family cabin for themselves or their group.
- Night train cabins are always sold as private cabins for the same group or one person (no single beds are sold in cabins shared with strangers).

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- If bus transport is used to replace trains, the instruction is to keep the capacity utilisation rate of buses at 50% at maximum.
- We have added the option for customers to order restaurant car products from their seats to avoid unnecessary close contacts in the restaurant car.

## CLEANING

VR has introduced more effective cleaning for train traffic and the cleaning agents used will be replaced with disinfectants. Cleaning frequency at stations and on trains has been increased.

### Cleaning measures

- The coverage of cleaning categories has been increased.
- More cleaners work on board trains.
- Personnel have been added to disinfect contact surfaces at the busiest stations.
- At Helsinki station, trains are sprayed with disinfectant.
- Night trains are sprayed with disinfectant at the Helsinki depot before departure.
- Personnel facilities and drivers' cabs are disinfected regularly.
- If necessary, cleaning will be more frequent, depending on the changing situation at each location.
- In commuter traffic, travel card readers and door buttons are disinfected in connection with turn-around cleaning. Each unit is disinfected (customer surfaces) at least once every 24 hours.
- In long-distance traffic, restaurant car personnel clean tables regularly.

## ENABLING HAND HYGIENE

### Good hand hygiene is ensured as follows

#### Train stations

- Hand sanitiser is available at all train stations in the biggest cities. Hand sanitiser dispensers are available throughout the station.

#### Commuter trains

- Hand sanitiser is available for customers in VR-operated traffic in car vestibules.
- Hands can be washed with soap and water in the toilets of the cars.

#### Long-distance traffic trains

- Hand sanitiser is available for customers in car vestibules.

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- Hand sanitiser for customer use is available in restaurant cars.
- In addition, hands can be washed with soap and water in the toilets of the cars.

## RESTAURANTS, KIOSKS AND SHOPS

- As a rule, each station tenant is responsible for their health security measures.
- Hand sanitiser is available in restaurants and kiosks operated by VR.

## CUSTOMER SERVICE

- We encourage customers to use self-service via digital channels (vr.fi and VR Matkalla app). We have also expanded self-service options considerably from 2020.
- We encourage customers to purchase tickets in advance to avoid unnecessary close contact with personnel. That is why tickets are not sold on trains.
- We use plexiglass safety barriers at our busiest customer service points.
- Customers are advised and guided on wearing face masks.

## PLAN UPDATES

This plan will be reviewed at three-month intervals at a minimum. If the epidemic situation or instructions of the authorities change in any major way, the changes will be taken into account in the plan immediately. The plan remains valid until further notice.

LATEST UPDATE: 12 APRIL 2021

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