

COVID-19 Code of Conduct for Public Transport Companies

COVID-19 is a contagious disease that spreads from person to person through the air by droplet infection, mostly coming when in contact with infected people. In addition, the virus can spread through contaminated surfaces and unwashed hands.

The most common symptoms of COVID-19 are cough, fever, and/or difficulty breathing. On contaminated surfaces, the virus persists for up to three days under favorable conditions but is destroyed during cleaning and disinfection.

Restrictions apply to public transport, terminals, and stations in accordance with the instructions established by the competent authority on the basis of law.

The purpose of the guide is to provide recommendations for limiting the spread of COVID-19 in the provision of public transport services (buses, trolleys, trains, taxis, trams, and ferries). The guide applies to public transport in the international community only to the extent that it does not conflict with any other guide or restriction imposed on the mode of transport in question.

Pursuant to § 22 (5) of the Communicable Diseases Prevention and Control Act, the Health Board develops measures for the control of communicable diseases that have not previously occurred in Estonia and notifies the relevant persons thereof.

Pursuant to § 24 (1) and (2) of the Communicable Diseases Prevention and Control Act, the employer shall create working conditions which are as safe from infection as possible for employees, and ensure that the requirements established for safety from infection are met at the workplace;

The most important preventive measures

Inform staff and passengers that they must stay at home when ill.

Assess the risks arising from the working environment of the public transport driver and consider the separation of the driver from the passengers with a transparent partition, the need for the use of personal protective equipment, and other measures to mitigate the risks.

Provide customers with facilities for washing hands in public transport, terminals and bus stations, and in the absence of such facilities, for disinfecting hands. Hand antiseptics could be placed at the entrances and exits of a building or vehicle.

Whenever possible, prefer advance sales and contactless solutions (e.g., contactless payment) when selling tickets.

Both customers and staff must keep a reasonable distance from each other at stations, terminals, and public transport, including sitting and standing as dispersed as possible. If this is not possible, wear a protective mask. The instructions for using a protective mask are in Annex 1.

Ferry operators should provide passengers with private cars with a recommendation to stay in their car during the voyage if it meets the requirements for maritime travel safety. Passengers must follow movement and behavioral orders of the ship's crew.

Dispose used protective masks and other personal protective equipment in the household waste. Use a resealable garbage bag to collect garbage.

When cleaning and disinfecting, follow the Health Board's instructions "Recommendations for effective cleaning and disinfection," which can be found at www.terviseamet.ee/et/COVID-19-trukised#JUHENDID.

The public transport service provider shall assess the need for the frequency of washing, disinfection, and ventilation and draw up a cleaning schedule for public transport, stations, and terminals accordingly. It is important to ensure the cleanliness of the contact surfaces (door handles, handrails, e-terminal devices, holding pipes, STOP buttons, chairs, and armrests of chairs, cash registers, etc.).

If a passenger develops symptoms of COVID-19 during the journey, ask the passenger to cover (if possible, with a mask) the mouth and nose, disinfect their hands and sit separately from other passengers. The passenger should contact their family physician by phone as soon as possible or call the family physician's advice line 1220. If a person is in critical health condition (breathing difficulties and needs emergency care), call the emergency number 112. It is not necessary to close the vehicle, but it must be ventilated and cleaned as soon as possible, and the contact surfaces must be cleaned with disinfectant.

Annex 1 Instructions for using the protective mask

Wearing a mask is useful in public spaces (including public transport) if it is not possible to keep a distance from other people. A protective mask can help reduce the chance of a droplet infection reaching other people when you cough or sneeze. The mask can also reduce the chance of the virus splashing from a person who is coughing nearby to a healthy person in an amount that causes infection and illness.

The following principles must be observed when wearing protective masks:

- Wash or disinfect your hands before applying the mask.
- The mask must be properly in front of the face so that the mouth and nose are covered. If the mask has a wire, it is at the top of the mask. The wire must be pressed properly around the nose. The lower edge of the mask is under the chin.
- If the mask has been pulled down or up from the face once or has been repeatedly adjusted and touched by hand, the mask must be replaced.
- The lifespan of a single protective mask is usually about 3-4 hours. It is then recommended to change the mask as its surface may transmit the virus.
- The mask must not be damp. The damp mask must be replaced.
- When removing the mask, do not touch the outside of the mask, but remove the mask from the straps, and wash or disinfect your hands after removing the mask.
- The used mask should be thrown in the trash with a lid or placed in a plastic bag, which should be closed. Under no circumstances should the used mask be left lying somewhere!

VIDEO on the correct use of the protective mask: [Applying and removing the protective mask](#).

Disposable masks are for single use only and must be discarded or placed in a resealable plastic bag after removal.

If the mask can withstand repeated use (such as a homemade fabric mask), it must be placed in a resealable plastic bag after use and washed in a washing machine at a temperature of at least 60 degrees. [Recommendations for making a homemade mask for individuals](#).