EMT Madrid against the coronavirus outbreak

Management report on measures adopted by EMT in the field of public transport and mobility service provision
Background

EMT has adopted the appropriate **preventive and corrective measures** in the management of this crisis since its beginning, always in coordination with the protocols and instructions of the national and regional health authorities.

EMT has created a **Coordination Committee** that permanently evaluates and coordinates all actions related to the Covid-19 epidemic. This Committee is in permanent contact with the Prevention Delegates and with the Works Council.
Demand for passengers on the EMT bus network has dropped above 90%
EMT has adapted the service offer on the bus network in line with the decrease in demand, guaranteeing, at all times, the provision of the service for those citizens who need it.
EMT has modified some of its services following the indications of the CRTM authority and variations in demand (for example, on the express line to the airport or university lines).
EMT has suspended the BICIMAD and Cable Car service.

EMT has minimized the actions provided by the crane service.
EMT has established the framework for action and the technical and organizational measures necessary to facilitate remote work.

EMT has exempted from service provision to workers over 60 years of age and to workers who, due to previous pathologies, can be considered a risk population.

EMT has established a specific protocol of action for employees of collaborating or subcontracted companies.

EMT has eliminated, as far as possible, split shifts for bus drivers.
EMT has set up a direct telephone line with its prevention and occupational health service, for any questions and queries from employees.

EMT has adopted specific security and prevention measures in critical departments of the company (Medical Service, SAE, SAM, Operations Center, inspection on street, CAU...)

EMT has established a specific protocol for action to deal with a possible case of Covid-19 infection in staff workers.

Área de Prevención de Riesgos Laborales

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DESIINFECTION
EMT maintain a daily deep disinfection plan for their fleet that is carried out using the nebulization technique, a broad-spectrum disinfectant.

Continuous cleaning and disinfection of workspaces that remain operational (Medical Service, SAE, Operations Centres, CAU, etc.)

EMT has intensified the rate of disinfection.

Daily disinfection of the entire fleet.
USER PREVENTIVE MEASURES
EMT in accordance with the instructions of the CRTM, has been the first company to forbid the cash payment of the single ticket on board its buses to minimize the risks of contagion between users and workers. The sale of single tickets on board continues by banking cards or mobile phone. All of our buses are suitable for this kind of payment.

EMT has been the first company to limit the maximum capacity of its buses (to 25% of its capacity) to guarantee the safety distance.
EXTERNAL COMMUNICATION
EMT intensively uses its broadcast channels to inform all users of the conditions of use of its services and the obligation to reduce mobility.

EMT uses all its digital channels (web, app, social networks) to permanently inform users and citizens in real time.
EMT has put into operation the telematic channels and means necessary for the updated communication of the measures taken on this health emergency to the prevention delegates and to the members of the works council.

EMT has activated all internal communication channels to inform the staff about the health emergency and about the different measures being adopted in this regard.

1. Corporate Telegram channels
   2,764 users

2. Emails list centre

3. Communication
   6 television screens

4. miestación
   Corporate Portal
   EMT MADRID
   8,500 daily acceses

5. Notices in all work centres

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Individual accreditation certificate of the need for personal displacement for work reasons.

Especially vulnerable worker certificate request form.

Coronavirus information repository.

Publication of informational notices.

Banners with direct access to relevant information.
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THANK YOU
THANK YOU FOR HELPING TRANSPORT THOSE WHO CANNOT STAY HOME
YOU ARE ESSENTIAL