

INVERNESS TAXIS COVID-19 MITIGATION & SAFETY POLICY

Contents

IT COVID-19 GUIDANCE AND POLICY

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1. Introduction

For Inverness Taxis the wellbeing of our passengers, drivers and employees is number one priority.

We continue to offer a full service to all passengers and customers for your essential travel needs and delivery services during this period. In line with UK Government advice, we have a clear set of guidelines around managing the spread of Coronavirus (COVID-19) and protecting our customers, staff and drivers, whilst we maintain service continuity.

This guidance has been created in the interim, while awaiting further guidance from central government. Information is frequently changing and being updated and if you require further advice please visit the [government website](#).

1.1 What measures we are taking

- We have now partnered up with a specialist company division providing regular disinfection and decontamination Sanonadaf treatment services to all our vehicles and offices.
- We take card and contactless payments.
- We carry one passenger at a time (if possible).
- While we continue to provide a full service to passengers we are asking passengers to ensure their journey is essential.
- We equip all our vehicles with plastic screen dividing customers and our drivers.
- Passengers are only allowed to seat at the back of the vehicles behind the protective screen.
- We equip all our vehicles with hand sanitisers and anti-bacterial sprays carried on board and conduct additional sanitisation procedures at the end of each and every journey.
- We are continuously reinforcing additional safety measures to our drivers, customers and employees to help prevent spreading of COVID-19.
- Face coverings must be worn on buses, trams, trains, coaches, aircraft and ferries. So whilst this is not a requirement when travelling in a Taxi and Private Hire Vehicle, nor is it a compulsory requirement for Scotland & Wales, putting the health and safety and the well-being of our customers and suppliers at the forefront, we at Inverness Taxis make available face masks to all our customers.
- We are asking passengers to follow [UK Government and PHE/NHS guidelines](#) and ensure they are not exhibiting symptoms associated with COVID-19 before they book with us, and stating this in the booking flow.
- We are asking employees to work from home, unless it is essential that they come in for their role. Within the office, we are facilitating social distancing.
- We are requiring drivers who are exhibiting symptoms associated with the Coronavirus – high temperature or a dry cough – to stay at home.
- Under the new policy drivers should not be handling any luggage unless specifically requested by a customer and in accordance with cleaning procedures.
- We have introduced an infectious diseases policy, and believe we have robust contingency measures in place to ensure continuity of service in the case of the further spread of COVID-19.
- We constantly continue to monitor PHE advice closely and stand ready to make all necessary changes to help protect our passengers, employees and our drivers.

This document also details IT guidelines for the use of PPE, physical (social) distancing measures, use of masks, hand sanitisers and the fitment and use of safety screens to enable continued safe operations.

Requirements in each of these areas are outlined whilst it is acknowledged that local interpretation and implementation of the guidance is critical to its success.

This document will be subject to regular review, to ensure it reflects evolving governmental and regulatory guidance.

Policy and guidance will be subject to further review to ensure that where possible a common approach is adopted to align IT policy and guidance with that of transport operators.

2. PPE

2.1 General

2.1.1 Guidance of the use of PPE is published on the Health Protection Scotland website. Inverness Taxis will continue to apply these and other guidance to its operations.

2.1.2 Practicing good hand hygiene and social distancing is key to minimising the risk of infection. PPE as always is the last line of defence, should equipment not be available or suitable for the task or environment then PPE should be used.

2.2 General Principles

- Physical (social) distancing should be observed wherever possible.
- Where physical (social) distancing cannot be observed, use of a screen(s) and additional protection should be applied.
- Where staff and driver members are required to interact directly with passengers a face mask should be worn.
- Staff members and drivers who interact with passengers from behind a protection screen do not have to wear personal protective equipment at all times.
- Where staff members would feel more comfortable wearing a face mask, one should be provided.

2.3 Use of Facemasks - Drivers, Staff and Customers

2.3.1 A supply of surgical face masks are available for all drivers, passengers and members of staff who may not be able to maintain physical (social) distancing requirements in their role. In accordance with our IT policy, drivers and staff members who interact with customers directly are advised to use a face mask.

2.3.2 Governmental guidance remains that the best way to stop the spread of coronavirus is by maintaining high levels of personal hygiene in addition to following social distancing guidelines and not touching your face.

2.3.3 The guidance below should be followed if a facemask is worn:

- Hands must be washed or sanitised before putting on and immediately after the removal of a facemask.

2.4 Gloves and Hand Sanitisers

- 2.4.1 Hand sanitisers are made available to allow drivers to undertake their duties. Used gloves must be disposed of immediately in a no-touch bin.
- 2.4.2 If Nitrile Gloves are used they should be regularly cleaned. These types of gloves can be cleaned using alcohol based hand sanitizer up to 20 times during usage.

3.0 Drivers

- 3.1 Drivers must either wash or sanitise their hands on arrival and departure.
- 3.2 Drivers should wear face masks in vehicles where 2 or more people are present.
- 3.3 Driver must provide highest standard of personal and vehicle hygiene at all times.
- 3.4 Physical distancing should be maintained at all times.

3. Office Staff

- 4.1 Office staff must either wash or sanitise their hands on arrival and departure from work.
- 4.2 Office staff should consider wearing face masks in places where 2 or more people are present.
- 4.3 Physical distancing should be maintained at all times.

5. Hygiene

- 5.1 Guidance on hygiene issued by Inverness Taxis follows Health Protection Scotland guidelines. Should any changes occur to these guidelines, they will be reflected in Inverness Taxis policy and procedures.
- 5.2 All our drivers provide highest standard of personal hygiene and vehicle cleanliness at all times.

6. Cleaning Regime

- 6.1 Cleaning regimes for each finished journey and at the beginning of each shift are managed by drivers with additional and obligatory regular vehicle sanitization by external contactors.
- 6.2 The cleaning regime for vehicles are detailed in company procedures, as per Driver Contract and IT Health & Safety Guide.
- 6.3 Cleaning processes are aligned with Health Protection Scotland guidance.

7. Health Screening

- 7.1 Health screening measures are decided by the UK and Scottish Governments. Inverness Taxis will implement any health screening measures that the Governments advise and for protection of our staff, drivers and other customers.

8. Passenger Experience

- 8.1 Inverness Taxis will remain open and continue to provide best and safest transport services.
- 8.2 All passengers should be advised to follow procedures on social (physical) distancing, hygiene, and the use and disposal of face masks, hand sanitisers etc.
- 8.3 Card and contactless payments should be the preferred and enforces (if possible) method of payment
- 8.4 Hand sanitisers and masks will be available to all passengers
- 8.5 The wearing of medical face masks is recommended for all passengers, before and until the end of each journey if no protective screen is fitted.
- 8.6 Exemption to the obligation to wear face masks can be made. Children below 6 years old and people having a medical reason for not wearing face masks are also to be exempted.
- 8.7 Drivers should ensure that masks are available at the entry point(s) to the vehicle and that passengers are briefed on the requirement to use face masks, use of hand sanitisers and associated protocols.
- 8.8 Passengers should also be advised of the consequences of not adhering to such measures.
- 8.9 Passengers who do not adhere to the preventive measures in place should be refused continue with the journey.
- 8.10 To help ensure the safety of passengers and staff, physical (social) distancing markings have been laid out within our office buildings.