



Safe Operating Procedure for COVID-19 for Private Hire Clients

This procedure has been produced using guidance from the current official government guidelines and the Confederation of Passenger Transport (CPT). It applies to all our private hire clients.

Passengers

1. You must not travel if you are showing any symptoms of COVID-19 (high temperature, new continuous cough, a loss of, or change to sense of smell or taste).
2. You must practice good hand hygiene. You are required to use our bespoke onboard hand sanitiser machine when boarding and alighting our vehicle. (Data Sheets available upon request from our office staff)
3. All passengers must wear a face covering when travelling on any of our vehicles unless you have an exemption or are under 11 years of age.
4. Where possible you must maintain a 1m+ distance whilst onboard our vehicles.
5. You must keep any bags and belongings with you. Ideally your bags should be placed on the floor.
6. You must take any litter with you and the end of the journey and dispose of it accordingly.

Drivers

1. Drivers will not attend the workplace if they are showing any symptoms of COVID-19.
2. Drivers will be subject to random temperature checks via a non-contact thermometer upon reporting for the start of their duty.
3. Drivers will practice good hand hygiene and use the hand sanitiser that is provided on board our vehicles.
4. There is no legal requirement for the driver to wear a face covering. However, these are supplied to them should they feel the need to wear one.
5. Drivers will maintain a 1m+ distance away from the passengers when and where possible.
6. Drivers will police these arrangements as and when possible such as seating plans, queues, wearing of face coverings or use of hand sanitiser – their role is to focus on driving and making sure you get to where you need to be safely as possible.

7. Our driver will arrive a few minutes before your departure time to minimise the time that you spend on our vehicle. Please maintain social distancing at your pickup point, drop off point and when liaising with our driver.
8. Once your group have all boarded, our driver will board and then carry out the safety and information briefing before commencing the journey. He/she will request that passengers remain facing forward and avoid touching surrounding surfaces unnecessarily.
9. As part of our drivers briefing, he/she will advise that upon arrival at the destination he/she will exit the vehicle first and that once he/she has left the vehicle then all passengers may safely disembark, starting from the front - and of course must practise social distancing.
10. Upon arrival at the destination, our driver will disembark and wait for your group to alight. Obviously, he/she will maintain a helpful presence but will also observe social distancing guidelines

Coaches

1. All touch points will be disinfected before and after each journey.
2. Fresh air ventilation will be maximised whenever possible through opening windows, ceiling vents and forced air ventilation systems.
3. Our cleaners carry out an enhanced cleaning regime. All vehicles are cleaned twice a day when used.
4. All vehicles are fitted with a hand sanitiser dispenser
5. Toilets will be out of use as much as possible, however we do appreciate there may be times that you do need the reassurance of a toilet therefore in an absolute emergency where there is one on board you will be able to use this. Our driver will organise frequent comfort stops with you prior to your departure.
6. Food on vehicles is strictly prohibited unless you need it for a medical reason.

Thank you for your assistance in helping us keep your passengers and our staff safe during this pandemic; this is something we do not think any of us had imagined to be going through. The measures we are taking have not been taken lightly and almost seem daunting, but we can assure you that we will do everything possible in making you feel at ease whilst travelling with us. The guidance changes frequently therefore please note these measures are likely to be updated at any time.

Should you require any further information or guidance for your group then please contact our team on info@southwalestransport.com or 01792 799575.