

Covid 19 – Guidance

This document is to act as a risk assessment to keep our team and customers safe. If you have any concerns or queries please raise it straight away, we want you to be and feel safe in your working environment.

We are limiting the number of staff at each depot at Cowley there will be two and Didcot one. This document will be expanded on and adapted as our working methods change.

General

Our implementation of protective measures will be guided by the Government, NHS and general advisory messages. We ask all staff to keep up to date with the Government advisory briefings.

At the beginning of the outbreak Oxford had a fairly high infection rate, this level has reduced significantly in recent weeks. With the lock down measures being eased and the reopening of businesses and schools this rate could begin to increase it is important that you:

- Take all precautions to protect yourselves and your families from coming into contact with the virus.
- Take all precautions to stop yourself from spreading the virus – you could be a carrier and not show any symptoms
- Stay at home and communicate with your manager immediately if you think you have the virus or may have been in contact with someone who has the virus. If you develop any symptoms, remain home, self-isolate for 14 days and inform your manager. You can check your symptoms at www.111.nhs.uk
- Do not become complacent – Do not drop your guard.

We also ask :

- Be aware of all the symptoms of Covid 19/ Corona Virus – dry continuous cough, fever, loss of taste or smell
- Self-isolate for 14 days if you think you have come into contact with someone who has the virus.
- Please don't make any unnecessary travel
- Make sure you follow good hygiene procedures – clean hands regularly for a minimum of 20 seconds, we have hand sanitiser available at both depots.
- Follow good hygiene measures especially those recommended by the NHS to help reduce the spread
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Please flush used tissues down the toilet straight away
- Do not touch your face (eyes, mouth or nose) if you haven't cleaned your hands.
- Maintain at least a two-metre social distance between yourself and anybody else.
- Increase the cleaning of any shared equipment.
- Wear masks when talking to customers and we have asked them to wear one to – please mention this and send them our updated Hire checklist. If they are booking over the phone please take their email address so we can forward on our document.

Office set up

No customers are allowed into the office at any time. They are not to be offered refreshments or to use our facilities.

Always maintain at least a 2m distance between yourself, other team members and our customers.

Where possible leave doors open especially those to communal areas -this will help avoid use of door handles and transference of bacteria. Also keep windows open to encourage ventilation.

We have a foldable table at each depot which will be setup where customers will sign their paperwork. There will be a marker for our team and customers by this table to ensure the 2m social distance is adhered too. We will have disposable pens which the customer can take away with them or can be thrown away once they sign any paperwork.

Frequently wipe down surfaces and work stations. At Cowley we recommend you use one toilet each.

On return to each office please flush out water by leaving the tap on for a while. As we haven't used the water for a while we want to flush out any bacteria.

It is up to you whether you wish to wear gloves – if you do please put them on when serving a customer and dispose of them when you have finished (one pair of gloves per customer). If you decide not to wear gloves you will need to wash your hands regularly and before and after you serve each customer.

Antibacterial hand gel will be provided for our team if you run low please let us know so we can order more in, same goes for all other supplies including soap – we strongly recommend washing your hands every half an hour if not more frequently.

We will ask you to wear a mask when you are dealing with customers and will kindly ask them to do the same when collecting the vehicles from us.

Procedures

We will ask customer to email us both sides of their licences prior to the hire alongside their DVLA check code, and secondary form of ID. When collecting the vehicle they will be asked to place the licence and secondary form of ID on the table so you are able to double check them.

Paperwork should be generated the day before a hire if possible. Once generated the paperwork, completed checkout sheet and the keys should be placed into a plastic wallet. This can be passed to the customer when they are collecting the vehicle the next day.

On customer collection we hand them the plastic wallet with all the paperwork in they remove the paperwork from the folder and sign accordingly. Please highlight where they need to sign. We will ask them to remove the back sheet from the agreement and damage sheet for their records. We will then collect the sheets place into a new plastic wallet and store in our usual manner.

The checkout sheet should be done prior to the vehicle being hired out and ask the customer to check they are happy with the damage sheet. We will ask them to walk around the vehicle and flag any concerns they may have or if they wish to add anything on.

We unfortunately can't take payment any other way so will have to use our card machines . We will not be accepting cash at this time. We ask you wipe the card terminal between each and every customer with the chlorine solution mentioned in the valeting section below.

You must not enter a vehicle to show customers gadgets on the vehicles this will have to be described to them. We will need to remove our laminated crib sheets and replace them with paper versions. These can be thrown away on the vehicles return and a new one placed in it.

Cleaning of our vehicles

We are expanding our already rigorous cleaning protocols following guidance set throughout the transport industry. We have a new a chlorine solution*(this solution is used by the major transport companies including Stagecoach) which needs to be used on the following surfaces:

- Key and key fob – this should be the last thing you wipe.
- Steering wheel – including steering column, indicator and windscreen wipers sticks)
- Centre console – buttons for the media centre & screen, air conditioning dials and any other buttons in this vicinity.
- Cupholders
- Compartments
- Door interiors
- Seat Belts – buckle and strap
- Seat surfaces
- Seat pockets
- Interior Door handles
- Exterior Door handles
- Instrument panels
- Rear view mirrors
- Visor mirrors
- Dashboard
- Gearshift
- Any other high-touch areas
- Cleaned

*This solution is made with one chlorine tablet to 5litres of water.

We need to prepare a vehicle 48 hours before it is due to go out on hire. Once a vehicle has been cleaned and is due out on hire please park it in the front yard so that it can easily be collected by a customer. With some vehicles this is not always possible, when these vehicles are returned they need to be thoroughly cleaned and left as long as possible between hires.

When the vehicle has been cleaned and parked up in the front yard please complete the checkout sheet and the sheet and keys into a plastic wallet.

Chlorine Solution

Touch Surface Sanitiser -using the Palintest PR1000 Chlorine Tablets.

Directions for use:

In an open space dissolve one PR100 table into a bucket of 4.5ltrs of water, this will give 200mg of chlorine per litre which is enough to kill the virus.

- Fill trigger spray bottle from the solution
- Spray and mop solution on to all vehicle surfaces
- Leave for at least 30 seconds
- Wipe everything over leaving the surface slightly damp, thus leaving a thin layer of product on the surface

PLEASE USE GLOVES WHEN USING

*This solution is made with one chlorine tablet to 5litres of water.

Delivery and collection of vehicles

The runner vehicle should be a minibus, we recommend the windows are kept open and everything is wiped down. You should sit as far away as possible from one another. When collecting a vehicle ask that it is left 24 hours before collecting – get in and spray and wipe all surfaces of the chlorine solution as mentioned above.

On delivery DO NOT ENTER any buildings, keep your two metre distance and ask customers to come outside to sign any paper work and get the keys. Keys should be placed on the car and you move back for the customer to collect them and sign paper work, they are to take the bottom copy and step back.

Returned vehicles

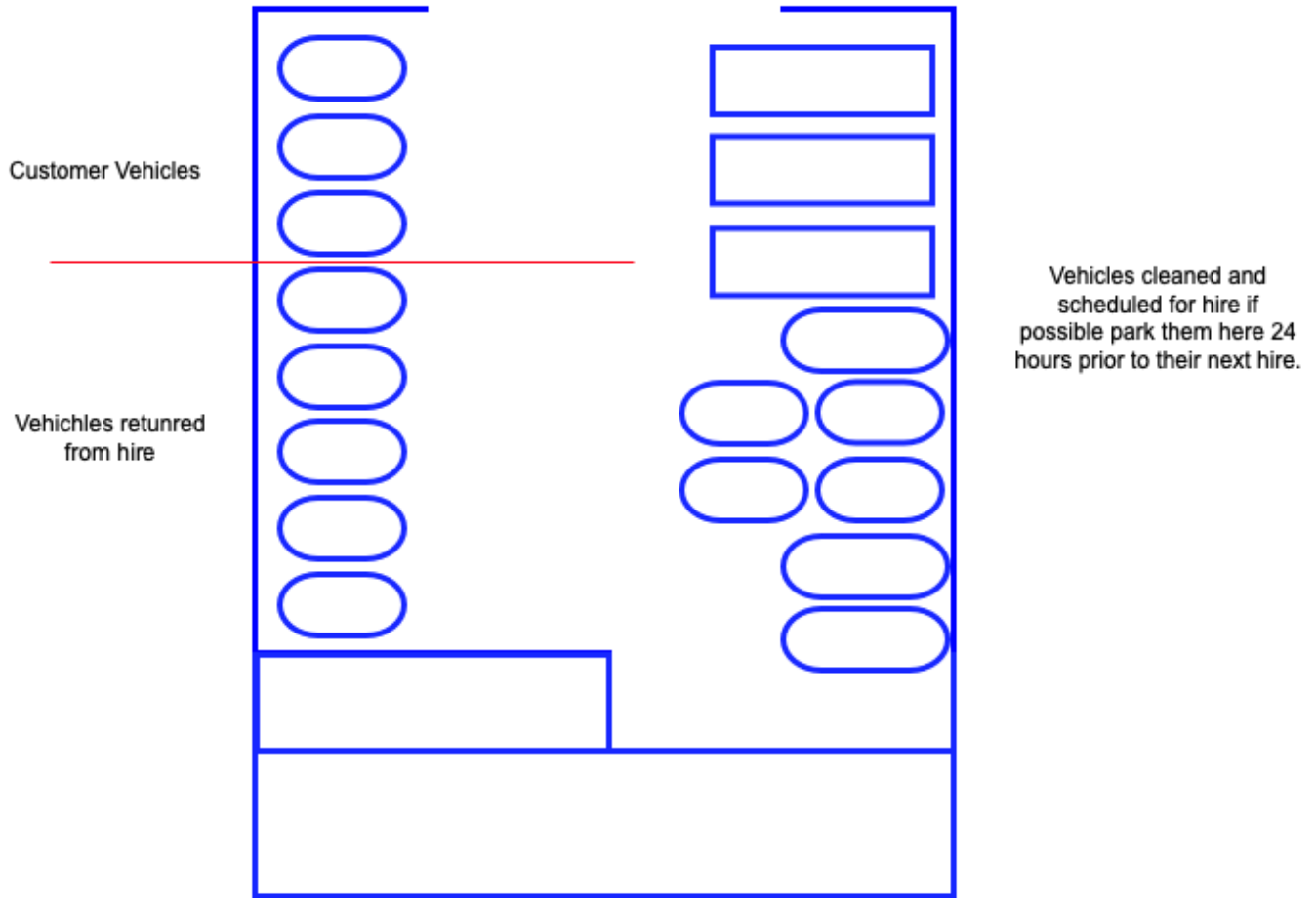
After a vehicle has been returned it needs to be left for 24 hours before being moved.

The front yard will need to remain clear so vehicles can be returned onto the right hand side (as you enter the yard from the main road). When vehicles return from hire they **NEED** to be left for at least 24 hours before we move them.

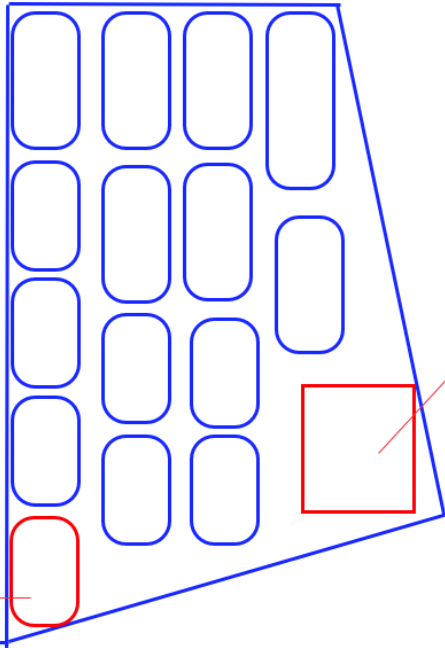
When any member of our team moves a vehicle, which has recently been returned from hire - you must place a seat cover over the driver's seat – also please wear gloves. If you don't wear gloves you must wash your hand straight away. Change your gloves every time you enter another vehicle.

These steps are for the safety of our team and customers. If you have anything you would like to add or think we have missed please raise it with us straight away.

Cowley



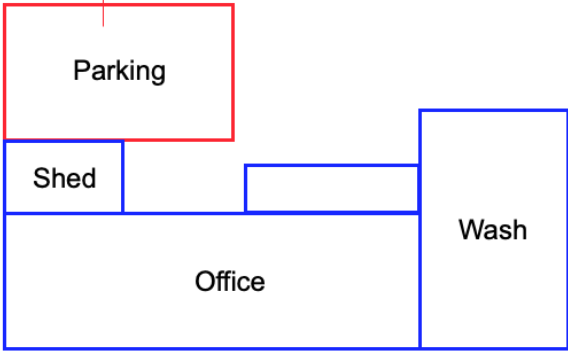
Didcot



These two places are normally used for customer parking.

When Vehicles are returned they need to be left for ATLEAST 24 hours before you move them or clean them. We need a designated spot for these to be returned to. This is the suggested area

So they could be parked here or when the customer moves their car they can be parked up in the other spots marked red.



Vehicles need to be cleaned if possible 48 hours prior to a hire.

They then need to be parked at the front of the row and not entered by any of our team - a customer will collect from the front of the row and drive away from this point. You are not to pull the vehicle forward as we normally do.