

# **Covid 19 - Basic guide for Taxi drivers & Operators Sept 2020**

## **Customers should be asked**

- If their journey is essential?
- If they or anyone in their household have had coronavirus symptoms in the last 14 days?
- If they have symptoms of coronavirus

## **Face Coverings for passengers**

- Passengers are required in law to wear a face covering in a taxi or private hire vehicle except where they are exempt due to health, age or disability (remember not all health issues and disabilities are obvious)
- Drivers should not carry passengers who do not wear a face coverings without a legitimate reason, and can deny access to them

## **Driver face coverings**

- Use and dispose of face coverings and gloves safely and properly.
  - wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
  - when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
  - change your face covering if it becomes damp or if you've touched it
  - continue to wash your hands regularly
    - change and wash your face covering daily
  - if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste

## **Social distancing advice**

- If you choose to fit screens in your vehicle ensure it is fitted by a competent person and does not interfere with the physical safety of persons within the vehicle
- Limit the number of customers travelling within the vehicle, local restrictions indicate passengers should be from the same household
- Request customers to sit in the back of the vehicle
- Ask customers with luggage / bags to put in the boot themselves. Only assist if they are struggling by asking customers to leave next to the boot and move 2 metres away and putting in yourself.
- If you take a break at your operators' base, stay at least 2 metres away from other drivers and have no more than two drivers in at any one time.

## **Hygiene / safety advice for drivers**

- Avoid cash payments and take card payments, where possible.
- Wash your hands before beginning work thoroughly, using soap and water and as often as possible throughout the day
- Carry sanitising hand gel with you at all times and use regularly throughout the day if handwashing facilities are not available
- Carry disposable tissues and a plastic bag with you to catch coughs and sneezes and dispose in a plastic carrier after use. Have these available for customers too. Dispose on daily basis or every few hours.
- Avoid using air conditioning within the vehicle and open windows to help air circulation.
- Avoid any skin contact with customers.

### **Cleaning your vehicle and dispose of waste**

- Wipe down all door handles (internal / external), seat belt clips using anti-bacterial wipes / disinfectant spray with cloth prior to beginning work and especially after each journey.
- Clean your driver door, steering wheel, gear stick, switches and other areas you touch on a regular basis.
- Dispose of waste safely in a bin and wash your hands again thoroughly.
- If you share the vehicle with another driver, thoroughly clean the car before you pass it on.

### **Operator staff and guidance**

- Regularly clean all contact points with anti-bacterial wipes / disinfectant spray with cloth (telephones, surfaces, door handles and other areas)
- Display posters regarding hand hygiene and social distancing
- Make provisions for staff to be 2 metres apart or install screens wherever possible and clean regularly.
- Provide hand gels for staff or encourage them to bring their own.
- Limit customers entering booking office if a 'walk-in' office is provided.
- Install screens between staff and customers and clean regularly.

For further guidance and advice, please refer to government website or Council website.

<https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators>