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# Covid-19 Policy

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## Introduction

- from Canterbury Sky Taxis Director Mahmut Kilic

**“Some of the services that we provide at Canterbury Sky Taxis are essential for people and organisations in our local community, including the NHS.**

**I have therefore decided that Canterbury Sky Taxis will continue to operate during the Covid-19 pandemic, although on a much-reduced basis compared to our normal operations.**

**This policy document describes the actions we are taking in each area of our business to minimise the risk to our staff and customers from Covid-19.**

**We have critically reviewed every aspect of the way we work to ensure we can operate as safely as possible over the coming months whilst the Covid-19 pandemic remains a threat.”**

**Our Covid-19 Policy has been prepared in accordance with the guidance provided by the Government in their publication “Coronavirus (COVID-19): Safer transport – guidance for operators Safer working principles and risk assessment for transport operators and organisations” issued on 12 May 2020.**

*Mahmut Kilic, Director*

## Staff Training

The following specific training has been provided to staff to support the implementation of this policy:

For our management team:

- Best workplace practices dealing with Covid-19
- Covid-19 Protective measures in education
- Safer transport Coronavirus (Covid-19)
- Managing supply chain risk Covid-19

For all staff and drivers:

- Infection prevention and control for Covid-19

## Operating Hours

Our normal operating hours have been reduced to 06:30 to 23:30 weekdays and 06:30 to 01:00 at weekends. Our office/booking hours are **07:00 to 22:00**.

Journeys outside our normal operating hours will be made, however will need to be pre-booked.





## Passengers in Our Taxis

All passengers using our services must wear a face covering when entering our vehicles. You will be breaking the law if you fail to do so and could be fined. Our drivers are entitled to refuse to accept you if you do not wear a face covering unless you are exempt from this requirement.

As restrictions have now eased, we would still ask our passengers to think carefully about sharing taxis with people outside of their household, although this is at the passenger's discretion.

Passengers must sit in the rear of the vehicle and use the hand sanitiser provided when they get into the vehicle.

Passengers are encouraged to book using our App or web booking service, so that they can use contactless payment. Payment by cash to the drivers can still be taken or passengers can pay by card over the phone during office hours only.

## Our Drivers

We have fitted clear perspex screens into our vehicles to reduce the risk of accidental contact between passengers and driver to a minimum.

Each driver has been provided with a personal virus prevention pack which contains gloves, hand gel, N95 face mask, and NHS approved liquid disinfectant and wipes.

All our drivers wear face masks as per government guidelines.

The drivers disinfect the passenger and driver contact surfaces in the vehicle immediately after completing each journey (internal and external door handles, seat belts and buckles, steering wheel, gear stick, control stalks).

At the end of each shift the drivers clean the interior of the vehicle with disinfectant and clean the vehicle keys before hanging them up.



## Our Office

Our office is closed until further notice. Office based staff are all working from home.

If it is necessary to visit the office for any reason, then people apply hand sanitiser before opening the office door to enter, and again after leaving the office and locking the office door.

## Our Workshop

Our workshop is open to carry out maintenance and repairs to vehicles. Only one mechanic is usually working in the workshop. He cleans his hands with hand sanitiser before opening the workshop to start work, and after locking up the workshop when he finishes work.

Before starting work on each vehicle, the vehicle is disinfected.

If any other staff members work in the workshop, then 2m social distancing is followed wherever possible. If it is necessary to perform any specific task with more than one person and closer than 2 metres in distance, then face masks must be worn.

When supplies are delivered to the workshop, they are received outside the workshop gates to avoid the need for delivery persons to enter the premises.

## Policy Review

This policy is reviewed by the Director of Canterbury Sky Taxis every Friday and updated as necessary to ensure the latest government advice on best practice is being followed.