



# COVID19

# SAFETY

# MEASURES:

## A GUIDE FOR TRANSPORT OPERATIONS

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# 1. Purpose:

The purpose of this document is to provide high level guidance on how to re-activate the transportation of employees post protracted lockdown and abide by COVID19 safety measures.

This document is prepared to equip organizations to prepare themselves for the new paradigm of safety requirements post COVID-19 opening of business.

# 2. Scope:

This guide covers the end to end checklists and steps to set the ball rolling for the transportation of employees post lockdown.



# 3. Transport

## Requirement Planning:

Following is the checklist of User transport requirement planning:

- Decide on the start date for the transport services for employees.
- Initial User count and ramp up plan for next 8 weeks
- Collate following details of employees to be transported
  - a. Name
  - b. Pickup
  - c. Address
  - d. Drop address
  - e. Shift Timings
  - f. Special requirements
  - g. Marshal requirement

Once this checklist is ready, then the COVID19 containment zone filters are to be applied to prepare final list of users for whom transport can be provided.





## **3.1 Containment Zone Mapping With Employee Addresses:**

Refer to the Press Information Bureau Website (<https://pib.gov.in/>) for city wise or region wise list of containment zones.

Identify and exclude all “RED Zone”, “Orange Zone” addresses.

Take Management on board for providing the transport service requirement for “Green Zone” employees only.

## **3.2 Cab Seat Utilization Planning:**

Refer to the MHA notification for seat utilization for vehicle type. Website: <https://www.mha.gov.in/notifications/notice>

For example, if 40% seat utilization is allowed, then a 4+1 Seater cab(Maruti Tour S) would carry only a single passenger.

Identify the social distancing guidelines for all vehicle types that will be operational at your office.

## **3.3 Prepare Employee Routing Summary:**

- Define the no. of login and logout shift
- Redefine new routes and sequencing either manually or using the MoveInSync routing app.
- Determine the vehicle requirement summary (shift wise & vehicle type-wise) for sharing with fleet partners.
- Prepare the revised commercials (if applicable) for this transport requirement summary.
- Take the Sourcing team's consent and agree on the revised commercials with the fleet partners.



## **3.4 Supply Planning:**

- Intimate fleet partners for revised requirement
- Get final list of vehicles to serve the requirement
- Apply filtering out of vehicle with start location in Red or Green Zone
- Travel passes for drivers & vehicles

## **3.5 Communications & Guidelines:**

### **Employee Communication covering following aspects**

- a. New schedule, shift timings
- b. Safety guidelines
  - PPE (personal protective equipment): Usage of mask, sanitizer, gloves etc.
  - Hand Hygiene: Employee hygiene process and mandatory instructions.
  - Social Distancing: Social distancing protocol in office premises with Do's and Don'ts.
  - Environmental Hygiene: Awareness for employees about facility sanitization initiatives.
  - Containment Zones: Share a list of containment zones with users.
- c. Transport Helpline: For reporting COVID19 related case or asking for any support.
- d. Information and awareness: Employee SOP guide, revised transport policy, Do's, and Don'ts.

- e. Health check-up (IR Thermometer for temperature check-in departure zones)
- f. Reduced Contact Points (contactless sign-in in Driver app)

**Driver Communication should cover the following aspects:**

- a. New pickup & drop schedule
- b. Social distancing guidelines
- c. Restrictions on Red & Orange Zone
- d. Conduct Drop area
- e. Cab hygiene guidelines
- f. Personal hygiene guidelines

**Transport team communication covering the following aspect:**

- a. Align team members roster & shift timings.
- b. COVID19 safety measures mandatory for the transport team.
- c. Drop Area Guidelines
- d. Social Distancing guidelines



## 3.5 COVID-19 Helpline

### Setup:

- Launch centralized helpline to assist all users with their queries on COVID19 protocols, process, safety, support.
- Employee, driver and transport team communication about helpline.
- If drivers notice customers displaying flu-like symptoms, they will immediately reach out to a 24x7 helpline.
- Employees can reach out to the helpline if he or she feels they have come into contact with any driver/customer displaying the symptoms.
- Training of Helpline team with COVID19 related information, action, handling of suspicious or reported cases with swift action and established protocol.



# 4. Guides & Procedures:



## 4.1 Vehicle Safety Guide:

- Mandatory before each pickup & drop, Disinfectant sprayed and wiped across all touchpoints mentioned below:
  1. Door Handles 1/2/3/4
  2. Seat belts 1/2/3/4
  3. Inside Roof & door handles 1/2/3/4
  4. Window switch 1/2/3/4
  5. Gear lever knob
  6. Steering wheel
  7. Visor
  8. Floor mats 1/2/3/4
  9. Hand brake lever
  10. Dashboard switches
  11. Indicator/Wiper lever
  12. Employee login device

- Cab sanitization as per defined process.
- Hand sanitizer availability in the cab.



- No handover of phone to employees (contact-less sign-in and sign-out feature)
- Follow all safety instructions as per govt. notifications.
- No strangers to be boarded in the cabs.
- Avoid vehicle stoppage during the trip (avoid refueling during the trip).
- Don't take vehicle directly from driver-garage to first pickup point. Driver must get sign-off from the transport team for 'cab sanitization' completion.
- Don't travel to restricted areas.
- Follow the route as defined by the transport team.



## **4.2 Drop Zone Acceptable Behaviour Guide:**

### **Parking Area:**

- Every entering person like driver, employees, transport and security personnel need to sanitize their hands, check their temperature at the entrance
- Entire parking area needs to be disinfected twice every day
- If possible, vehicles are to be parked in alternate parking slots. (Leaving a gap of one slot between 2 vehicles)
- No gathering of employees for cab number tracking,
- No gathering of drivers for playing cards or group lunch etc.

### **Transport Room:**

- Before entering the transport room every individual needs to sanitize their hands
- Wearing a mask is mandatory even in the transport room



- A minimum of 3ft distance must be maintained between sitting of 2 employees
- No gathering of employees inside the transport room.

## Transport Team Members:

- Every employee must install "Arogya Setu App" in his smartphone
- Activities like Routing, Deployment, and Tracking must be done remotely.
- Site deployment is only for Drop coordination and for enforcing Sanitization
- At the entry gate, every employee has to check his temperature, and if it's  $> 99.6$  F. It is advised not to work and get some medical assistance. Do report this case to management.



- Carrying a mask and pocket hand sanitizer is mandatory
- Only Employees from non-containment zones are allowed to work at site

## Display Information:

- Hospital/ clinics in the nearby areas, which are authorized to treat COVID19 patients,
- Containment zones list
- Social distancing rules
- Legal notifications about COVID19 safety

The client should also ensure written instructions & necessary briefing sessions for all (drivers, team, employees).



## **4.2 Driver Do's and Don'ts:**

- Download and install the "Arogya Setu" app in your smartphone.
- Wear Mask and Gloves while stepping out for duty.
- Get your vehicle sanitized/disinfected after each trip.
- It is advised to close all windows and doors of the cab all the time.
- Operate only at businesses where proper sanitization process is in place.
- Never transport any passenger rather than the mandated one.
- If any passenger exhibits any symptoms like cold, cough or sore throat inform the transport team immediately
- If the driver/helper opens the door for passenger or handles their luggage, they should immediately sanitize their hands.
- Drivers should not allow any passenger to sit on the front seat.
- In case of you developing any symptoms like cold, cough, fever and sore throat proactively inform the transport team.
- Maintain social distancing at parking areas, training areas, and all other common areas.



- Co-operate with all transport personnel and governing authorities in making sure all precautionary measures are adhered.
- Driver/helper should wash their hands/take a bath and wash their clothes at the end of the day.

## **4.3 Transport Team Do's and Don'ts:**

- Every employee must install "Arogya Setu App" in his smartphone.
- Before entering the transport room every individual needs to sanitize their hands.
- Wearing mask is mandatory even in transport room.
- A minimum of 3ft distance must be maintained between sitting of 2 employees.
- Make sure all protective measures like mask, social distancing are in place while conducting any briefing or trainings to drivers.
- Avoid gatherings at drop zones while waiting for the cab always maintain social distancing.



- Walk-in deserted areas or less dense areas while moving in common areas.
- When you return home from office discard your clothes and wash your hands and feet thoroughly. As a good practice, keep a jacket or a sweat-shirt for going out, which you can remove once you reach office or home.

## **4.4 Employees' Do's and Don'ts:**

- Always wear mask and sanitize your hands before entering the cab and also after exiting the cab.
- Only use transport provided by the employer avoid using any kind of other transport.
- Avoid touching any touchpoints inside the cab and let the chauffeur open and close the door.
- It is advised to keep your bag on your lap in front of you.
- Please don't dispose-off any tissue inside the cab.

- Please cooperate with chauffeur in terms of adhering all regulatory norms like route, pass verification stoppage.
- Avoid sitting close to the chauffeur or any other co-passenger in the cabAvoid stopping the vehicle during the trip.
- Let us know through our in-app feedback if you have any suggestionsAvoid gatherings at drop zones while waiting for the cab always maintain social distancing
- Walk-in deserted areas or less dense areas while moving away or coming from workstation to the pickup zone.
- When you return home from office discard your clothes and washyour hands and feet thoroughly. As a good practice, keep a jacket or a sweat-shirt forgoing out, which you can remove once you reach office or home.



# 5. Appendix:

## 5.1 Sanitation Material Planner:

## 5.2 Travel Pass & Legal Information:



Client to share the following information with the nearest Police station or file an online application to avail travel pass for Cabs and employees.

## Key Inputs required:

1. Staff Name
2. Staff Number
3. Staff Designation
4. Duty Timings
5. Residential Address
6. Office Address
7. Route Details
8. Cab Details

### Chennai:

[http://covid19.chennaicorporation.gov.in/c19/travel\\_pass/travel\\_reg.jsp](http://covid19.chennaicorporation.gov.in/c19/travel_pass/travel_reg.jsp)

### Delhi:

<https://epass.jantasamvad.org/epass/init/>

<http://cctns.delhipolice.gov.in/movementservices/login.htm;jsessionid=c0427b29c23610c97b3cb9ae5819>

### Bengaluru:

<https://kspclearpass.mygate.com>

### Pune:

[www.punepolice.in](http://www.punepolice.in)



## **Hyderabad:**

[https://policeportal.tspolice.gov.in/Covid\\_Pass\\_reg.htm](https://policeportal.tspolice.gov.in/Covid_Pass_reg.htm)

## **Guidelines by the Ministry of Health and Welfare, India.:**

<https://www.mohfw.gov.in/>

## **Guidelines by Ministry of Home Affairs, India**

<https://www.mha.gov.in>



## **COVID-19 INFORMATION**