

ANNEX 03

SOP VEHICLE SHARING



This document aims at capturing operation details of the vehicles sharing initiative.

1 - FLEET PROVISION

1.1 - RULES OF VEHICLE ENGAGEMENT

- Providing vehicles is not compulsory to join the initiative.
- Vehicles provided to the initiative should match the **minimum requirements**.

1.2 - VEHICLES TYPES

- In order to respond to different types of demand, partners agencies are invited to share different categories of vehicles (sedan 5 seaters/ 9 seaters vans).

2 - MINIMUM REQUIREMENTS

DRIVERS:

All agencies providing drivers to the initiative should guarantee their matching with **the minimum requirements** stipulated.

- Professional drivers: **see minimum requirements**.
- Staff drivers: **to be explored/ determined**.

VISIBILITY:

- Agencies participating have adopted a **low visibility** strategy, therefore the vehicles and their passengers shouldn't be displaying logos of any type.

REPAIR AND MAINTENANCE

- **See minimum requirements**.

3 - BOOKING MECHANISM & PROCESS

3.1 - BOOKING TOOL:

- A Shared excel file on Teams thread provided by XXX.
- Other modalities are in the process of being explored.

3.2 - COMPILATION DAY:

- Agencies should compile and share their weekly movement each Friday, allowing a reasonable amount of time to identify and organize the shared movements.

3.3 - ROLES AND RESPONSIBILITIES OF DISPATCHERS

- Update the shared movement tool every Friday.
- Communicate with other agencies dispatchers to allocate passengers when a joint movement opportunity is identified.

COVERAGE AREA AND MEETING POINTS

- **Coverage area:** all country, although at this early stage the initiative is focusing on 3 specific routes.
- **Meetings points:** agreed in order to systematize and ease departure and arrival managements, they are all meant to be triangulated among current agencies GPS locations in order to promote active modes of reaching the meeting points and or parking.

4 - SECURITY AND SAFETY

The principle of SAFETY FIRST is driving the overall sharing initiative and its approach to security and safety management.

4.1 - INSURANCE POLICY AND WAIVER:

- All agencies providing vehicles to the initiative should guarantee that their insurance coverage is matching the **minimum requirements**.
- Waivers of liability are not implemented on the initiative.

4.2 - SECURITY/SAFETY RESPONSIBILITY AND FOLLOW-UP:

4.2.1-BUSINESS AS USUAL:

The agency leading the movement (providing the vehicle and driver) is de facto ensuring security/safety follow up, namely:

- Proper mechanical and maintenance state of the vehicle (daily check, general maintenance plan).
- The proper training and minimum requirements for drivers.
- The movement clearance, tracking and follow-up, (including harsh weather conditions).
- The protocols implementation in case of accident/incident (road, context, security).

The other agencies abide by the rules of the leading agency.

4.2.2 - IN CASE OF INCIDENT/ACCIDENT:

- The leading agency's protocols and action are followed/implemented.
- Communications to partner's agencies to be made as soon as possible (through dedicated whatsapp group).
- Incident report to be shared with partner's agencies focal points within XX hours.

4.3 - COVID 19 SPECIFICS:

- Surgical masks and hydroalcoholic formulas are available in the vehicle provided by the initiative
- For 5 seaters, a maximum of 3 passengers + driver is allowed, for 11 seaters, a maximum of X passengers + driver is allowed.
- Passengers and drivers should wear mask all time.

5 - CANCELLATION OF TRIPS

- **Departure times / delays:**
 - A 5 min buffer delay after planned departure time is allowed.
 - This is to ensure the quality of transport service provided by the initiative.

6 - USERS/PASSENGERS MANAGEMENT

- Information/sensitisation: a consequent amount of time and modalities is to be implemented by participating agencies in managing changes for the passengers, staff sensitisation sessions.

7 - MONITORING AND COMPLAINTS

- **Humanitarian principles:** all agencies participating to the sharing initiative are abiding by the core humanitarian principles, it is each participating agencies' responsibility to ensure that their staff are briefed/abiding by those principles.
- **Complaint mechanisms:**
 - each and every passenger of a shared movement is following its own agency complaint mechanism in case of issue happening during the shared movement.
 - passenger's belonging to agencies not equipped with complaint mechanism should use the movement leading agencies's one.
- **Feedbacks:**
 - service users should provide any type of feedbacks on the service to their respective fleet manager/ dispatcher, as if the service provided was the one of their own organisation.