

Operational Guidance

PROTECT DRIVERS, PASSENGER AND COMMUNITIES

Drivers are our front-line staff and face potential exposure to risk while going about their day-to-day business. Drivers should be sensitised to the risk and provided with guidance on risk mitigation to themselves, their passengers and other persons they may come into contact with while performing their duties.

The fleet manager/despatcher should take the following steps to minimise the risks of virus transmission by drivers and vehicle passengers:

- Only permit essential journeys.
- Minimise the number of passengers.
- Avoid switching vehicles between drivers.
- Vehicles are equipped with hand sanitiser and cleaning wipes, a diluted bleach solution, water supply, soap and paper towels.
- Ensure drivers and passengers are fully briefed and are compliant with the following instructions.

PERSONAL PROTECTION - Protect yourself. Clean your hands often.

- **Wash your hands:**
 - Soap and water for at least 20 seconds (carry a water supply in the vehicle to facilitate washing where clean water may not be available).
 - Especially after:
 - Public place;
 - Blowing your nose;
 - Coughing or sneezing.
- **Hand sanitizer**

Note: hand sanitizers may not be as effective when hands are visibly dirty or greasy.

 - Cover all surfaces of your hands and rub them together until they are dry.
 - Read the label to know how much sanitizer to use each washing. If you do not use enough, then the sanitizer will be dried up before it has killed the germs.
- **Avoid touching your eyes, nose, and mouth with unwashed hands.**
- **Use hand lotion to prevent your skin from cracking.**

Note: Your skin is your first line of defence against bacteria and viruses. Once it is broken, it provides a point of entry for germs to enter the body.

To protect your eyes, nose and mouth from contact with the virus

- Be especially careful to wash your hands thoroughly when you put on your contact lenses
- Use a tissue to wipe your nose.
- Eliminate shaking hands while greeting. Attempt to keep 2 meters away from another person.

To protect your passengers and others even if you are not sick

- Do not use the air-conditioning or heating system in the vehicle.
- Keep the windows open if possible.
- Minimise the number of passengers in the vehicle.
- Where possible the passenger should sit as far from you as possible
- When you sneeze or cough:
 - Cover your mouth and nose.
 - Use a tissue or inside of your elbow.
 - Throw used tissues in the trash.
 - Wash your hands as a soon as possible if not immediately.
 - soap and water for at least 20 seconds.
 - clean your hands with a hand sanitizer.

To protect from other possible sources of contamination

- If you wear disposable gloves, then throw them away in a rubbish bin. Do not bring them into your home.
- Wash hands with soap and water as soon as you remove any gloves.
- Wear clean clothes every day.
- For laundering clothing, including cloth gloves, towels, linens and other items:
 - Do not shake dirty laundry.
 - Launder items according to the manufacturer's instructions. Use the hottest appropriate water setting, and dry items completely.
 - Dirty laundry from a person who has been infected with the coronavirus can be washed with other people's items.
 - Clean and disinfect clothes hampers.

CLEANING VEHICLES AND FREQUENTLY TOUCHED SURFACES

- Clean all surfaces that will be touched. Use detergent or soap and water and be sure they are dry prior to disinfection. Make sure to include:
 - steering wheels;
 - gear shifts;
 - grab bars;
 - pens;
 - seat-belt buckles;
 - door handles and latches – internal and external driver and passenger.

SOCIAL DISTANCING

- Avoid shaking hands or other physical contact with other persons, including passengers. Maintain a distance of 2 meters from other persons where possible.
- Avoid large groups of people.

STAYING WELL

- Take care of yourself at this time. Try using helpful coping strategies such as getting enough rest (6-8 hours) and respite during work or between shifts, eat enough healthy food, engage in physical activity, and stay in contact with family and friends.
- Turn to your co-workers, manager or other trusted persons for social support. Avoid using unhelpful coping mechanisms such as tobacco, alcohol or other drugs.
- Using coping strategies that have worked for you in the past to manage times of stress can benefit you now.
- Keep regular routines as much as possible or create new ones. Ideas include regular exercise, cleaning, daily chores, games, keeping in contact with loved ones.
- Remember: we are all in this together! Take sanitary supplies like hand sanitizer, wipes, etc. as you need, but not more than you need. There are others who need supplies, too.
- If you are feeling unwell or displaying corona virus symptoms do not go to work, contact your supervisor to inform them.
- If one of your passengers is feeling unwell or displaying symptoms notify your supervisor for advice instruction.

PREPARE VEHICLES THAT WILL BE OUT OF SERVICE FOR MORE THAN A WEEK

In cases where the operations of the organisation are reduced due the impact of the corona virus pandemic transport demand will decrease. The number of vehicles in operation should be based on the transport demand. Where demand has reduced the fleet size should be scaled down and some of, or perhaps even all, of the fleet grounded until operations resume.

Carry out maintenance and repair

As it will be uncertain when the transport demand will fully resume, the reduction in transport demand provides the opportunity to carry out non-urgent or non-essential maintenance and repair.

All vehicles should be inspected and any remedial work to bring the vehicles to the highest operation standard should be performed.

If the decrease in demand is expected to be prolonged a transport needs assessment should be conducted and the fleet size adjusted to meet demand. This may include the long-term parking of some vehicles. For any vehicles that will be out of service for longer than one week the following steps should be taken to ensure the vehicle condition does not deteriorate and the vehicle will be fully serviceable when operations resume.

Prepare vehicles for long-term storage

It is essential to keep the vehicles in good running order while off the road.

There are essential steps to take before you store a vehicle. This will preserve the life of the vehicle and ensure that it is fully operational when transport demand returns and the vehicles is put back in service.

Before parking the vehicle, the following steps are recommended:

- Any pending maintenance and /or repairs should be completed.
- The vehicle should be cleaned thoroughly both inside and out. All non-essential equipment should be removed from the inside of the vehicle.
- The fuel tank/s should be filled completely.
- If possible, the vehicle should be parked under cover – in a covered parking area or secure warehouse.
- The vehicle should be left with first gear engaged and the parking brake off. For automatic vehicles the gear selector should left in Park.
- The battery should be disconnected or connected to a trickle charger. In cases where the vehicle is fitted with a tracking system or other non-standard electrical equipment this is particularly important.
- The windscreen wipers should be extended so that the blades are not in contact with the windscreen

- Ideally, the vehicle should be started and driven for a few kilometres on a weekly basis. This will address the risks of the battery going flat and the tyres deteriorating. Tyres may suffer from fat spots if the vehicle is left without moving for prolonged periods.

Prepare vehicles to re-enter service.

Once transport demand returns and the vehicle is required for operational service the following checks should be conducted before use:

- Check under the bonnet for any evidence of animal infestation. Look for chewed belts, hoses, wires or nests.
- Check the windshield wipers to see if the rubber is cracked or brittle.
- Check the tire pressure and inflate the tires to the recommended pressures.
- Check the brakes. Rust may have accumulated on the discs. In most cases, it should go away after you drive the vehicle for a short time.
- Check all fluid levels to make sure there have been no leaks and that they are at the recommended levels.
- If the battery cable has been disconnected, make sure that you reconnect it and that the battery terminals are clean.
- Wash your vehicle to remove any dirt that may have accumulated.