



Covid 19 - Basic Guide for Taxi Drivers / Operators

Customers permitted on journeys (Operators / Drivers encouraged to ask)

- Is journey essential?
- Ask customer if they or anyone in their household have had coronavirus symptoms in the last 14 days?

Social Distancing Advice

- Limit the number of customers travelling within the vehicle [ideally they should be from the same household]
- Request customers 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; then load luggage / bags 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 thoroughly before beginning work, using soap and water and as often as possible throughout the day
- 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
- Carry 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 disposing 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 thoroughly again.
- 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.](https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators)