

Safety Management System



Covid19 Good Practice Guidance Transport Providers



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The following guidance has been prepared to assist DMC's and transport companies to have Covid19 protocols in place for their transport operation.

This guidance is meant to supplement any local and national advice provided by the authorities in each country and represents 'Good Practice Guidance' as opposed to enforced governmental regulations.

These will assist in minimising as much as possible any risk of Covid19 transmission to customers and staff and ensure both have confidence in using/delivering your services.

Documented Risk Assessment/Policy/Plan

There should be a document detailing your Covid 19 protocols, encompassing all local and national regulations as well as good practice guidance in terms of the hygiene and safety procedures you have in place for the all stakeholders (Staff, Customers, Suppliers etc.). There should be a person nominated within the organisation for ensuring Covid19 procedures are followed and updated as necessary. The risk assessment, policy or plan needs to include the following:

1. Control Measures:

- Advance information to your clients and passengers of any steps you are taking to minimise the risk of Covid19 transmission
- Procedures in place for embarking and disembarking from vehicles, such as one-way system on coaches, or boarding from the rear first.
- Social distancing measures – orderly queuing system to board, number of passengers on board to respect social distancing such as 50% occupancy, Single passengers to have two seats, no mixing of groups on board.
- Appropriate signage explaining procedures or seats blocked off or tape on floors to ensure social distancing is maintained
- Personal hygiene and any PPE requirements – use of mask, gloves, hand sanitizer on board etc.
- Keeping seats near the driver clear to provide social distancing, possibly screen use
- Maintaining same seats at all times if multiple stops on route or a coach tour
- Closure of any on-board toilets
- Only prepared wrapped snacks or individual bottles of water (or nothing at all to minimise risk)
- Small vehicles – capacity restricted to ensure no one is sitting next to the driver, screening between driver and passengers if possible.
- Family groups to one vehicle, avoid mixing guests on private transfers

2. Enhanced Hygiene & Cleaning:

- Surgical standard cleanliness of any high contact areas (touch points) within the vehicle, such as seat belts, handrails, air control systems, seat back trays etc.
- Full cleaning and sanitising after each transfer.
- Provision of PPE to guests if they don't have it (Masks, Gloves – some operators are providing branded masks)

- Hand sanitizer provided and available at entry and exit points on the vehicle, use encouraged after each stop.
 - Full thorough cleaning of the vehicle at the end of each day, including use of appropriate sanitising fluids on soft furnishings: seats, curtains, headrests etc.
3. **Comprehensive Staff Training:**
- Appropriate use of PPE for staff: Masks, gloves, hand sanitising
 - Training in cleaning and sanitising procedures for the vehicles
 - Training in social distancing instructions and any embarkation and disembarkation procedures
 - Procedure for identifying symptoms of Covid19 in any person using the transport
 - Procedure for dealing with any suspected cases of Covid19 on board or due to embark.
 - Procedure for reporting their own illness if they display symptoms consistent with Covid 19
 - Consequences for non-compliance with your Covid19 risk assessment/policy/plan
4. **Communication – internal & external:**
- Ensure all staff understand the risk level, danger of non-compliance and also any change in governmental advise or procedures
 - Provide regular written and verbal instructions to staff as a reminder of their responsibilities
 - Provide written communication to any tour operators, travel agents and passengers of the Covid19 procedures you have in place.
 - Ensure passengers receive specific instructions, both written and verbal, regarding their responsibility whilst travelling with you, personal hygiene (Masks, gloves, hand sanitizer), social distancing requirements and correct embarkation and disembarkation procedures
 - Passengers should be advised not to travel if they display any symptoms consistent with Covid19 or share a house with anyone displaying symptoms or are immuno-suppressed in any way.
5. **Prevention of Spread of Infection Procedures (POSI):**
- What procedures to follow if someone is suspected of having Covid19 whilst using the transport.
 - Full sterilisation of the vehicle – including non-use for a period of 72hours
 - Contact tracing of any other passengers on board so they can be told to self-isolate for 14 days. Passenger contact details to be collected at all times so they can be contacted if necessary. (including seat location)
 - Driver of any other staff on board also to be made to self isolate for 14 days
6. **Monitor & Review:**
- Your Covid19 risk assessment/policy/plan must be continually monitored by senior management
 - All staff should be supervised to ensure they are maintaining all the control measures and understand the importance of your Covid 19 protocols
 - Procedures in place to make changes to these procedures in light of any new advice, science or guidance

About Us

tranquilico.com is a health, safety and crisis management consultancy aimed specifically at the international travel & leisure industry, conference & events, sports and education sector. The organisation has been in operation since September 2008 and has already built up an impressive client list; these include companies both big and small.

Our Services:

a. Health & Safety

We deliver health and safety training, the installation of due diligence policies and procedures and supplier health & safety auditing programmes overseas. We also operate the innovative PASS 4 supplier self-assessment system, which is also operated by the likes of Kuoni, Virgin and British Airways Holidays.

b. Crisis Management

tranquilico.com also delivers crisis management advice, plans, training courses and desktop/full simulations. Tailored to suit the size and resources of your business.

tranquilico.com are also a Travel Industry Partner to the Association of British Travel Arrangers (**ABTA**), an Affiliate to the Association of Independent Tour Operators (**AITO**) a Consultant Member of The Latin America Travel Association (**LATA**) an Affiliate to the Association of Bonded Travel Organisers Trust (**ABTOT**), Consultant Advisors to the Association of British Tour Operators to Italy (**ABTOI**) and Crisis Management Advisors to the African Travel & Tourism Association (**ATTA**).

Directors **Colin McGregor** and **Mick Yates** have over 50 years of Travel Health, Safety and Crisis Management experience and qualifications between them having worked for **TUI**, **MyTravel** and **Thomas Cook**. Both are Fellows of the Institute of Travel and Tourism. (**ITT**)

Client/Supplier Responsibility

Our clients need to be able to demonstrate they have taken 'all reasonable skill and care', in that the accommodation, transport and any activities they provide to their customers as part of their 'package holiday' are as safe as possible.

It is the responsibility of the suppliers to ensure their services are delivered safely and it is expected that risk assessments are conducted to ensure that hazards are identified and control measures are put in place to prevent accidents and illness so far as is reasonably practicable.

Our advice in this document is based on internationally accepted good practice guidance and we encourage you to review the information and take action where necessary to ensure that your operations are in line with these recommendations.

We do not expect you to up-date us once changes have been made, rather, we expect that having been provided with this best-practice advice, that you would adopt the recommendations provided.

However, having received this good practice guidance our clients may well decide to require you to complete a specific **Covid19 safety self- assessment** where you can confirm all the required policies and procedures are in place for the ultimate protection of your mutual customers. This will form part of the tour operator/travel agent due diligence in addition to any normal safety self-assessments you have completed in the past.

If you require any further advice or services please contact us at safety@tranquilico.com or check out our website at www.tranquilico.com