

## **SECTOR PROTOCOL SAFE TAXI TRANSPORT<sup>1</sup>**

*for consumer market and business market*

Version June 15<sup>th</sup>, 2021 (replaces version January 25<sup>th</sup>, 2021)

### **Introduction: COVID-19 in the Netherlands, a risk at work**

This is the protocol for taxi transport as drawn up by Royal Dutch Transport Federation (KNV), the national association for entrepreneurs active in healthcare and taxi transport, together with the trade unions FNV and CNV Vakmensen. Within the framework of government policy and advice from RIVM for the fight against the corona virus, taxi transporters and their employees want to carry out taxi transport as responsibly as possible.

This protocol is about taxi transport for consumers and companies. Other protocols are available for:

- Healthcare transport (from 18 years and older).
- Healthcare transport for children and young people (up to 17 years old).
- Necessary seated transport of persons with COVID-19.

This protocol can be adapted in response to practical experience and new insights or decisions from the national government. It is a living document. The sector is not bound to the impossible when carrying out transport.

The protocol deals with safety and hygiene aspects surrounding transport. According to the Working Conditions Act, the employer is obliged to guarantee the safety and health of his employees and this protocol can therefore be seen as part of the Working Conditions Catalog for the sector and the RI&E of the transport company.

The protocol contains the following parts:

1. General hygiene measures
2. Principles for carriers and drivers
3. Principles for passengers
4. Starting points for pick-up and drop-off
5. Principles for carriers' business locations

### **1. General hygiene measures**

- a) Wash your hands regularly.
  - For 20 seconds with soap and water, then dry hands thoroughly
  - Before going out, when you come back home, when you have blown your nose, of course before dinner and after going to the toilet.

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<sup>1</sup> Consumer market: starter market and order market

- b) Cough and sneeze inside of your elbow.
- c) Use tissue paper to blow your nose and then throw it away.
- d) Do not shake hands.
- e) Keep 1.5 meters distance (2 arm lengths) from others.
  - This applies on the street, in shops and at work.
  - Keeping 1.5 meters away reduces the chance that people will infect each other.
  - Children and young people do not have to observe 1.5 meters distance.
- f) Do you have mild corona complaints? [Get tested](#) and stay at home until you know your test result.
- g) Do you have housemates? They also stay at home if, in addition to mild corona complaints, you also suffer from fever or shortness of breath.
- h) For more information about general hygiene measures, testing and vaccination policy: visit [the RIVM website](#) or [The website of the National Government](#).

## **2. Principles for carriers and drivers**

### *2.1 Before starting the ride*

- a) When [requesting the ride, the carrier, call centre and / or driver \(where the carrier / call centre does not do a ride intake\) asks the passenger whether he has corona-related symptoms](#) (in accordance with RIVM guidelines, see Annex). Are there any symptoms? Then the passenger cannot come along. If the driver has doubts whether a passenger is symptom-free, the driver decides whether the passenger can come along.
- b) Carrier / call centre (or the driver where the carrier / call centre does not do a ride intake) keeps an overview of customers who have been transported. So that, if necessary, tracing is possible.

### *2.2 Transport measures*

- a) The driver wears a surgical mask<sup>2</sup> and the passenger(s) wears a non-medical mask<sup>3</sup>, or between the driver and the passenger a physical separation<sup>4</sup> should be applied.
- b) Children in the age group of primary education do not have to wear a non-medical mouth mask.
- c) There is no maximum on the number of persons per vehicle. All seats may be used.
- d) As a driver, observe the following:
  - Let the passenger get in and out of the car. themselves.

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<sup>2</sup> All RIVM advice is based on a surgical mask type IIR. If this is not available, temporary type IR as custom work is acceptable for a driver who, according to protocol, transports people without symptoms.

<sup>3</sup> This is a non-medical mouth mask, as prescribed for public transport. See also:

<https://www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19/documenten/publicaties/2020/05/09/covid-19-niet-medisch-mondkapje> and <https://www.nen.nl/Normontwikkeling/NENspec-nietmedischmondkapjes.htm>

<sup>4</sup> On 9 June 2020, the RDW announced its advice to the Ministry of Infrastructure and the Environment on the use of physical partitions and the regulations that apply to them: <https://www.rdw.nl/over-rdw/nieuws/2020/advies-rdw-afscherming-in-personenautos> The ministry had converted this advice and recorded in a ministerial regulation: <https://zoek.officielebekendmakingen.nl/stcrt-2020-52021.html>. Consult the insurer or intermediary to determine whether the placement of a screen has consequences for your insurance.

- When alone, let the passenger sit in the back right seat.
  - Have the passenger fasten the seat belt.
  - If possible, have the passenger place his or her own luggage in the trunk.
- e) The following additional guidelines apply to wheelchair transport:
- Only touch the wheelchair and the restraint system
  - First clean the wheelchair's parking brake and other parts that need to be touched.
  - Stay behind the passenger as much as possible (keep maximum distance, also on the wheelchair lift)
  - Stay as close (in time) as possible to the passenger.
- f) Passengers (over 18 years old) who belong to a [risk group](#) can be transported but must be extra alert. It is up to the younger person (or his parent / caretaker) to make it known that he / she belongs to the risk group. Additional measures<sup>5</sup> will be necessary then to ensure safe and responsible transport.

### *2.3 Resources and additional measures during and after the ride*

- a) Drivers take care not to get too close to the passenger's face.
- b) Drivers are provided (for employees: by the employer) with disinfectant or - wet wipes to clean hands and contacts.
- c) Ventilation is carried out in the vehicle as much as possible during each journey, and in between journeys.
- d) The contact points in the vehicle (e.g., door handle, armrest, safety belt, pin equipment and handle) are additionally cleaned.

### *2.4 Drivers from riskgroups*

- a) Drivers who fall into the risk group can continue to do the work, if they work according to [the guidelines of the RIVM](#) and with proper application (and the availability of sufficient equipment) of personal protective equipment (PPE) and / or physical barriers (such as screens such as in supermarkets). Situations are conceivable in which the work does pose an increased health risk and additional protection is not reasonably or practically possible. In those cases, the law obliges the employer, after a good risk assessment, to exempt employees with increased vulnerability from the relevant work and, where possible, to offer replacement work. This concerns customization, in which individual health factors, the content of the work and the working conditions form the starting point. The employer and driver will discuss these situations and, if in doubt, contact the company doctor.

## **3. Principles for passengers**

- a) Please observe the following:
  - Get in and out of the vehicle yourself.
  - If you are alone, sit in the back right seat.
  - Fasten the seat belt yourself.
  - If possible, place luggage in the trunk yourself or keep it on your lap.

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<sup>5</sup> Think of the measures that are reflected in the care transport protocol (from 18 years and older): passengers wear a surgical mouth mask (type II or type IIR). There is a maximum occupancy in the vehicle: two seats may be occupied per bench or row of seats, under the condition there should at all times be the space of one seat left empty in between passengers. The place occupied by a passenger in a wheelchair is regarded as one seat. No passengers are allowed to sit next to the driver.

- In the case of wheelchair transport, the driver will observe the points under 2.2.e
- b) Pay digitally or with pin / credit card. Avoid cash payments.

#### **4. Principles for pick-up and drop-off**

- a) As a passenger, make sure you are ready outside before the driver arrives in the vehicle.
- b) Do not enter passengers houses once arrived at a destination or at a drop-off addresses as a driver. Comply with the minimum distance of 1.5 meters outside the vehicle in relation to others. In case of waiting for a passenger, stay with or in your vehicle.

#### **5. Principles for carriers' business locations**

Follow these guidelines and discuss them with your employees before work.  
and / or colleagues / ensure good communication about this within the company:

- a) Where the nature of the work permits, work is done from home.
- b) Appoint a corona responsible at the company or per location. This can be a prevention officer.
- c) Keep as far as 1.5 meters distance.
- d) Adjust the work to the 1.5-meter distance and arrange the workspace accordingly. Show on a map where employees are expected to do their work. Possibly and if necessary, also with a routing to prevent people from having to meet / meet each other unnecessarily.
- e) For lifts and other small spaces: maximum 1 person in these spaces.
- f) If possible, divide departments to reduce the risk of illness of an entire department / company.
- g) Split groups of employees during lunch. Have lunch in the open air as much as possible. And also keep at least 1.5 meters distance during lunch and other breaks.
- h) Other hygiene rules:
  - a maximum number of people in the toilet at the same time: use the urinals alternately,
  - hang warning signs on the doors of small spaces,
  - make sure that there are bottles / pumps with disinfectant liquid directly outside the toilets,
  - extra daily cleaning of toilets and other facilities that are shared,
  - keep door handles good and extra clean,
  - thoroughly clean material for shared use, 70% (IPA) cleaning alcohol is suitable for disinfecting materials and products,
  - make sure that the rooms are cleaned more often than usual and that soap / disinfectant and disposable towels are provided.
- i) Limit contacts with external parties as much as possible. Make agreements about this with suppliers, customers and other people who want to visit the work location.
- j) Set scattered times for employee units to come to work and avoid too many employees meeting at the entrance, elevator, stairs, etc. during peak hours.
- k) Meetings: only by telephone or video conferences. When necessary: put a maximum number of chairs in meeting rooms to ensure a 1.5-meter distance
- l) Have employees work in the same teams and in the same locations / spaces as much as possible, so that people do not encounter others.
- m) Talk to each other (severely) about (dangerously underestimating) deviant behaviour and correct each other. Take responsibility for yourself and colleagues. Ask questions and report problems to your manager.

"Fear of corona" is no reason for absence or not working. But do discuss this with the employees who indicate that they are concerned about this.

#### Instruction and training of employees

- a) Instruct your employees about the measures that apply to your company and the guidelines included in the sector protocols and the advice of RIVM.
- b) Repeat these instructions periodically and in any case if the measures are adjusted.
- c) Use instructions or information available from KNV, FNV, CNV and other organizations.

#### For visitors (including suppliers and employees) to the company

For the entrepreneurs:

- a) Hang the hygiene rules that apply to the company on the outside of the company and also repeat these at the reception, workshop or other entrance where visitors can enter the building.
- b) Make the hygiene rules known via your website and / or employee portals and digital newsletters.
- c) Ensure that everyone can keep 1.5-meter distance in the company, if necessary, also in front of the company.
- d) In reception areas and other reception areas, indicate the maximum number of people that may be in the room at the same time. The guideline is a maximum of 1 person per 10 square meters of floor space. Make this visually visible via a map.
- e) Have suppliers deliver products and orders to your door, do not let them in.
- f) Ensure maximum hygiene, such as the pin terminal or the cash deposit location.

For the visitors:

- a) Keep 1.5 meters distance, outside the company compound and once inside the company.
- b) Come alone as much as possible, do not travel together / with colleagues.
- c) Do not come to the company if you have a cold or flu symptoms.
- d) Keep the visit as short as possible.
- e) Wash hands before and after the visit if that is possible hygienically and if not possible wear disposable gloves.
- f) Always follow the directions of the personnel.
- g) Deliver products and orders to the door, do not enter.



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## Check: Ask your customer the following questions:

Did you have one or more of the following symptoms in the past 24 hours?



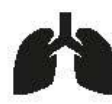
Coughing



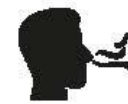
Symptoms of  
a common cold



Fever or elevated  
temperature



Shortness of  
breath

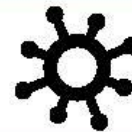


Loss of taste  
and smell

Does anyone in your household have  
mild symptoms accompanied by fever  
or shortness of breath?



Have you had a novel coronavirus infection  
(laboratory-confirmed in the past 7 days)?



Are you in quarantine because:

- you had close contact with or someone with a confirmed COVID-19 infection?
- someone in your household had a confirmed COVID-19 infection?
- you have been in a COVID-19 high-risk area?\*
- you received a notification from the Coronamelder-app?



*If you answered yes to one or more of these questions,  
do not make an appointment, or cancel your appointment*



More info: [rmm.nl/covid19](https://rmm.nl/covid19) \*area's can be found on [www.netherlandsworldwide.nl/travel](https://www.netherlandsworldwide.nl/travel)