

# Measures To Reduce The Risk of Novel Coronavirus (COVID-19)



## Purpose

As the COVID-19 pandemic persists, Superfleet Mobility remains committed to implementing precautionary measures to safeguard the health, well-being, and safety of our team members and clients. We are actively working to minimize any potential contribution to the spread of the virus and are taking proactive steps to support our communities.

We have devised this Standard Operating Procedure (SOP) outlining preventive measures aimed at reducing the risk of Novel Coronavirus within our workplace and fleet.

## Measure taken broadly for 3C's

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Preparing For Day One

Planning Beyond Day one



COMPANY

CHAUFFEUR

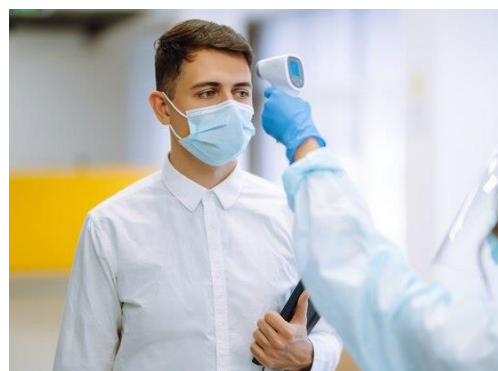
CAR

## COMPANY

### Preparing For Day One

## 1. Health & Sanitization

- ✔ Ensure thorough sanitization and cleaning of the office premises before reopening.
- ✔ Stock up on health supplies, including an ample inventory of cleaning and sanitation supplies, as well as masks.
- ✔ Implement temperature screening at entry points and require self-declarations from individuals entering the premises.
- ✔ Set up additional handwashing facilities at entrance gates to promote hand hygiene.
- ✔ Routinely sanitize common spaces, with a focus on frequently used areas such as meeting rooms, restrooms, and cafeteria.

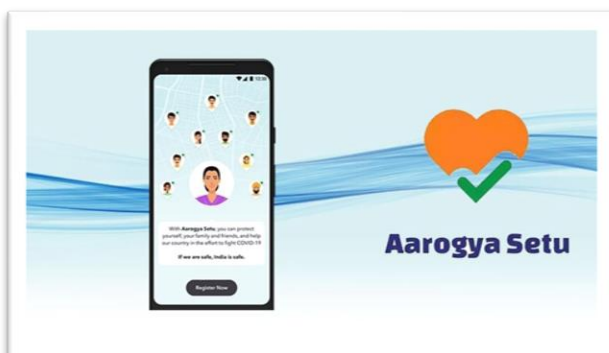


## COMPANY

### Preparing For Day One

## 2.Employee Checks & Communication

- ✔ Capture employee health and family information, with 33% of staff called to the office.
- ✔ Mandate work from home for employees with comorbidities and pregnant women.
- ✔ Establish and communicate COVID guidelines through awareness posters, danglers, and videos outlining symptoms warranting home quarantine.
- ✔ Conduct training on hygiene practices for all employees, including housekeeping, security, and service staff, emphasizing social distancing and good hygiene.
- ✔ Install the Aarogya Setu App for self-diagnosis and updates on affected areas and other relevant information.



## COMPANY

### Preparing For Day One

### 3. Infrastructure Prerequisites & Arrangements:

- ✓ Facilities to be utilized in moderation - cafeteria / meeting room etc.
- ✓ Adjusted workspace capacity- To maintain social distancing, one workstation will be left vacant between every two employees' workstations.

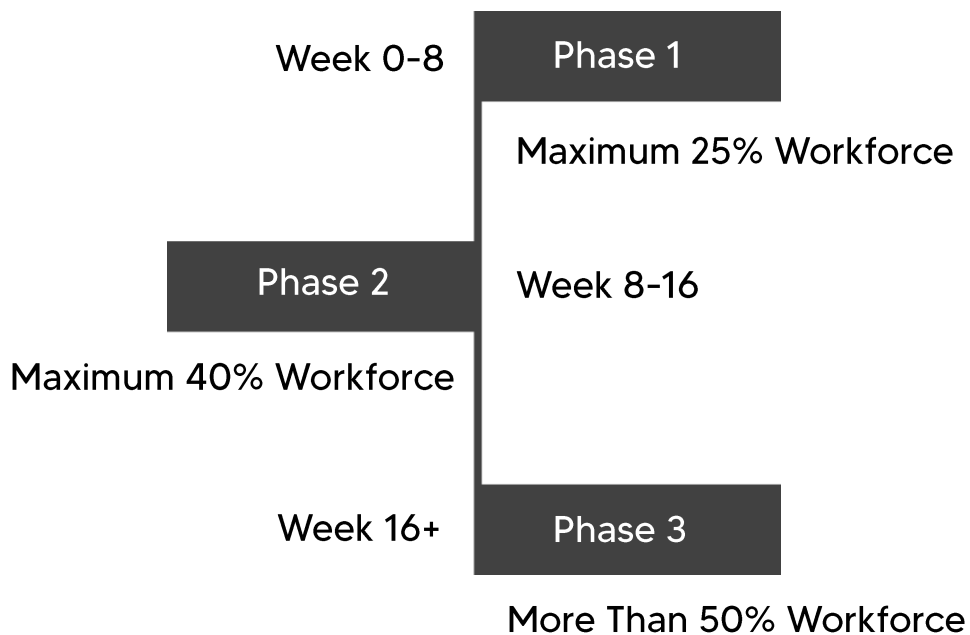


### Planning Beyond Day one

Continuing the preventive measures outlined for Day One, the return of employees will be gradually phased in, starting from 25% and increasing to 50% and then to 100% over time. This will prioritize roles that require an earlier return over others.

# COMPANY

## Planning Beyond Day one



- ✔ Mark designated standing areas in the reception to indicate queues for unavoidable instances such as water dispensers or security entry gates.
- ✔ Avoid touching other individuals' computers, keyboards, mice, hand rests of seats, tables, or any other belongings.
- ✔ Ensure availability of hand sanitizers, soap, and running water in washrooms.
- ✔ Vendors must submit a self-declaration of being asymptomatic.

## COMPANY

### Planning Beyond Day one

- ✔ Prohibit gatherings of more than 5 people in common areas like corridors, entry gates, reception, and cafeteria.
- ✔ Provide closed-lid dustbins for disposables.
- ✔ Install step n pull devices on every door, especially washroom doors, to avoid holding the door handle.



- ✔ Utilize appropriate Personal Protective Equipment (PPE) including nose masks, gloves, and goggles.
- ✔ Provide Hazmat suits for individuals performing Quality Control (QC) at the branches.

## COMPANY

### Planning Beyond Day one

An indicative list of do's and don'ts is also annexed for wide dissemination in our organization. It is therefore requested to take all necessary measures to control and prevent the spread of COVID-19:

#### DO's

- ✔ Download Aarogya Setu App.
- ✔ Practice personal hygiene and physical distancing.
- ✔ Wash hands frequently with soap or use hand sanitizer.
- ✔ Cover nose and mouth when sneezing or coughing.
- ✔ Dispose of used tissues in closed bins immediately.
- ✔ Maintain distance from individuals with flu-like symptoms.

#### DON'TS

- ✘ Shake hands.
- ✘ Touch your eyes, nose and mouth.
- ✘ Spit In Public.
- ✘ Travel unnecessarily, particularly to any affected region.
- ✘ Participate in large gatherings, including sitting in groups at canteens.
- ✘ Spread rumours or panic.



# CHAUFFEUR

## Covid Safety Measures



Masks & Gloves mandatory for all drivers and helpers



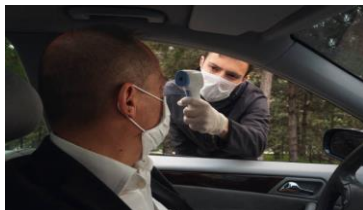
Social distancing inside the vehicle



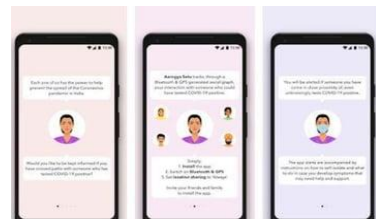
Hand Sanitizer in all vehicles



Deep cleaning of vehicles everyday



Regular temperature checks of staff



Aarogya Setu App installed on smart phone

# CHAUFFEUR

## Guidelines For Chauffeurs

- ✔ Always maintain zero physical contact and distance with guests. Greet guests with a smile and Namaste, avoiding handshakes, and ensure an isolation cabin is provided in every car.
- ✔ Chauffeur opens and closes car boot for luggage, sanitizing hands when needed.
- ✔ They should always open the vehicle doors themselves.
- ✔ Minimize communication during journey to avoid spreading airborne bacteria.
- ✔ Avoid using AC, keep windows down for ventilation.



- ✔ Ensure that the guest is seated according to the government-prescribed seating arrangement inside the car.
- ✔ Extensive training and awareness sessions will be conducted on:
  - 1) Sanitization process of the vehicle
  - 2) Personal Hygiene & Social Distancing
  - 3) Briefing on SOP

## CAR

### Standard Operating Process

#### Sanitization & Regular Cleaning -

- ✔ All vehicles undergo thorough disinfection using a high-grade disinfectant. This solution effectively prevents contamination and eliminates 99.9% of germs upon application.
- ✔ All chauffeurs are required to sanitize the vehicle after each trip using a solution prepared by mixing disinfectant such as Dettol or sodium hypochlorite with clean water. This solution is then poured into a spray bottle and applied to commonly touched areas both inside and outside the vehicle. These include armrests, seat belts and buckles, door handles, boot handle, dashboard, steering wheel, handbrake area, car control buttons, AC vents, cup holders, and window buttons.



#### Safety measures for the Guest -

- ✔ Implementing an isolation cabin within the vehicle.
- ✔ Hand sanitizers available in the car

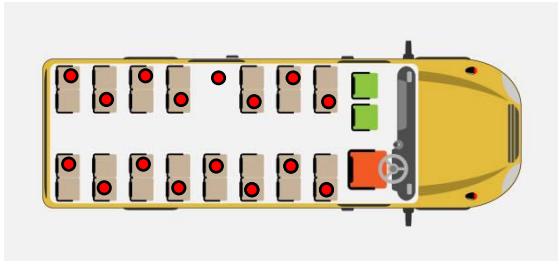
# CAR

## Standard Operating Process

✔ Accessories such as newspapers, water bottles, tissue papers, etc., will not be provided or stored in the vehicle.



- Sedan : Chauffeur + 1 Pax
- SUV : Chauffeur + 2 Pax
- TT : Chauffeur + 6 Pax
- 22 seater Bus : Chauffeur + helper + 9 Pax
- 35 Seater Bus : Chauffeur + helper + 14 Pax
- Commuter : Chauffeur + 4 Pax
- Sprinter / Coaster : Chauffeur + 8 Pax
- Volvo 45 Seater : Chauffeur + Helper + 18 Pax



Sit Diagonally & Maintain Social Distance

# Welcome Back To Thriving In Business!