



A **Reliable & Premier** Provider of Car Rental Services.



Our fleet undergoes thorough disinfection with BIO-PROTECT 500 for your safety.



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Let's Combat The COVID-19 Outbreak Together.

To ensure a safe and hygienic passenger transportation experience, here are some frequently asked questions (FAQs) and initiatives that SuperFleet Mobility has implemented:

FAQs:

✔ What is the recommended seating occupancy for each type of vehicle?

Use 40-50% of vehicle's seating capacity (passengers should sit in zig-zag pattern)

Sedan type vehicle: Chauffeur + 2 passenger

SUV (Crysta / Xylo / Innova): Chauffeur + 3 passengers

Mercedes V-Class / Alphard (7 seater): Chauffeur + 3 passengers

Tempo Traveler long base / MB Sprinter (17 seater): Chauffeur + 9 passengers

Toyota Coaster / MB Sprinter (15 seater): Chauffeur + 8 passengers

Tempo Traveler (13 seater): Chauffeur + 6 passengers

Toyota Commuter (10 seater): Chauffeur + 4 passengers

Mini Bus (22 seater): Chauffeur + 10 passengers

Bus (35 seater): Chauffeur + Helper + 14 passengers

Volvo Bus (45 seater): Chauffeur + Helper + 18 passengers

✔ Is it advisable to use the Air Conditioner in the vehicles during the journey

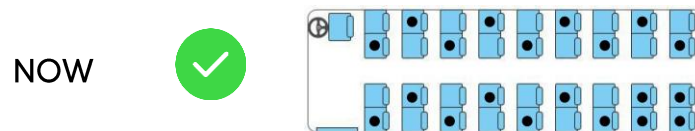
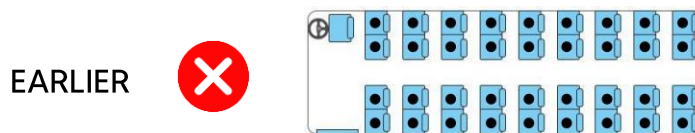
It is not recommended to utilize the vehicle's air conditioning. Instead, it is advisable to keep all windows open to ensure adequate ventilation and fresh airflow.

✔ Is there any need for a vehicle pass or a authorization letter for commuting?

Yes, in accordance with government guidelines, clients are responsible for obtaining the necessary vehicle pass issued by the relevant government authority.

✔ What guidance should be provided to our company colleagues/travelers travelers when utilizing the Cab/Employee Transport Service?

When boarding or de-boarding the vehicle, guests are advised to allow the chauffeur to handle opening and closing the doors, as well as the boot for luggage retrieval, to minimize contact with belongings. Guests should bring their own mask, hand sanitizer, and water bottle for the journey. Once seated, guests should refrain from unnecessary movement and avoid touching buttons or AC vents. When traveling with other passengers in a SUV, Tempo Traveler, or Bus, guests should sit in a zig-zag formation to maintain distance.



When boarding or de-boarding the vehicle, passengers are required to maintain social distance. It is recommended that passengers use their own pen when signing off the duty slip.

✔ What measures is Superfleet Mobility taking to mitigate the risk of Covid-19?

Superfleet Mobility has developed a comprehensive Standard Operating Procedure (SOP) to safeguard against Covid-19.

Here are some of the key points:

- 1) After each ride, chauffeurs disinfect the vehicle, focusing on commonly touched areas like armrests, seat belts, door handles, cup holders, and window buttons using high-grade alcohol-based disinfectants.
- 2) Chauffeurs receive regular training to avoid physical contact with passengers or their belongings, instead greeting passengers with a smile and a 'Namaste'.
- 3) Chauffeurs are briefed to open and close vehicle doors themselves, prohibiting passengers from touching any areas of the vehicle interior or exterior. Passengers are encouraged to minimize movement inside the vehicle once comfortably seated.
- 4) Air conditioning is turned off, and all windows are kept open for proper air ventilation.
- 5) Chauffeurs wear masks and gloves at all times and maintain social distance.
- 6) Hand sanitizer is provided in all vehicles.

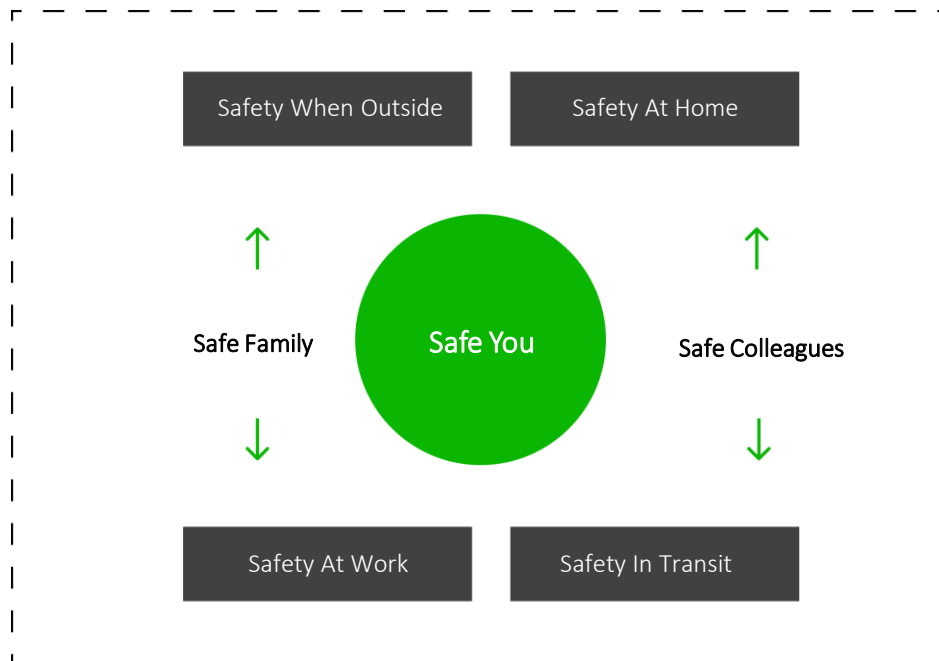
7) Items like newspapers and water bottles are removed to reduce the risk of germ transmission.

8) Guests are encouraged to use OTP for sign-off on the Driver App or use their own pen for signing paper duty slips.

9) Minimal verbal communication between passengers and chauffeurs is advised to prevent airborne bacteria transmission.

10) The Arogya Setu App is recommended for monitoring proximity to infected individuals.

11 A 24x7 COVID helpline is available for chauffeurs' assistance.



SAFE COMMUNITY

Let's combat Covid'19 together by implementing essential precautions.