

DRIVER PANDEMIC POLICY

REQUIREMENT

1. Introduction

As part of the Macedon Ranges Regional Taxi Services Safety Management System framework this policy relates to all group registered BSPs and network operations. As per requirements identified and outlined in group company risk registers, this policy provides the groups response in relation to an epidemic or pandemic even.

2. Purpose

The purpose of this document is to outline the actions required of associated Drivers and Operators within Macedon Ranges Regional Taxi Services BSP networks.

These requirements intend to prevent the transmission of infectious diseases that are epidemics or pandemics, and control the transmission of infectious diseases when a case/s is identified.

For the purpose of this document, **infectious diseases mean**

- . diseases caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi;
- . the diseases can be spread, directly or indirectly, from one person to another.

This policy is focused on infectious diseases that are declared to be an epidemic or pandemic.

3. Policy

Macedon Ranges Regional Taxi Services will, far as possible, plan for and make advance preparations for the possibility that its operations will be affected by an epidemic or pandemic.

- 3.1 in the event of an epidemic or pandemic, Macedon Ranges Regional Taxi Services will, as far as possible:
 - 3.1.1 Assist its clients, drivers, operators, staff, contractors, account partners,

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Passengers and others, as relevant, to minimise their exposure to the illness concerned.

- 3.1.2 Encourage those who have reason to believe that they are at risk of contracting the epidemic or pandemic to obtain a diagnosis and be tested.
 - 3.1.3 Support employees, contractors, Drivers, operators, account partners and passengers to take reasonable precautions to prevent infection or contagion.
 - 3.1.4 Where possible, provide standard precautions such as personal protective equipment where necessary and appropriate (e.g. masks, soap, sanitiser and gloves).
 - 3.1.5 Maintain its services and operations throughout the period of concern.
- 3.2 In the event of an infectious disease being declared an epidemic or pandemic. Macedon Ranges Regional Taxi Services requires people covered by this Policy to take the following precautions:
- 3.2.1 Regularly and thoroughly clean your hands with an alcohol-based hand rub wash them with soap and water.
<https://www.health.gov.au/news/health-alerts/novel/coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid19/good-hygiene-for-coronavirus-covid-19>
 - 3.2.2 As recommended or mandated by Government and Health authorities, wear the appropriate PPE equipment, such as face masks and gloves.
It is required that all drivers of vehicles wear a mask when carrying passengers, to minimise the potential spread of the virus and the risk to the driver of infection.
 - 3.2.3 Where possible, the driver of a vehicle is not to touch the passenger or their luggage, to minimise the risk of virus transmission and the risk of infection to the driver.
 - 3.2.4 Where possible, maintain at least 1.5 metre distance between yourself and anyone, especially someone who is unwell, coughing or sneezing.
 - 3.2.5 Avoid touching your eyes, nose and mouth, or shaking hands with others.
 - 3.2.6 Make sure you follow good hygiene and encourage others to do the same. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze and disposing of used tissues immediately.
 - 3.2.7 Maintain a clean and sanitary (regularly sanitised) workspace, this includes vehicles where all touch points are sanitised after each trip.
For the operators of vehicles, we will provide a sanitisation log, to be used by Drivers to maintain a record of the cleaning and sanitisation of the vehicle. Random audits to check the sanitisation logs are in place and being completed in-line with requirements, will be part of the ongoing compliance regime.

- 3.2.8 Ensure regular messaging to all drivers to re enforce all precautions and measures to reduce the risk of infection recommended by the Health Authorities, including by not limited to, wearing of PPE, sanitisation of self and vehicle, leaving windows open for airflow, limiting conversation, asking passengers to sit in rear of a vehicle where possible, not touching luggage where possible and encouraging zero touch payment.
- 3.2.9 Stay at home and self-isolate if you feel unwell. Seek medical advice and if deemed appropriate be tested for infection.
If being tested, notify Macedon Ranges Regional Taxi Services, isolate yourself at home and inform Macedon Ranges Regional Taxi Services of your test results as soon as you receive them.
- 3.2.10 If you are well enough to work and it has been deemed appropriate and suitable by your manager, to minimise the risk of infecting others, work from home, in isolation.
- 3.2.11 Keep up to date on the latest hotspots (cities or local areas where the pandemic or epidemic is spreading widely). If possible, avoid travelling to these places – especially if you are more at risk.
- 3.2.12 If you are or are likely to be contagious, notify Macedon Ranges Regional Taxi Services as soon as possible. It may be possible or necessary for you to self-isolate by staying at home until you recover.
- 3.2.13 Seek medical advice promptly and follow the directions of your local health authority.
- 3.2.14 As directed by the relevant government department, (NSW Health, DHHS, P2P,CPVV) implement a check-in solution to record office visitors, the passengers of all trips, allowing for all passengers to register their details and presence and the use of a vehicle.

4. Virus Testing Processing

It is understood that Macedon Ranges Regional Taxi Services stakeholders will be at risk of infection during the course of a pandemic.

- 4.1 If an employee or driver feels unwell and seeks a test to ascertain if they have been infected, the below process applies.

4.1.1 Employees

- . if an employee feels unwell, they must inform Macedon Ranges Regional Taxi Services and self-isolate
- . The employee should seek medical advice and if directed to do so be tested for infection, if to be tested they should notify Macedon Ranges Regional Taxi Services
- . The employee must remain isolated until they receive their results and notify Macedon Ranges Regional Taxi Services

- . For an employee to return to work, they must provide proof of a negative test result or clearance to return to work from the appropriate health authority.
- . If an employee tests positive, the below section 6 Positive Test Processing outlines the requirements to be followed.

4.1.2. **Driver**

- . If a driver feels unwell, they must inform Network Operations and self-isolate and not operate the taxi.
- . The driver should seek medical advice and if directed to do so be tested for infection, if to be tested they should notify network operations
- . Network operations is to block access to dispatch for the driver
- . The driver must remain isolated until they receive their results and notify network operations
- . For a driver to return to work with the network, they must provide proof of a negative test result or clearance to return to work form the appropriate health authorities, for their dispatch access to be enabled and for permission to operate a taxi.
- . If a driver tests positive, the below section 6 Positive Test Processing outlines the requirements to be followed.

5. Positive Case Processing

In the event of a positive case being detected

5.1. If an employee or driver tests positive to infection during the course of a pandemic the below process will occur

5.1.1 **Employee**

If an employee informs Macedon Ranges Regional Taxi Services of a positive test result due to infection

- . The employee must remain isolated until they receive clearance to return to work form the relevant health authorities for infection before they will be permitted to return to work from the relevant health authorities for infection before they will be permitted to return to the workplace.
- . Macedon Ranges Regional Taxi Services will notify *Worksafe* via telephone and in writing as per the relevant and current requirements, refer to the *Worksafe* web page for latest requirements

i.e. Macedon Ranges Regional Taxi Services will notify *Worksafe* via telephone on 13 23 60, and in writing via the online [COVID-19 Reporting Form](#)

- . Macedon Ranges Regional Taxi Services will inform all staff, and assess exposure to those who operated in close proximity to the infected employee

- . For those employees, contractors, visitors assessed as at risk of exposure, Macedon Ranges Regional Taxi Services will inform them to immediately self-isolate and seek a test for infection, and follow the above process. 5. Virus Testing Process

- . For an employee to return to work, they must provide proof of a negative test result, as per the above process, 5. Virus Testing Process

- . As directed by *Worksafe*, all employees will be removed from at risk areas, whilst Macedon Ranges Regional Taxi Services undertakes thorough cleaning and sanitisation of the associated workspace and surrounds to minimise any further risk of infection, with employees not to return until such time as the workplace is deemed safe.

- . If required, employees will be directed to work from home or an alternate location if possible.

- . The relevant office will not be reopened until the above cleaning and sanitisation is completed and the all clear is provided as to the safety of the workplace.

5.1.2 Driver

If a driver informs Network Operations of a positive test result due to infection

- . The driver must remain isolated until they receive clearance to return to work from the appropriate authorised medical or health authorities.

- . Network Operations will undertake the below steps

- Inform the driver to self-isolate
- Block driver access to dispatch systems
- Confirm if the driver visited any Macedon Ranges Regional Taxi Services premises, to assess risk of infection to employees and any cleaning requirements
- Network Operations will notify the CPVV as per the requirements of a Notifiable Incident
- Inform the driver of the requirements to return to the network and to operate a taxi.

- . If authorised government or health authorities contact Macedon Ranges Regional Taxi Services for data required to assist in the track and trace process implemented during the pandemic, Network Operations will source all relevant data and provide to the authorised health team as per their request.

- . For a driver to return to work with the network, they must provide proof of a negative test result or clearance to return to work from the appropriate health authority, for their dispatch access to be enabled and for permission to operate a taxi. They must also take their vehicle to a nominated location for a thorough clean and sanitisation.

6.2 Transporting infected passengers

- In the event of needing to transport an infected passenger, as per a government or regulators directive. The below process is to be followed
- . The booking must include clear instructions that this booking is to transport an infected person
- . No penalties will apply to a driver who rejects or recalls these bookings
- . The passenger must be informed that there is an additional cleaning fee associated with this booking of \$120.00, this is to cover the time and effort of the driver to complete a full clean of the vehicle
- . Drivers are to wear all appropriate PPE
- . Windows must be opened to enhance clean airflow as per guidelines
- . Passenger is to sit in the rear of the vehicle and wear all appropriate PPE
- . On completion of the service the driver is to self-isolate for a minimum of 2 days, be tested and continue to isolate until results are provided.
- *If a positive test is confirmed, please refer to section 6 Positive Case processing*
- . On completion of the service the driver is to be blocked from access to the system with a note that they are in isolation, until confirmation of a negative test is provided.
- . The driver must have their vehicle thoroughly cleaned by an approved cleaning facility
- . The driver and vehicle to remain blocked from network access until proof of a negative test and proof of cleaning is provided.
- . The booking is to be recorded in the COVID transport tracking sheet (this is required for audit and management purposes)

6.3. Transporting passengers to and from test sites for testing

- In the event of needing to transport a passenger who requires to be tested for infection, and is assumed to be positive case until results are provided to prove otherwise, as per a government or regulator directive.
The below process is to be followed.
 - . The booking must include clear instructions that this booking is to transport a suspected infected passenger to or from a test site.
 - . No penalties will apply to a driver who rejects or recalls these bookings
 - . The passenger must be informed that there is an additional cleaning fee associated with this booking of \$120.00 , this is to cover the time and effort of the driver to complete a full clean of the vehicle
 - . Drivers are to wear all appropriate PPE
 - . windows must be opened to enhance clean airflow as per guidelines
 - . Passenger is to sit in the rear of the vehicle and wear all appropriate PPE
 - . On completion of the services the driver is to self-isolate for a minimum of 2 days, or in-line with updated test result and contract tracing timeframes.
- If a positive test is confirmed, please refer to section 6 Positive Case processing
 - . On completion of the service the driver is to be blocked from access to the system, with a note that they are in isolation, for a minimum period of 2 days.

- . The driver must have their vehicle thoroughly cleaned by an approved cleaning facility
- . The driver and vehicle is to remain blocked from network access until proof of cleaning is provided.
- . The booking is to be recorded in the COVID transport tracking sheet (this is required for audit and management purposes)

6.4 COVID Transport Tracking Sheet

| Trip | Vehicle | Driver | Passenger | Date | Time | Vehicle Clean | Isolation timeframe | Driver re-enable |
|-----------------------|----------------|-----------|-----------------------|--------------------|------|---------------|---------------------|------------------|
| Positive Case or Test | Vehicle number | Driver No | Passenger Number Name | Date of Incidentet | | | | |
| | | | | | | | | |

Time Confirmation Timeframe Date
of of vehicle for driver driver to be
Trip Trip clean and to isolate re-enabled
Cleaned time

7. Legislation

This policy and procedure is not intended to override any industrial Instrument, contract, award or legislation such as the below related legislation.

- . Biosecurity ACT 2015
- . Fair Work Act 2009
- . Fair Work Regulations 2009

Appendix 1 – Further Information

Federal Department of Health

<https://www.health.gov.au/>

COVID-19 information

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Victorian Department of Health

<https://www.dhhs.vic.gov.au>

NSW Department of Health

<https://www.health.nsw.gov.au>

COVID-19 information

<https://www.nsw.gov.au/covid.19>

CPVV Industry updates

<https://cpv.vic.gov.au/drivers/coronavirus-covid-19/coronavirus-covid-19-cpv-Industry-updates>

<https://cpv.vic.gov.au/drivers/coronavirus-covid-19/coronavirus-covid-19-faqs2>

CPVV Covid-19 FAQ

<https://cpv.vic.gov.au/data/assets/pdf/0011/441587/Transporting-COVID-19-positive-and-high-risk-passengers-in-CPVs-June-2020.pdf>

CPVV-Transporting Covid-19 positive patients

<https://cpv.vic.gov.au/driver/coronavirus-covid-19/coronavirus-covid-19-faqs2/using-face-masks>

Vehicle cleaning requirements

<https://cpv.vic.gov.au/drivers/coronavirus-covid-19/coronavirus-covid-19-faqs2/if-you-have-covid-19-its-symptoms-or-you-are-in-contact-with-someone-with-it-FAQs>

6. Fleet Services

In the event of an infectious disease being declared an epidemic or pandemic, Macedon Ranges Regional Taxi Services requires safety procedures to be followed to ensure the safety of passengers, driver, operators, staff and partners.

As such, in the event of a pandemic, the transport services (taxi Services) provided by Macedon Ranges Regional Taxi Services fleets, will not transport passengers that are known to be infected, positive. Bookings will not be taken to provide these services

Passengers or account partners who request these services are to be informed.

Please Note

Due to the safety policies and procedures we are required to have in place in response to the current pandemic, we are no longer able to provide transport services for passengers who are infected, or travelling to or from a COVID test.

A passenger who is being tested for infection must be assumed is a positive case, until results confirm otherwise.

As such, the cleaning, driver isolation and passenger management processes we are required to implement to protect all our passengers, drivers and staff from infection, means that it is very unlikely we will be able to secure a driver willing and able to perform these services.

As a result of our inability to guarantee service, we are no longer able to accept bookings for any passenger travelling to, or returning from, an infection test, or for a passenger who is infected

In the event the government or regulator instructs Macedon Ranges Regional Taxi Services to provide emergency transport services for infected passengers, the below policies apply.

6.1 Training

In the event of needing to provide transport services for an infected passenger, or passengers requiring transport to or from a test site, as per a government or regulators directive. The below will apply.

- . Macedon Ranges Regional Taxi Services entity employees performing cleaning duties must be trained to undertake cleaning services in-line with the recommended cleaning as per government directives and guidelines.

- . Drivers are to be provided training in the use of all necessary PPE

- . Drivers are to be provided training on the proper handling of infected passengers to minimise the risk of infection.

- . Drivers are to be trained on the appropriate cleaning requirements post transporting a positive or suspected positive passenger.

