

## **RUBIX SOP: COVID-19 (in particular), Hygiene (in general) Operations Procedure Corporate / Leisure: Hygiene / Vehicle Prep**

- Liquid hand soaps have been provided in all Rubix staff bathrooms / communal areas
- Staff briefed on the WHO suggested method and importance of washing of hands regularly – both at work and at home
- Staff have been requested to keep hydrated at all times
- All vehicles interiors are cleaned daily: (AM+PM – standard, and after each transfer if possible)
  - Floors mopped with a solution of disinfectant pine gel
  - All plastic panels / surface areas / handles are wiped with a solution of disinfectant pine gel
  - All seat belt buckles, straps and clips wiped with a solution of disinfectant pine gel
  - All interior windows wiped with a solution of disinfectant pine gel
  - All booster seats plastic surfaces wiped with a solution of disinfectant pine gel
- All vehicles exterior is cleaned daily:
  - All vehicles cleaned with normal car wash (AM only)
  - All exterior handles cleaned with a solution of disinfectant pine gel (AM+PM)
- Disinfectant spray, tissues and wet wipes are made available in each vehicle
- The use of heaters in the vehicles has been prohibited
- All vehicles to drive with only one or two window/s left slightly open to allow for fresh air to circulate (this will be decided in line with the passenger's comfort level)
- All staff have been provided with a bottle of hand sanitizer which will be for their own use and will be topped up as needed
- Each staff member has been provided with a face mask to be used at their discretion
- Where possible the passenger will be requested to handle their own luggage
- Where drivers need to assist – they are to make use of the provided hand sanitiser before and after handling luggage
- Posters are displayed in each vehicle regarding the 'Spread of Germs'
- If a passenger starts sneezing or coughing excessively in the vehicle, the driver will offer the passenger a tissue and draw the passengers attention to the poster
- In the event a staff member starts presenting with the associated COVID-19 symptoms, they are to report to management immediately. Upon assessment of their symptoms a decision will be taken as to the appropriate course of action
- We have advised our staff to register on the Government WhatsApp line to keep themselves updated on official government issued information and not to listen too or spread fake news / panic / fear
- Gloves have not been provided as we feel the washing of hands / use of hand sanitiser is far more effective and sterile than wearing gloves all day

Rubix Shuttles and Transfers, remains fully operational 24/7 based on pre-booked services only

Management / Administrative staff have been equipped with the necessities to work from home until further notice

Drivers are on call at home until needing to report for pre-bookings. They are to follow internal hygiene procedures on arrival at the office and whilst performing transfers.

20 March 2020

# RUBIX SOP: COVID-19

## Customer Communication



Circle One: People who have tested positive for Covid-19

Circle Two: People who have been in direct contact with someone who has tested positive for Covid-19 / People who have recently travelled overseas

Circle Three: People who have been in contact with the people who fall in the green circle

Staff member / Rubix customer tests positive for Covid-19,

- Rubix immediately advises the relevant authorities.
- Staff member will immediately be requested to self quarantine based on State of Disaster guidelines in force and effect at the time.
- An update will be sent out to all customers who have come into contact with the Rubix Staff member in the prior two weeks.
- All personal information will be kept confidential from all third parties besides the relevant government officials at all times.

Staff member / Rubix customer has been in direct contact with a confirmed case of the virus,

- Rubix immediately advises the relevant authorities.
- Staff member will immediately be requested to self quarantine based on State of Disaster guidelines in force and effect at the time.
- An update will be sent out to all customers who have come into contact with the Rubix Staff member in the prior two weeks.
- If a Rubix customer is arriving off an overseas flight during any period declared as a State of Disaster by the Government of South Africa, they are please to immediately inform Rubix of such in order for us to implement the necessary precautions as set out by the Government at that point in time.
- All personal information will be kept confidential from all third parties besides the relevant government officials at all times.

Staff member / Rubix customer has been in contact with a person from the green category,

- Rubix would take action based on the State of Disaster guidelines in force and effect at that particular time.

If you have any questions or concerns regarding Covid-19, please contact the NICD hotline on **0800 029 999**.

We assure our clients of our ongoing commitment to working together to prevent the spread of this or any other virus / sickness.

**BENITA GOODWIN**

OPERATIONS MANAGER

**SHARON POYNER**

GENERAL MANAGER