

Health and Safety Protocols for Car Rental Companies



The following activities are proposed for Car Rental Companies in order to decrease the spread of COVID-19 and lower the impact in the workspace. These activities include measures to:

- Reduce transmission among other employees and customers;
- Maintain healthy business operations; and
- Maintain a healthy work environment.

To Ensure Employees and Customers Are Protected, Owners of Companies Should Employ The Following Steps:



I

Alcohol-based (at least 70%) hand sanitizer dispensers are to be placed at the entrance of all offices (strategically placed and replenished daily or more often where necessary).

II

All customers should be scanned utilizing an infrared handheld temperature gun prior to entry into the company.

III

All customers entering the premises must wear a face mask.

IV

Plexiglas with speaking holes or an intercom system to be installed in counter spaces to avoid contact with customers.

V

Only customers directly involved in the business transaction should be permitted to enter the office.

VI

Hands must be sanitized immediately upon entering the office. Only the minimum amount of customers will be allowed into the business at any time in order to ensure that social distancing is adhered to.

VII

Customers should be encouraged to use their own pens to sign the forms or a dedicated pen for customers should be provided. Where this is not possible and pens have to be passed from the employee to the customer, the pen should be sanitized after each use by the customer.

VIII

Keys to vehicles should be distributed utilizing a touchless operation.

IX

Floor markers 6ft. apart are to be installed in areas where guests are required to queue in order to maintain social distancing.



General Hygiene For Staff and Premises

I

Premises should be sanitized prior to the start of each business day, and at regular intervals throughout the day. This includes all furniture and equipment.

II

A daily log of all staff temperature must be maintained.

III

All equipment and furniture should be arranged to maintain social distancing.

IV

Staff should wear PPE's (e.g. face masks, gloves) while conducting duties;



V

Drivers should wash hands for at least 20 seconds immediately before delivering and/or collecting vehicles. A 70% alcohol-based hand sanitizer may be used if hand washing facilities are not available.

VI

Cleaning staff should wear disposable gloves for all tasks in the cleaning process, including handling trash.

VII

Staff should minimize personal contact; hugging and shaking hands should be strictly avoided. Social distancing must always be maintained.

VIII

Air conditioning vents are to be cleaned on a scheduled basis.

IX

Staff should avoid staff-guests contact and wash hands for at least 20 seconds immediately after any customer interaction. An alcohol-based (at least 70%) hand sanitizer may be used if handwashing is not available.

X

Covered bins to be mandatory in rest rooms and other strategic locations.

XI

The wearing of gloves and face masks are mandatory for all cleaning activities.



XII

Employees should avoid using other workers' phones, desks, offices, or other work tools and equipment.

XIII

Avoid touching the eyes, nose, or mouth.

XIV

Employees must wear a face mask when in close proximity of each other or clients. Masks should be changed every 4 hours.

XV

Avoid close contact with people who are sick.

XVI

Cover mouth and nose with a tissue when coughing or sneezing, then discard the tissue in the trash and wash your hands.

XVII

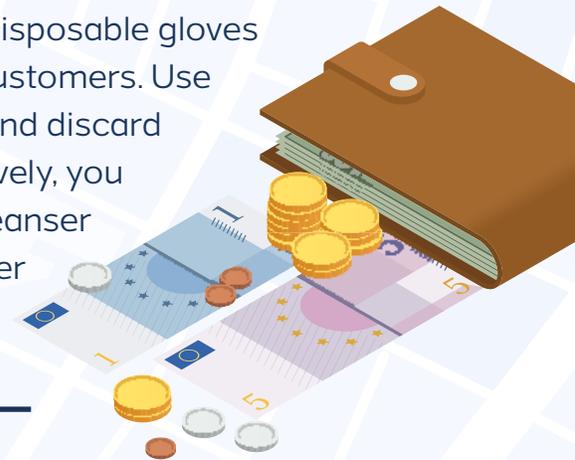
If you must transport customers, ask passengers to sit in the back to create physical distance. However, where possible, the transporting of passengers should be avoided.

XVIII

When collecting the vehicle, both employee and client should wear face masks. If the client does not have a mask, the employee should instruct the client to place the keys in the ignition and maintain a physical distance of 6ft.

XXIV

Avoid handling money, and wear disposable gloves if you must collect money from customers. Use one pair of gloves per customer and discard immediately after using. Alternatively, you may use a 70% alcohol-based cleanser on your hands after each customer interaction.



XXV

Have tissues and hand sanitizer available for your passengers in the back of the vehicle.

XXVI

Print and post information from credible sources such as the Government Information Service and the Ministry of Health and Wellness in the vehicle on the spread of COVID-19.

XXVII

It is mandatory for all staff to undergo health and safety training in conjunction with the Ministry of Health and Wellness.

XXVIII

A log of all health and Safety training for each employee must be strictly maintained.

Social & Physical Distancing

- Employees are expected to work staggered start and finish times to reduce congestion and contact at all times;
- Employees should stay at least 6 feet away from other staff (lunchroom, bathroom, corridors, booths);
- It is recommended that Employees should stay on-site once they have entered.





Cleaning and Disinfecting of Vehicle Before and After Use

At a minimum, all rental vehicles must be cleaned and disinfected before being given to each new client. Special attention should be given to commonly touched surfaces in the vehicle. **These include Door handles internal and external, Internal handles above doors and grab handles, seats and seatbelts, head rests, arm rests, windows, window controls, control buttons, cup holders, centre console, and trunk/luggage area.** Operators and Drivers must ensure that cleaning and disinfecting procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use.

Doors and windows should remain open when cleaning the vehicle. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions. Use of a disposable gown when cleaning is also recommended, if available.

I For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfecting the area. For the disinfection of hard, non-porous surfaces, disinfectants labeled appropriate for use against corona virus should be used. Cleaners should follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfecting products.

II Cleaners may also use diluted household bleach solutions prepared according to the manufacturer's label for disinfection, if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.

III Alcohol solutions with at least 70% alcohol-based may also be used.

IV For soft or porous surfaces such as fabric seats and the trunk of the vehicles, remove any visible contamination if present, and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use products that are approved by the Ministry of Health and Wellness for use against the virus that causes COVID-19 and that are suitable for porous surfaces.

V

For frequently touched items such as keys and electronic surfaces, such as tablets or touch screens used in the vehicle; remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfecting products. If no manufacturer's guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol-based to disinfect surfaces.

VI

Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; **WASH HANDS** immediately after removal of gloves and other PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 70% alcohol if soap and water are not available.

VII

If a disposable gown was not worn, work uniforms/clothing worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely. Wash hands after handling laundry.

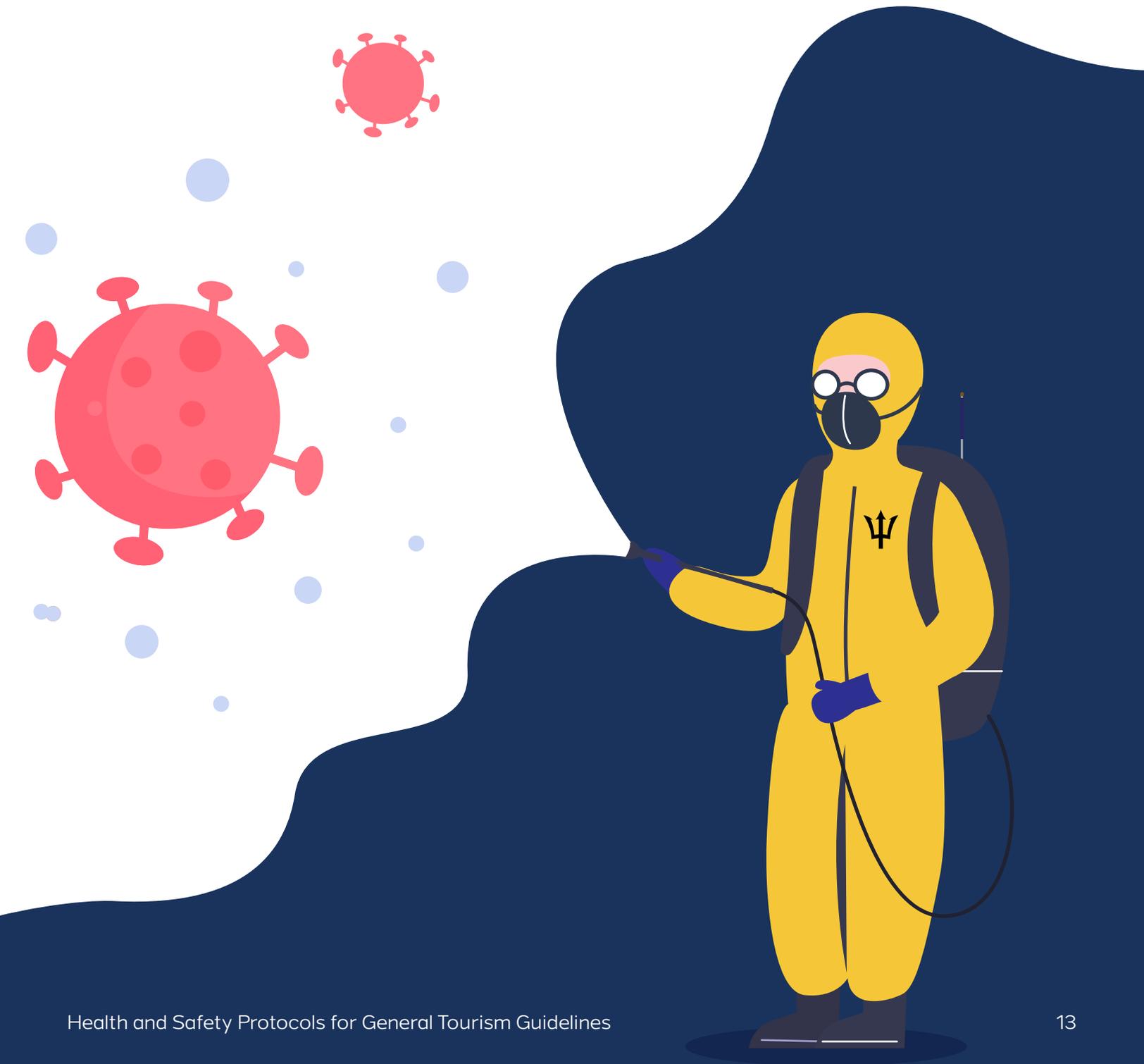
VIII

Driver's seat should be draped with protective removable material or cleaned with disinfectant with at least 70% alcohol-based cleanser, prior to handing over vehicle to customer.

IX

All touch points such as steering wheel, keys, gear stick and door handle are to be disinfected prior to handing over vehicle to customer.

General Tourism Guidelines

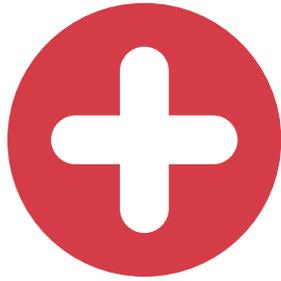


Special Considerations For Companies:

- Employees are expected to work staggered start and finish times to reduce congestion and contact at all times;
- Employees should stay at least 3 feet away from other staff (lunchroom, bathroom, corridors, booths);
- It is recommended that Employees should stay on-site once they have entered the workplace.



Contact Tracing



Operators should maintain a log of every passenger including passenger name, contact details, times collected, location drop off and collection (if applicable).

Form area with horizontal lines for text entry, including a red header bar.



Cleaning and Disinfecting of Equipment and Public Facilities Before and After Use

At a minimum, all equipment and public facilities must be cleaned and disinfected before being used by new customers. Special attention should be given to commonly touched surfaces in the public facility. Staff responsible for cleaning equipment and facilities must ensure that cleaning and disinfecting procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use.

Doors and windows should remain open when cleaning the facility. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions. Use of a disposable gown when cleaning is also recommended, if available.

I For hard non-porous surfaces within the facility such as sanitary ware, sinks, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. For disinfection of hard, non-porous surfaces, appropriate disinfectants are antimicrobial **(destroying or inhibiting the growth of microorganisms and especially pathogenic microorganisms)** products. Cleaners should follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfecting products.

II Operators and Drivers may also use **diluted household bleach solutions** prepared according to the manufacturer's label for disinfection, if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.

III Alcohol solutions with at least 70% alcohol base may also be used.

IV After cleaning, use products that are approved by the Ministry of Health and Wellness for use against the virus that causes COVID-19 and that are suitable for equipment surface.

V

Gloves and any other disposable PPE used for cleaning and disinfecting should be removed and disposed of after cleaning; **WASH HANDS** immediately after removal of gloves and other PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 70% alcohol if soap and water are not available.

VI

If a disposable gown was not worn, work uniforms/clothing worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely.

VII

Cleaners to maintain a daily cleaning log.



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