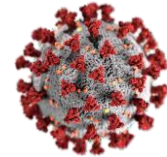


# COVID-19: 2021 SANITARY PROTOCOL (by NAVETTE CASABLANCA)

## Scope:

The safety of our drivers and passengers has always been the top priority of our company Navette Casablanca. Today, with the COVID19 pandemic, it has become essential to take all the necessary precautions and measures to deal with the spread of the coronavirus.

Navette Casablanca has implemented a dedicated health protocol to protect our passengers and drivers as much as possible from the risk of contamination.



In these difficult times, we are committed to continue to provide the usual quality of service that characterizes us to allow you to travel in complete safety.



Health Kit in Mercedes Van

**Our COVID-19 Health Policy:**



Our company is committed to:

- Comply with regulatory provisions (provided by the specifications provided by the Ministry of Equipment, Transport, Logistics and Water)
- Comply with the hygiene standards recommended by the Ministry of Health
- Respect of the measures of physical distancing
- The provision of disinfection products and equipment for drivers and customers
- Regularly sensitize employees to adequate prevention means and precautionary measures to follow in order to avoid contagion by adopting all means of communication available (posters, leaflets, announcements, etc.)
- Give clear instructions on:
  - o Hygiene rules to respect and precautions measures
  - o What to do in case of symptoms
  - o Continuously train staff for new directives
- Train managers, employees and their representatives in the measures adopted to prevent the risk of exposure to the virus and what to do if you are infected with COVID19
- Inform suppliers, subcontractors, and customers of the rules in force in the company

**Vehicles capacity:**

For 3 seats Sedan Car the maximum suggested number of passengers has been reduced from three to two backward (if riders are from same family)

For 7 seats Van the maximum suggested number of passengers has been reduced from 7 to 4 (or 6 if the riders are from same family)

The seat close the driver is always free

### HEALTH AND SAFETY PROTOCOL DURING SERVICE

➤ *Before the Transfer:*

- *Share the necessary instructions with our guest*
- *Encourage prepayment of online service (to avoid contact with currency)*
- *The car will be disinfected before receiving the customer*

*The passenger seat*

*Door locks*

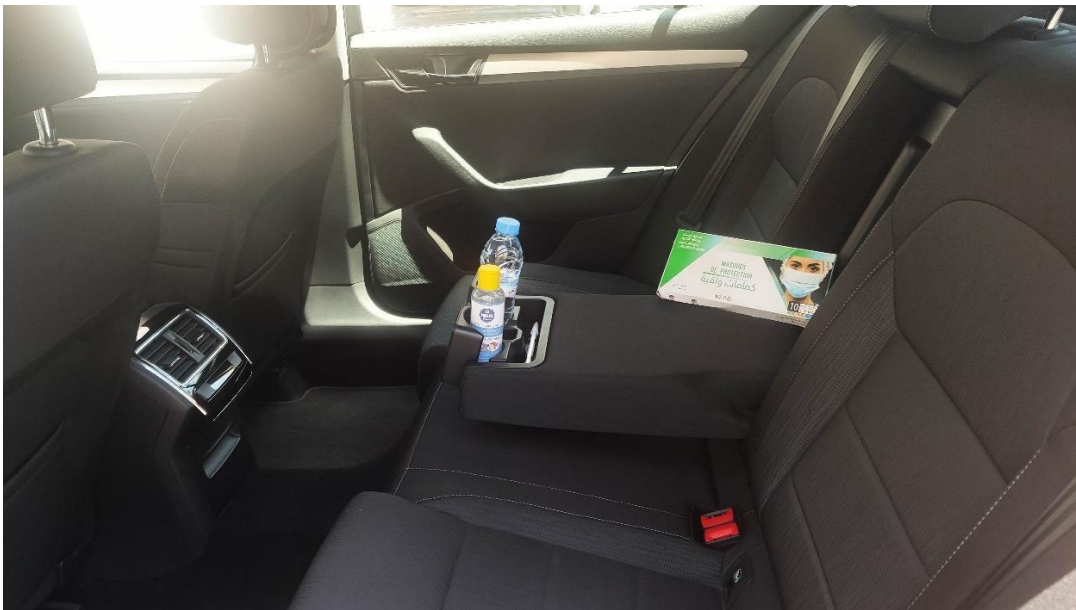
*The whole cabin around the seat*

➤ *Customer reception:*

- *The driver will receive our guest with a smile without shaking hands*
- *The driver will wear sanitary gloves and take care of the passenger's luggage*
- *The driver will open the door and help his passenger to settle in the back*
- *The seat next to the driver will remain vacant*
- *In the car, we will provide the passenger*
  - *Hydroalcoholic disinfectant gel*
  - *Sanitary mask*
  - *Disinfectant spray*
- *During the whole trip, our driver and his passenger will wear a mask*

➤ *Arrival at destination:*

- *The driver will take care of opening the doors and recovering the luggage*
- *The driver will disinfect the handles of the luggage before giving it to the passenger*
- *If the trip is not paid, the driver will receive the money and disinfect the currency with a spray*
- *After the end of service, the driver will disinfect his car again to prepare for a next race*



Health kit in sedan car

#### INSTRUCTIONS FOR OUR PASSENGERS

- Carefully read the health directives sent beforehand to our client
- Promote online prepayment to avoid contact with money
- Favor payment with bank card (in contactless mode)
- For a Cash payment prepare the exact amount to avoid receiving the exchange
- Make sure to use the mask during the whole trip (available for free inside the car)
- Sanitize your hands on arrival and when leaving the car
- Make sure to respect the rules of social distancing

#### INSTRUCTIONS TO BE FOLLOWED BY OUR DRIVERS

- 1- In the event of a vehicle change, the driver's seat, keys, handles, gear lever and the entire cabin must be disinfected
- 2- Provide the personal sanitary kit for each driver
- 3- Seat next to the driver will remain vacant in all circumstances
- 4- Use a large capacity vehicle in the event of a group of passengers exceeding 2 people
- 5- Respect the obligation to wear a mask
- 6- Ventilate the vehicle before, during and after boarding
- 7- Ensure passenger disinfection before boarding
- 8- Disinfect the car after each use (after each customer visit)

#### WHAT TO DO IN CASE OF SIGNS OF INFECTION?

Just inform the driver, he will do the necessary

**Q&A:** [www.navettecasablanca.com](http://www.navettecasablanca.com) / [info@navettecasablanca.com](mailto:info@navettecasablanca.com)

+212 6 62 21 55 05