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COVID-19 Risk Assessment Information and update

In response to the current COVID-19 situation in the UK, I would like to take this opportunity to reassure you that we have already taken a number of precautionary actions to ensure that we can continue business as usual whilst keeping our customers and drivers safe.

We are following all guidance and advice issued by HM Government and Public Health England.

At this moment in time it is business as usual

- We are operating as normal for the benefit of our regular customers and the general public within our health and safety protocols.
- Following and reviewing public health agency advice on efficient ways to contain the virus.
- Keeping up to date with government advice and adapting business plans to reflect changes. Jacqui First will be scaling up and down our response to new information to ensure a flexible and proportionate response.
- Actively communicating these plans to all passengers, escorts, drivers, the local authority and any other relevant party as appropriate.
- Review policies and procedures on health reporting, office and personal hygiene protective equipment, social distancing and working hours.
- Risk Assessment reviewed daily to minimise risk to the best of our ability. A written copy is available on request.

Hygiene

Jacqui First drivers follow best hygiene practices as recommended by the World Health Organisation

- Vehicles carry Hand sanitizer and disinfection wipes and spays to sanitize on route if required and between jobs. Particular attention is paid to high contact areas for example seat belt clips door handles etc.
- Tissues and hand wipes are available for use by passengers on route if required as are small bags for safe disposal of used tissues.



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- Vehicles are deep cleaned at the end of the working day or between jobs if driver considers this is required and feasible. This entails thorough disinfecting of all surfaces by cleaning and steaming surfaces with professional strength anti-bacterial materials.
- We are using Polyaminopropyl biguanide, Benzalkonium chloride and a mix of natural products including citric, aloe, tea tree oil products known to kill 99.97% of bacteria. It is essential to be mindful when choosing cleaning products because some chemicals can have dangerous side effects when mixed. Manufacturers claim the products we are using are effective against Bacterial and viral infections including Ecoli, MRSA, Salmonella, Listera, Influenza –Type A(H1N1) Human Herpes Virus, Rotavirus and Respiratory Syncytial virus (RSV) amongst others. COVID-19 is a new virus but we are trying our best to cover as wide a spectrum as possible with our cleaning products for the welfare of our customers and drivers.

We ask that anybody who may be an infection risk to inform Jacqui first at the point of booking so the driver can be prepared for the heightened risk and to allow sufficient time between bookings to minimise risk to themselves and subsequent passengers.

Individuals deemed to be at risk include those who:

- Have travelled to the 'affected areas' in the last 14 days (please refer to recognised organisations such as the WHO or Government updates for current listings of affected areas. Please note these lists are being updated and evolving daily)
- Have been in close contact with somebody from the 'affected areas' within the last 14 days
- Have been in contact with a person who has a confirmed or suspected case of COVID-19

We ask that you please notify us immediately to inform us of anyone who has been diagnosed with COVID-19 who has recently travelled with Jacqui First

Anybody who believes they may have been exposed to COVID-19 or is experiencing any symptoms should contact NHS 111 immediately. In these circumstances, individuals should not go to a GP surgery, pharmacy or hospital in order to help protect themselves and others.

To confirm, we have currently not transported a suspected case of Coronavirus, we are monitoring the situation very closely and we have procedures in place to mitigate the risk from the virus. I hope you are reassured and will continue to use us in the knowledge that we are taking this virus seriously. For personal health reasons this is of particular importance to me and my loved ones so you can be assured it is of utmost importance especially at this critical time.