



We understand that whenever you choose to travel it must be safe, clean and reliable and never has this been more important than now.

For West Quay Cars the well being of our passengers, drivers and employees is the number one priority. We continue to offer a full service to all passengers and customers for essential travel and delivery & collection services during this period.

In line with UK Government advice, we have a clear set of guidelines for managing the spread of Coronavirus (COVID-19). Your safety and the health of our drivers is our top priority. We continue to follow Public Health England (PHE) recommendations and are committed to protecting our people, passengers and driver-partners.

We have set out below the steps we are taking to give you and our drivers peace of mind when you book with us.



## PREVENT

We ask that passengers exhibiting symptoms associated with COVID-19 do not travel;

We are advising to carry one passenger at a time unless from the same family;

We take card and contactless payments;

We update our drivers with the latest news and guidance around COVID-19;

We require drivers exhibiting symptoms associated with COVID-19 to stay at home;

We practice social distancing when delivering packages & we don't require a signature for deliveries;

We have built customer advice notices into our website and booking systems;

Only essential employees are attending the office. Within the office, we are facilitating social distancing;

We are continuously reinforcing additional safety measures to our drivers, customers, and employees to help prevent the spreading of COVID-19.



## PROTECT

We provide our drivers with protective equipment, such as gloves, masks and hand-sanitiser;

We disinfect our vehicles with a disinfectant technology that kills 99.99% of viruses;

Drivers have the same disinfectant for use on common touch points, such as door handles, after every journey;

We facilitate regular weekly internal and external vehicle cleaning ;

We provide our drivers with guidelines on cleaning vehicles;

We facilitate social distancing through use of rear seats only & limiting passenger numbers;

We have vehicles with plastic sheets dividing a customer and our driver;

Drivers provide sanitiser & tissues in their vehicle for passenger use;

We constantly continue to monitor PHE advice closely and are ready to make all necessary changes to help protect our passengers, employees and our drivers.