

Infection Prevention and Control Protocol for Chauffeured Services during COVID-19



The safety of our passengers has always been and is still our most important concern.

To guarantee this even in times of the coronavirus (COVID-19), we have drawn up an infection protection protocol, which is valid since April and will be applied for all journeys with ACTION Worldwide Limousines. The infection protection protocol is based on the recommendations of various scientific institutes, the relevant health institutions and the approval authorities of our industry. If new findings are available, it will be adapted immediately.

Vehicles

- **Disinfection:** after each journey, drivers disinfect all areas in the vehicle which guests have contact with with disinfectant wipes or disinfectant spray (Alcohol based, at least 70% alcohol)
- **Vehicle:** in order to keep the distance as large as possible, priority is given to larger vehicle classes such as Mercedes V-Class (or comparable) with passengers in the last row
- **Removal of materials:** disinfectants are available in sufficient quantity (disinfectant wipes, sprays, gels) and potential transfer materials such as magazines are removed, to be able to guarantee safe travels during COVID-19
- **Partition shields:** a shockproof and shatterproof panel or flexible foil (according to the specifications of the StVZO), which is cleaned after each use, ensures that the passenger compartment is separated from the driver (partly realized, otherwise in planning)

Drivers and Greeters

- **Risk mitigation:** driver and airport greeters are required to minimize the risk of infection (e.g. no contact with infected family members, regular hand disinfection, monitoring own health status, etc.)
- **NEW Face masks:** drivers and airport greeters must wear a **medical or FFP2-mask** covering mouth and nose at all times when they have contact with other people
- **Distancing:** a minimum distance of 1.5 meters is maintained from the passenger when greeting, helping with luggage, getting off, etc.
- **Re-disinfection en route:** Intermediate stops are used to re-disinfect the vehicle whenever possible

Passengers

- **Disinfection kits:** all passengers receive a disinfection kit (individually wrapped wipes, face mask, hand sanitizer etc.)
- **Distancing:** please accept and keep a minimum distance of 1.5 meters from the driver whenever possible
- **NEW Face masks:** passengers must wear a **medical or FFP2-mask** covering mouth and nose at all times when they have contact with other people
- **Possible travel restrictions:** in the case of cross-border journeys, the passenger is obliged to have the information about any entry/exit regulations (IATA, relevant embassy, Foreign Office or similar), as no guarantee of successful border crossing can be given by the chauffeur service provider

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