



# Transfer company Guidelines

June 2020 · COVID-19 protocol

# INTRODUCTION

Local health authorities have created guidelines to avoid the spread of COVID-19 in Curaçao. These guidelines also apply to the bus transfers on the island, in which the hygiene measures and measures to ensure the 2 meters physical distancing will also take place. These are the guidelines that transfer companies should follow to ensure a safe and smooth transfer of passengers from A to B.

## MAIN GUIDELINES FOR TRANSFER COMPANIES

- All passengers wear face masks (home-made or surgical) inside the bus.
- The bus is properly ventilated. Preferable with the windows open but air-conditioning is also an option.
- If possible, maintain the appropriate physical distance between passengers.
- Place signage to encourage frequent hand hygiene for passengers and staff.
- Alcohol-based hand sanitizer is available for passengers and staff to practice frequent hand hygiene.
- Records are kept for 14 days of each passenger, with full names for contact tracing if necessary.
- The bus and particularly, high touch surfaces such as arm rests and windows are cleaned regularly and thoroughly.

## 1. CHECK IF YOU HAVE THE NECESSARY SUPPLIES ON BOARD

### Do I have these supplies on my bus?

- Alcohol-based hand sanitizer: bottles or automatic dispensers.
- Cleaning products: sanitation sprays and cloths. Disposable sanitization wipes are recommended for cleaning chairs and armrests where passengers have been.
- Trash can and trash bags on board for the disposal of all materials from passengers and drivers.
- Optional face masks for the staff members.

## 2. CHECK IF YOU NEED AN EXTRA STAFF MEMBER ON BOARD

Depending on the size of the bus and how fast the pick-up and drop-off has to happen, you can look into having an extra staff member on the bus. The extra staff member can help ensuring hygiene and cleaning procedures as well as arranging the seating of passengers.

- Driver: handles the luggage and the driving.
- Extra staff member: coordinates the seating procedures and cleaning of buses as passengers board and depart the bus.

## 3. MAINTAIN HYGIENE & CLEANING GUIDELINES

To ensure the wellbeing and protection of the passengers and staff, extra cleaning procedures will take place on all the buses.

- Buses are cleaned, as usual, every evening before transfers of the next day.
- Additional sanitizing of high touch surfaces. This means a constant and consistent cleaning of seats, armrests, rails and windows thoroughly as well as daily cleaning of the driver seat and steering wheel.
- During transfers, the driver (or if there are two, the second driver) cleans the used seats after dropping off each group of passengers.

## 4. ENSURE SMOOTH AND SAFE BOARDING

Following the seating protocol, a pre-division of the passengers takes place to make the boarding of the bus easier and faster.

- A maximum capacity of passengers is maintained to ensure the safety and physical distancing requirements.
- The hostess will pre-divide the passengers in groups per hotel, per bus and will indicate where the passengers sit.
- Seats that can be used by each passenger are also marked.
- Transfers go per hotel (so one bus for one hotel) depending on how many hotels will be functioning and what the request is per hotel in any given day.

## 5. ENSURE SMOOTH AND SAFE DEPARTURE

- Driver reminds passengers to check for their belongings before they leave.
- After each stop, the second driver cleans the seats after the passengers have left the bus and disposes of anything they may have left behind. A second check will be done to check the seats and surroundings and apply any cleaning procedures in these areas.
- At each stop, the passengers in the first seats will leave one by one until all passengers are dropped off at their destination.



*Thank you*

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