

EXECUTIVE CARS DERBY

Coronavirus COVID-19 Policy

In December 2019 a new coronavirus was discovered which causes a respiratory disease. This has been named COVID-19 and the virus has now been declared a pandemic by the World Health Organization. Here at Executive Cars Derby Ltd we are taking precautionary steps so that all of our reliable and professional chauffeurs are following the correct health and safety procedures to protect both our clients and themselves.

During this time, our chauffeurs will have their temperature taken before every appointment and will also have their pulse rate and oxygen saturation (O2 sats) measured using a pulse oximeter. Testing for fever, a high pulse rate and low oxygen saturation (Hypoxemia) can be key in helping to diagnose early onset pneumonia in someone who is otherwise asymptomatic.

If there were ever an instance that one of our chauffeurs began to feel unwell or became aware that they have been in contact with an infected individual they would immediately self-isolate and withdraw from service. We have contingency plans in place if this were to happen so you can be assured you will reach your destination safely and on time.

Our Emergency GP 24/7 Service

If as a passenger you became ill while travelling with us, Executive Cars Derby Ltd have access to expert medical advice 24 hours a day, seven days a week. Our emergency GP 24/7 service gives round the clock reassurance of knowing you can speak to a qualified, NHS trained UK General Medical Council (GMC) **Doctor** (GP) any time of the day or night.

You can call a qualified GP 24/7 to ask for help and advice and if you have an email address and access to an internet-enabled device you can request an online consultation.

The practicing GP is the accepted authority on healthcare and is uniquely qualified and insured to provide diagnosis and advice

A consultation conducted by a qualified GP covers the full range of subjects seen in general practice and includes advice on chronic disease management, minor illness and acute presentation of serious clinical conditions.

Vehicle Interior Deep Cleaning

It is vital to have high-grade decontamination protocols in place for a healthy and safe environment. The fitting of aftermarket interior screens hasn't been proven to stop the transmission of the virus and may also invalidate insurance. We use an antiviral disinfectant solution (BS EN 14476) that kills 99.999% of bacteria and viruses with cutting edge

decontamination technology, using a unique atomised mist, to deep clean vehicle interiors and exterior touch points to a superior hygienic level before every booking.

The cleanliness of our cars will give you the confidence that we will get you to your destination in a safe and hygienic manner

Before a passenger enters one of our vehicles our chauffeurs will have already sanitised their hands and will be wearing a new face covering. Your chauffeur will offer you hand sanitiser, antibacterial wipes and surgical grade facemasks are now also provided if needed. Our team will also wear latex gloves when assisting with luggage to reassure passengers. Physical contact by the way of shaking hands has been suspended for the foreseeable future and newspapers and magazines have also been removed from vehicles until further notice. We will only offer sealed refreshments and immediately remove the remaining packaging wearing latex gloves after the journey has been completed.

Throughout the duration of a pandemic using our safe, hygienic and pleasurable chauffeur driven service should be the preferred choice of travel when compared to crowded trains, buses or conventional taxis.

From January 2021 we are able to PCR swab test all our chauffeurs and they have now been immunised after receiving the Pfizer-BioNTech vaccination which is 95% effective at stopping symptomatic COVID – 19.

For the latest information on Coronavirus COVID-19 in the UK:

<https://www.gov.uk/coronavirus>

Reference: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>.

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