

An aerial, top-down view of a roundabout. In the center is a circular island of green trees and shrubs. A white car is driving on the left side of the roundabout, and a blue car is on the right. The road has white lane markings and a crosswalk on the right side. The scene is brightly lit, casting shadows on the pavement.

# Safe Employee Transport Playbook

SAFETY DURING A PANDEMIC

JULY 2020

---

**cityflo**

SAFE COMMUTE PARTNER

equinox LABS

# The new normal

---

The lockdown has slowed the spread of the coronavirus in the country, but not eradicated it. As cities open up, the number of cases will continue to grow, with multiple containment zones forming. This will impact businesses adversely, some more than others.

The new normal, with increased emphasis on safety and reduced movement, is here to stay until a vaccine is available.



# Companies need to adapt to safeguard their business and people

Organisations should have two **focus areas**:



**Employee safety**, which in turn reduces business risk



**Cost control** to continue operating sustainably

Safety SOPs will need to be implemented for workplace and employee transport by organisations that cannot have employees work from home for an extended period.



# Safe employee transport is key

to establishing a safer workplace

---



**Public transport**, in its present form, is vulnerable to outbreaks, and should be avoided.

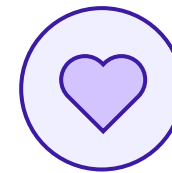


**Personal vehicles** are safer, however, this only covers a limited group of employees.

Moreover, they aren't a sustainable solution. A traffic crisis in addition to the ongoing health and economic crisis will stall the nation's recovery.



**Transport partners** with smaller vehicles are expensive. Larger vehicles are comparatively more economical. The safety protocol for both need to be evaluated carefully.

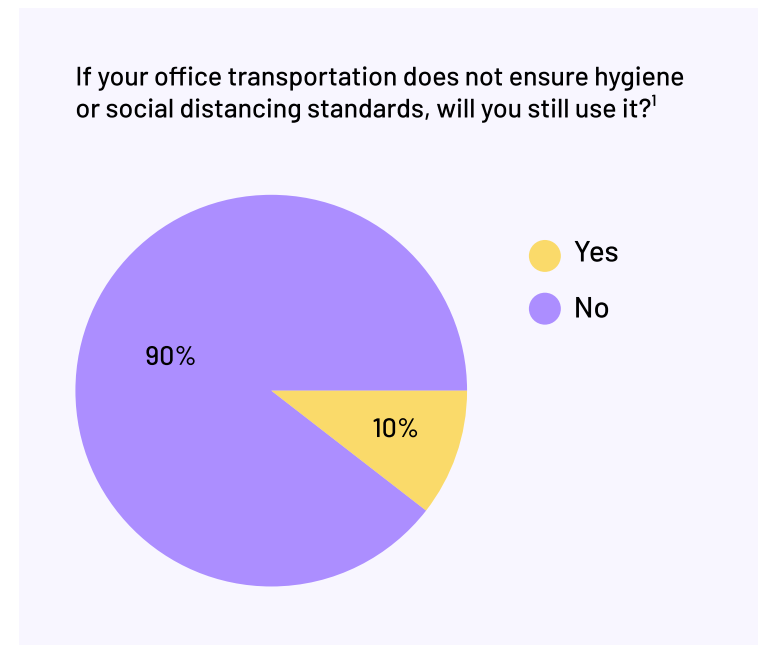
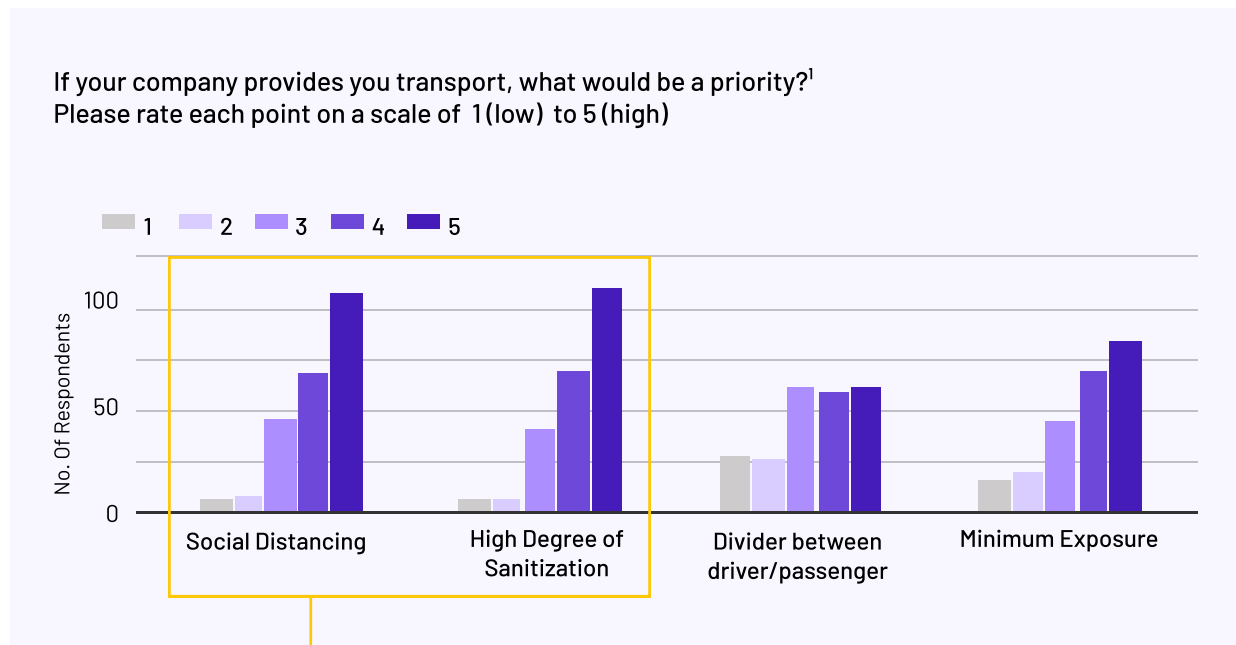


Business risk aside, organisations should take steps that reflect how much they **value their employees' health**, and must ensure highest possible safety and hygiene standards.

# People have safety concerns

around available transport options today

In a survey conducted by Blume Ventures across India's metros, **83% of the respondents said they are fairly to extremely worried** about getting infected<sup>1</sup>. They expressed the following concern around office travel:

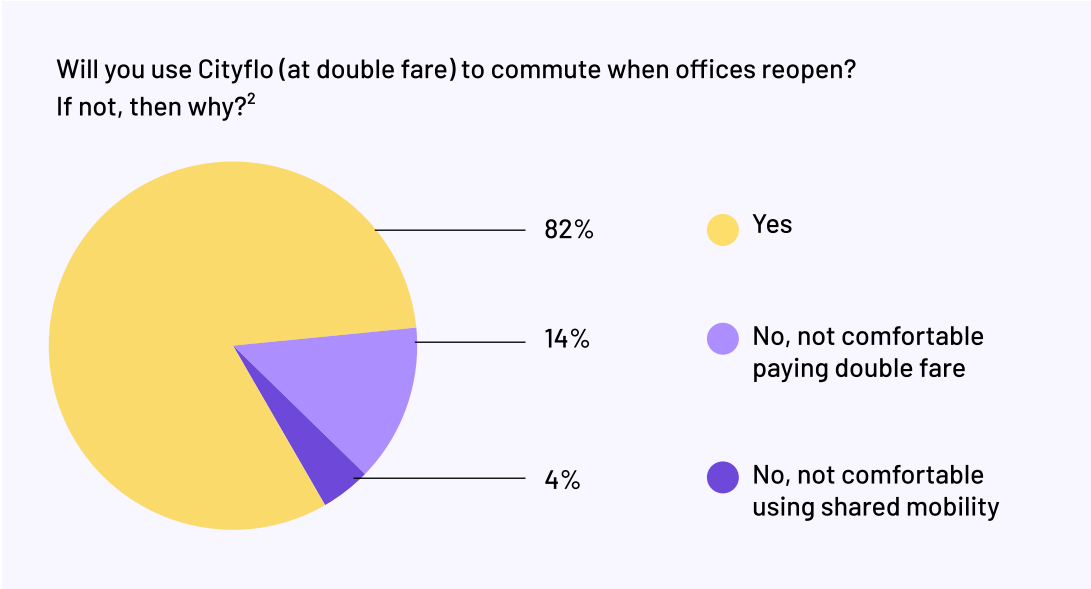


Physical distancing and hygiene are the top considerations during office commute<sup>1</sup>.

1. Source: Survey by Blume Ventures: 240 people from Mumbai, Bangalore, Delhi responded in May 2020. More than 75% of the audience is aged 25-45 years

# A strong safety protocol fosters trust

After Cityflo, a Mumbai based bus company, upgraded their safety protocol and got it certified, it asked its passengers if they would continue using it once their offices reopened. An overwhelming 82% said yes, even at double fares.



2. Source: Survey by Cityflo, responded to by 1322 white collar office goers.



# Recommended initiatives

to strengthen your safety protocol



## Planning

- Staggered shifts for employees
- Dedicated vehicles
- Pre-planned routes and schedule. No pickups from containment zones
- Self declaration of health status
- Contingency plan in case any passenger suspected to be infected



## Systems

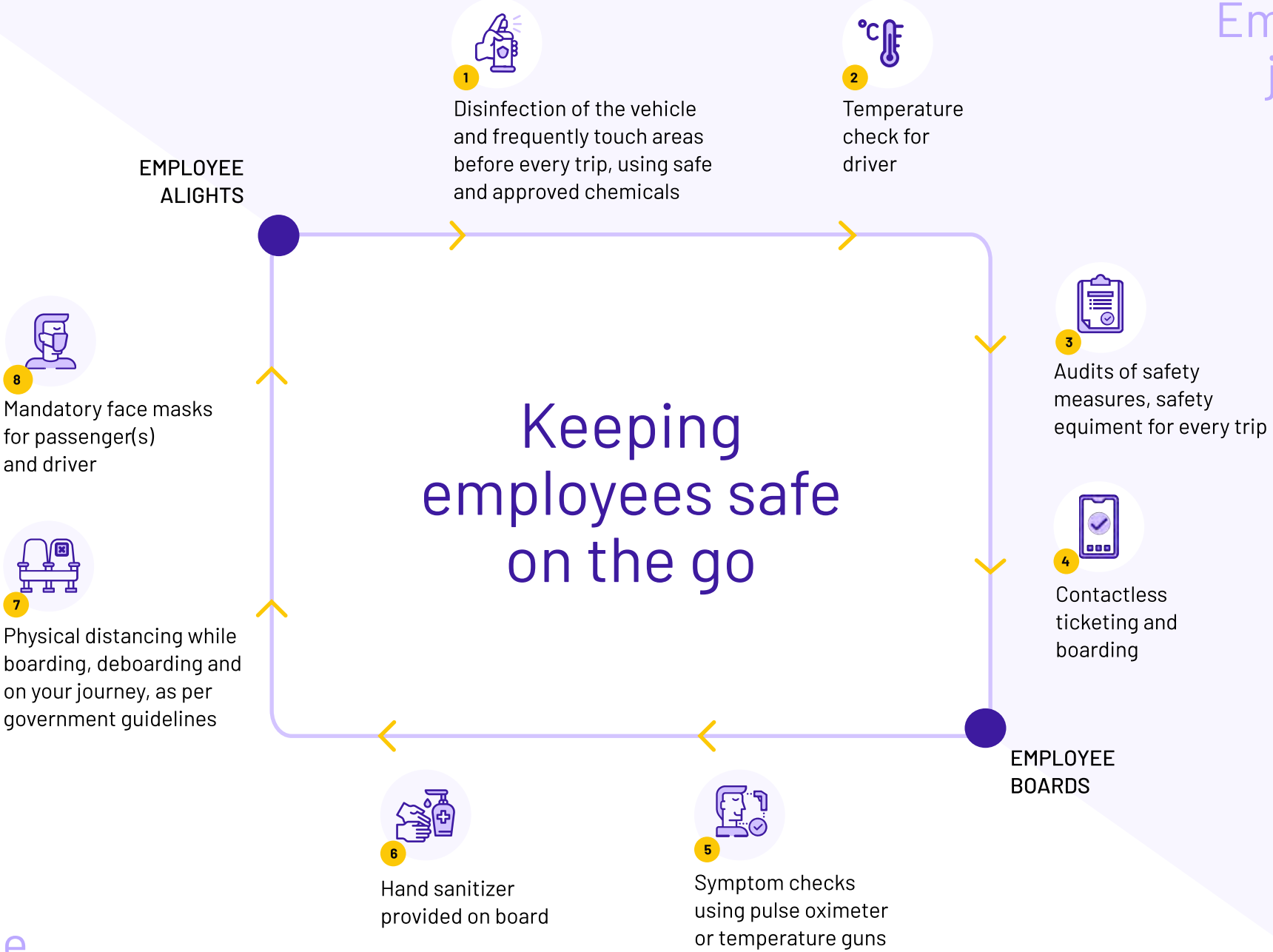
- Contactless booking
- Remote management of operations
- Contact tracing solutions
- Driver training
- Trip audits



## Journey

- Pre-ride vehicle disinfection
- Physical distancing
- Regular symptom checks







# What if one of your employees gets infected?

## 1 Immediate Response

- If an employee shows symptoms, or is confirmed to have COVID-19, **local health authorities need to be informed** immediately.
- Employees should not return to work for the stipulated period of home isolation, or once the employee recovers, after consultation with local health authorities.

## 2 Protect Other Employees

- All individuals who came in contact with the patient should be informed of the possible exposure, **home quarantined and monitored for 14 days**.

## 3 Workplace & Transport

- The workplace and company provided transport used by the suspected or infected employee should undergo **enhanced cleaning and disinfection**.
- Based on workplace size and the potential exposure, the employer should **consider closing the office** immediately, after consulting the local health authorities.



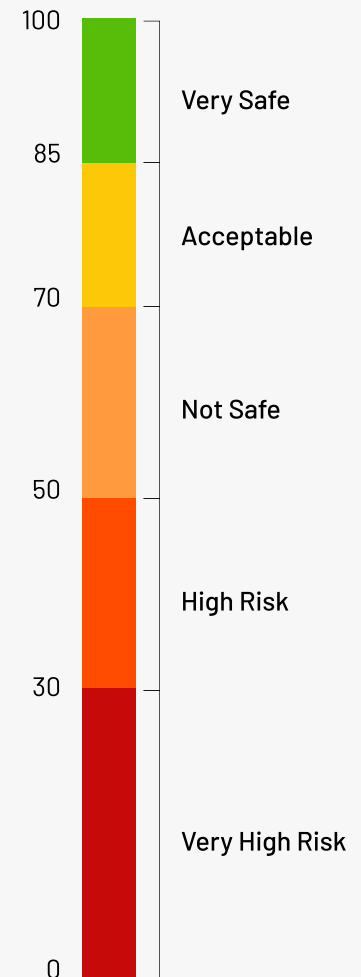
# Self assessment tool

to evaluate safety of your transport

Calculate your safety score based on safety initiatives taken<sup>3</sup>.

Categories	Initiatives	Points
<b>Planning</b> 20 points	Dedicated vehicles	10
	Pre-decided travel schedule and route plan	2
	Self declaration of health status by employees	4
	Contingency plan, list of authorised hospitals	4
<b>Systems</b> 40 points	Contactless booking, boarding	4
	Contact tracing app, system	6
	Staff, drivers trained for safety	6
	Personal hygiene guidelines to all employees	6
	Remote management of operations	2
	Records maintained for disinfection, thermal checks	4
	Safety audits for each trip	12
<b>Journey</b> 40 points	Disinfection of vehicle before every trip	6
	Employees shall sanitize their hands before trip	6
	Temperature or pulse check before trip	6
	Occupancy as per govt. guidelines, alternate seating	12
	Mandatory face masks for passengers and staff	8
	First aid box in case of emergencies	2
<b>Total</b>		<b>100</b>

Use your safety score to determine how safe your transport is.



3. Full Compliance - 100% points, Partial Compliance - 50%, Non-Compliance - 0%.

This self-assessment is only an indicative evaluation of the safety of your organisation's employee transport.

# We can help you keep your employees safe

---

**cityflo**

SAFE COMMUTE PARTNER

Cityflo is an employee transport company that runs superb buses for professionals in Mumbai and Thane. They have been certified as a 'Safe Way to Travel' by Equinox Labs.

**022-62820142**

**[support@cityflo.com](mailto:support@cityflo.com)**

**[cityflo.com](http://cityflo.com)**

**equinox LABS**

Equinox is a leading FSSAI Approved & NABL Accredited Testing and auditing lab. Equinox has built the 'Safe Way to Travel' safety standards with Cityflo after consulting safety experts in the industry.

**022-68609300**

**[info@equinoxlab.com](mailto:info@equinoxlab.com)**

**[www.equinoxlab.com](http://www.equinoxlab.com)**



**cityflo**