



## COVID-19 MOBILITY SERVICES PREVENTIVE MEASURES STANDARD OPERATING PROCEDURES (SOPs)

**Ref:** MSDA/WEL SOP/002

**SOP Date:** 2 April 2020

**Effective Date:** Immediately

**Recipients:** **WFP-provided mobility services worldwide**  
Admin Officers, Fleet Managers, Mobility Focal Points

### Purpose

1. WFP is committed to the safety of our staff, drivers, admin and fleet managers during the Coronavirus (COVID-19) situation.
2. This Standard Operational Procedure is intended to provide guidance to Admin Officers, Fleet Managers, Mobility Focal Points and Staff on how to increase the awareness of mobility customers and providers on COVID-19, how to prevent COVID-19 outbreak during the operation of mobility services and how to deal with a potential case of COVID-19 during operations. It is available on the Document section of the Humanitarian Booking Hub Digital Office.
3. These instructions are to be adhered to by all admin and fleet managers, drivers, external contractors if any and staff using mobility services and all those accessing the WFP-provided light vehicles.

### Background

4. Novel coronavirus disease (COVID-19) is an infectious disease caused by a new virus that had not been previously identified in humans. The virus causes respiratory illness (like the flu) with symptoms such as a cough, fever and in more severe cases, pneumonia. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care.
5. When someone who has COVID-19 coughs or exhales, they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth.



6. Mobility services are defined as the use of WFP-provided light vehicles with drivers to transport employees or with WFP staff for personal transportation.

### **Responsibilities**

7. The Country Director (CD) is ultimately responsible for the eligibility of WFP mobility services and the safety and security of all personnel employed or using WFP mobility services for lawful business purposes;
8. The CD devolves that responsibility to the Admin Officer, Fleet Manager or Mobility Focal Points who accept responsibility for enforcing, monitoring and supervising compliance with standing instructions for WFP-provided mobility services.
9. Where Occupational Safety and Health (OSH) Committees or Wellness Committees either at Regional or Country level are present, they are responsible for overseeing SOPs on COVID-19 Preventive Measures Implementation and provide support to Country Office with specific OSH related activities.

### **Scenario 1 – No COVID-19 cases in the community**

10. General preventive measures shall focus on upgrading norms of sanitation and hygiene as well as increasing awareness on potential risk and preventive measures to be adopted.
11. To prevent and be prepared for any potential case of COVID-19 at each location where WFP provides mobility services, it is the responsibility of the Country Office, to:
  - a) Make sure all staff and mobility service personnel have a comprehensive awareness of COVID-19, including drivers, cleaners and external providers:
    - o [who.int/emergencies/diseases/novel-coronavirus-2019](https://www.who.int/emergencies/diseases/novel-coronavirus-2019)
    - o [hr.un.org/page/novel-coronavirus-2019-ncov](https://hr.un.org/page/novel-coronavirus-2019-ncov)
    - o [humanitarianbooking.wfp.org/en/covid-19/](https://humanitarianbooking.wfp.org/en/covid-19/)
  - b) Promote thorough and repetitive handwashing/hand-sanitizing by the admin and fleet management team, drivers and staff using mobility services ([hand washing posters](#));
  - c) Make hand washing stations and equipment available to all employees, drivers and contractors if any:
    - o Place hand sanitizers in prominent places of the compound including near entrances/exits and toilets, common areas, parking slots and maintenance shops.
    - o Make sure soap and sanitiser dispensers are regularly refilled.



12. Promote good respiratory hygiene ([respiratory hygiene](#) material) through display materials in entrances/exits and toilets, receptions and offices about the preventative measures for COVID-19 spread;

13. Admin Officers should:

- a) Brief employees, drivers and external contractors that anyone with even a mild cough or low-grade fever (37.5 C / 99.5 F or more) needs to stay at home/isolated limiting contact with other people. People who have taken medications for fever or pain (e.g. paracetamol, ibuprofen) which may mask symptoms, shall follow the same indications;
- b) Put posters on social distancing or general COVID-19 posters including information on physical distancing;
- c) Always require physical distancing of 1-2 meters for all people including staff, drivers, providers and anybody else connected to the mobility service;
- d) Limit crowding of people and avoid close contact between people;
- e) Prepare stock for sufficient amount of detergents and chlorine solution desired for vehicles daily cleaning measures and wipes or cloths, sufficient thermometer for fever screening and sufficient masks and gloves for drivers and staff using the vehicles;
- f) Update the emergency contact list and make it available to all people at the guesthouse;
- g) Regularly communicate with the local health providers to monitor the situation in the local community.

14. Fleet managers should:

- a) Perform daily and regular screenings for symptoms to all drivers and contractors which will operate the mobility service, including temperature checks;
- b) Limit the number of passengers per vehicle to a maximum of two in case of a sedan, to a maximum of one passenger per row in case of a minivan;
- c) Ensure [COVID good hygiene rules](#) are posted in the vehicle;
- d) If any employee feels unwell, ensure they stop operating mobility services and go home or to a doctor;
- e) Perform pre-screening checks to staff requesting a mobility service particularly if coming back from field missions (follow Wellness [SOPs1](#) and [SOPs2](#)); use Annex 2 Pre-Screening Questionnaire;
- f) Set up chlorine hand washing station at WFP mobility service entry points ([How to make mild Chlorine Solution](#)); in case the entry point is not a WFP one (i.e. airport, hotel, etc.) the driver should supply the passenger(s) with hand sanitiser or if not available a spray bottle with mild chlorine solution;
- g) Eliminate stand-up meetings during shifts while using white boards near entrance areas or the Digital Logbook of the Humanitarian Booking Hub to share information;
- h) Appoint alternates, in case responsible staff gets sick or stays home.

15. Drivers should:



- a) Disinfect daily light vehicles to be used particularly on those surfaces which are mostly touched (i.e. door handles, dashboard, steering wheel, seats, keys, seatbelts, window controls, etc.) see [what and how to clean and disinfect](#) material;
- b) If the vehicle has been serviced in an external workshop, allow the vehicle to air out for 10 minutes before driving; drive with mask and gloves to the WFP compound and disinfect it;
- c) At the start and end of routes, use disinfectant wipes to clean all frequently touched surfaces in vehicles and other equipment, including keys, steering wheel and buttons;
- d) Refrain from shaking hands or having any other physical contact with staff;
- e) Ask staff to handle their own luggage;
- f) Always maintain a minimum one-meter distance from staff;
- g) Ask single passenger to sit in the back; ask two passengers to sit both in the back with good distance among them;
- h) Roll down the windows during trips to improve ventilation if possible;
- i) Ask passengers to use their own pen to sign the driver logbook;
- j) Avoid touching your eyes, nose, and mouth;
- k) Use a tissue or your elbow to cover a cough or sneeze, throw the tissue in the trash, then wash hands;
- l) Wash hands frequently with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer;

16. Staff using mobility services should:

- a) Self-declare any COVID related issue as per the Pre-Screening Questionnaire (Annex 2) including travel history;
- b) Wash hands before and after a ride;
- c) Touch the vehicle as little as possible;
- d) Do not touch the driver or his phone;
- e) Sit in the back to keep adequate distance from drivers;
- f) If riding with another passenger, sit at good distance in the back seats;
- g) Roll down the windows during trips to improve ventilation if possible;
- h) Use a tissue or your elbow to cover a cough or sneeze, throw the tissue in the trash after the ride, then wash hands;
- i) Sign the driver logbook with a personal pen.

17. Regional admin officers should:

- a) Oversee SOPs on COVID-19 Preventive Measures implementation and provide support to Country Office with specific OSH related activities.
- b) Engage with local or regional Occupational Safety and Health (OSH) Committees or Wellness Committees to coordinate oversight and local implementation.

**Contingency Plan**



18. In addition to the above, every Country Office shall prepare a contingency plan to ensure continuity in mobility service provision in case of confirmed or suspected case of COVID. The plan shall include:

- a) Set up a COVID-19 infected person procedure plan for isolation and evacuation and obtain the approval of the plan by Head of Office and the Security Officer;
- b) Ensure that PPEs face masks and/or paper tissues are available for those who develop a runny nose or cough at work, along with closed bins for hygienically disposal of these items;
- c) Set up an isolation area with private bathroom for potential confirmed case;
- d) Check on water reserve and water line continuity;
- e) Prepare stock for sufficient amount of detergents and [chlorine solution](#) desired for cleaning measures;
- f) Pre-order enough supplies and materials for at least 14 days, including hand sanitizer and masks in case contractors and suppliers cannot deliver - either due to local restrictions on travel or because they are ill;
- g) Appoint alternates, in case responsible staff gets sick or stays home.

19. In each mobility common areas including receptions, entrance areas, toilets, parking lots and workshop facilities both internal and external, the interpersonal distance of 1 meter must always be respected.

20. If not possible, such areas shall be accessed in shifts.

21. Cleaning and sanitizing equipment shall be made available to employees after use.

**Scenario 2 – Scenario 2 – Suspected or confirmed case of COVID-19 among staff or drivers**

22. In case of any suspected or confirmed case of coronavirus during mobility services, the CD shall be immediately informed.

23. The passenger who is unwell or travelling to self-isolation location should always wear a mask

24. Any driver transporting ill passengers must wear a face mask and gloves

25. Only one ill passenger transported at a time.



26. After transport a COVID-19n suspect passenger, the driver will carry out the disinfection of the vehicle used for the transportation; (see attached for how to disinfect a vehicle and procedures for putting on and removing PPE).
27. To address any potential COVID-19 case among staff, current ones or those having used mobility services over the past 14 days, staff, and fleet managers shall:
- a) In the event that an individual presents with a temperature of 37.5 C/99.5 F or higher the following procedure is to be adopted:
    - i) The individual is to be provided with a mask and placed at rest in a cool shaded area, isolated from others, possibly with a private bathroom
    - ii) Personnel are to wear a mask and gloves and should maintain a distance of 1-2 meters from the individual under observation
  - b) The individual MUST NOT be permitted to travel and must remain in isolation;
  - c) The WFP head of security must be notified and informed of:
    - i) Individual's Name and nationality
    - ii) Individual's Date of Birth
    - iii) Temperature reading and other associated symptoms
    - iv) The names of others with whom the ill person was in contact over the past 14 days.
  - d) Contacts will be identified and informed of appropriate action. WFP Country Office will mobilise appropriate healthcare resources to continue investigation and treatment as appropriate. (Wellness [SOPs2](#))
  - e) Limit the number of people who have contact with the sick person. Anyone required to observe the ill person must wear a mask and disposable gloves;
  - f) Anyone involved in the cleaning of the vehicle of the isolated person must wear full PPE. For any wet cleaning this includes: 1. Goggles 2. Particulate mask 3. Disposable gown 4. Latex or nitrile gloves inner gloves 4. Heavy duty re-usable outer gloves 5. Rubber boots or rubber shoe covers;
  - g) Anyone cleaning/disinfecting the vehicle of the isolated person must put on and take off PPE properly ([PPE sequence](#));
  - h) Any personnel before and after removing PPE must perform hand hygiene;
  - i) Any waste including discarded PPE from the infected person must be kept a part for three days before being disposed of with other waste;
  - j) Personnel carrying waste must wear gloves and mask and must perform hand hygiene;
  - k) Make sure the driver and all people who have been in contact with the ill person, abide by the regulations of the local authorities or by WFP 14 days self-isolation (see Self-Isolation Guidelines), whichever is more stringent;
  - l) Have a plan for how sick people can be safely transferred to a health facility.

### **Scenario 3: In COs operating under Business Continuity Plan**

28. Drivers should wear masks and gloves when conveying passengers in their vehicles.



29. Limit the number of passengers per vehicle to a maximum of one per drive or one per row of seats in the case of a van;
30. Passengers should wear face masks.
31. If no PPE is not available CD is responsible for taking any decision on temporary mobility service suspension or limitation to emergency related services.

**Scenario 4 – COVID-19 lockdown imposed by national authorities**

32. In case of COVID-19 outbreak, CD is responsible for taking any decision on temporary mobility service suspension or limitation to emergency related services.

**Distribution: WFP-provided mobility services worldwide**

**Effective Date: Immediately**



## **Available tools and material on the Humanitarian Booking Hub**

### **ANNEX 1. COVID-19 INFORMATION MATERIAL ON HUMANITARIAN BOOKING HUB**

Following tools and materials are available for download in the section Document of the Accommodation Digital Office on the **Humanitarian Booking Hub** ([link](#)):

- Mobility Pre-Screening Questionnaire
- For disinfectors of vehicles: what and how to clean and disinfect
- For Disinfectors: how to put on and take off PPE
- WHO Avoid Coronavirus
- WHO Coronavirus leaflet
- COVID-19 Respiratory Hygiene
- COVID-19 Social Distance
- COVID- 19 cleaning-handwashing-5percent-liquid-bleach
- COVID-19 chlorine-solution-liquid-mild
- COVID-19 How to properly put on and take off a disposable respirator
- COVID-19 SEQUENCE (PPE)

### **ANNEX 2. MOBILITY SERVICE PRE-SCREENING QUESTIONNAIRE**

**1. Have you experienced a fever in the past 24 hours (over 37.5 degrees)?**

**2. Are you experiencing any type of illness?**

- 1) *Cough*
- 2) *Chills*
- 3) *Sore throat*
- 4) *Shortness of breath*
- 5) *Muscles aches*
- 6) *Vomiting*
- 7) *Diarrhoea*
- 8) *Headache*

**3. In the past 14 days have you had close contact with a KNOWN COVID-19 case?**

Yes/No

**4. Please list the Countries you have travelling through over the past 14 days including your Country of residence**