



Infection Prevention and Control Policy

Issued: March 2025 Next Review: March 2026

1. Purpose and Scope

This policy outlines Arrivals Star Ltd's commitment to infection prevention and control in the delivery of taxi and patient transport services. It applies to all employees, subcontracted drivers, Passenger Assistants (PAs), and administrative staff. It is particularly relevant to services provided for vulnerable service users, including those under NHS and local authority contracts.

2. Policy Statement

Arrivals Star Ltd is committed to maintaining high standards of hygiene and cleanliness across all areas of service delivery. We actively manage and monitor infection risks to ensure the health and safety of passengers and staff, and to ensure compliance with all relevant legislation and public health guidance.

3. Roles and Responsibilities

Operations Manager:

Oversees implementation and updates of this policy.

Drivers and PAs:

Must follow hygiene protocols, including effective hand hygiene and vehicle cleaning.

Must report suspected infections in themselves or passengers immediately.

Admin Team:

Responsible for ensuring staff are informed of any changes to infection control guidance.

All Staff and Contractors:

Must take reasonable steps to prevent the spread of infection and uphold high hygiene standards.



4. General Hygiene Practices

- Regular handwashing or use of alcohol-based hand sanitiser.
- Use of disposable gloves when handling bodily fluids or assisting unwell passengers.
- Avoid attending work if experiencing symptoms of a contagious illness (e.g., fever, diarrhoea, or flu-like symptoms).

5. Vehicle Hygiene Protocols

- Vehicles must be cleaned before and after each shift, with particular attention to high-contact surfaces (e.g., door handles, seatbelts, payment devices).
- Approved disinfectants and cleaning products must be used.
- Immediate deep cleaning must be carried out following any contamination (e.g., vomiting, visible blood, exposure to coughing or sneezing).

6. Infection Risk During Outbreaks or Pandemics

- Additional PPE (e.g., masks, gloves) may be required, in line with public health guidance.
- Social distancing or passenger screening procedures may be introduced.
- Staff must stay informed of updates and comply with revised safety protocols.

7. Communication and Training

- This policy is introduced during staff induction.
- Refresher guidance is provided during outbreaks or when public health advice changes.
- Signage may be displayed in vehicles to encourage safe and hygienic passenger behaviour.

8. Reporting and Monitoring

- All infection risks, illness, or hygiene breaches must be reported to management



immediately.

- Cleaning logs and incident reports are maintained and monitored.
- Management will review incidents and take corrective action as required.

9. Compliance and Enforcement

- Breaches of this policy may lead to removal from active duty or further action, depending on severity.
- All staff and subcontractors are required to comply with this policy and uphold our commitment to infection prevention.

10. Review and Updates

- This policy will be reviewed annually, or sooner in response to significant incidents or public health guidance updates.
- Any revisions will be clearly communicated to all team members.