

Vehicle Compliance, Cleanliness and Infection Control Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This policy sets standards for vehicles used on company bookings so that passengers travel in licensed, insured, clean and suitable vehicles.

Scope

Applies to all TfL licensed PHV vehicles used by employed, self-employed or subcontracted drivers for company bookings, including school/SEND routes, adult transport, NHS-related journeys and account bookings.

Vehicle licensing and insurance

Vehicles must hold a current TfL PHV vehicle licence, appropriate motor insurance for private hire work, and any additional contract-required evidence before being used. The driver must not use an unlicensed, uninsured, unsuitable or substituted vehicle without operator approval.

Pre-service checks

- Vehicle licence plate/details visible as required.
- Vehicle clean inside and outside, with no strong odours or loose hazards.
- Seatbelts/restraints available and working.
- Doors, windows, heating/ventilation and lights functioning.
- Tyres, fuel/charge level and general roadworthiness checked.
- Wheelchair or specialist equipment checked where applicable and only used by trained authorised people.

Cleanliness standard

Vehicles must be kept clean enough for children, adults at risk, healthcare passengers and account clients. Food waste, personal clutter, sharp objects, inappropriate materials, strong smells and visible dirt must be removed before passenger work.

Soiling, illness and contamination

If a passenger is sick, bleeds, soils the vehicle or contamination occurs, the driver must contact the operator, protect themselves and passengers, clean safely where minor and safe to do so, or remove the vehicle from service until properly cleaned. Serious contamination is recorded as an incident.

Infection control

Reasonable hygiene measures include hand hygiene, ventilation where appropriate, cleaning touch points, keeping basic cleaning materials in the vehicle where safe, and not working when illness makes the driver unsafe or creates avoidable infection risk. Contract-specific NHS/school infection instructions must be followed.

Vehicle suitability for passenger need

The operator must consider passenger mobility, wheelchair/accessibility needs, escort space, luggage/equipment, child seats where contractually arranged, behaviour risks and journey length. A standard PHV must not be used where the passenger needs specialist equipment the vehicle/driver cannot safely provide.

Defects and removal from service

Drivers must report defects immediately. A vehicle must be removed from company work where a defect affects safety, legality, passenger dignity, accessibility or contract compliance.

Responsibilities

Drivers keep vehicles safe and clean. The Operations Manager checks evidence and responds to defects. Contractors provide current vehicle evidence. The Director ensures contract vehicle requirements are understood.

Procedure

Check vehicle before service, report defects/contamination, remove unsafe vehicles, arrange replacement where needed and keep evidence current.

Records kept

Vehicle licence and insurance evidence, defect reports, cleaning/contamination incident records, replacement vehicle records and contract vehicle approvals.

Review

Reviewed annually and after vehicle complaints, defects, accidents or client audit findings.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026