

A front-facing view of a yellow Arubus N.V. bus. The bus has a large windshield with wipers, a Mazda logo on the front grille, and a license plate that reads 'B-106'. The text 'ARUBUS N.V.' is displayed on a blue banner at the top of the windshield. The bus is parked on a paved surface, and other buses are visible in the background.

**ARUBUS N.V.**

**STANDARD OPERATING  
PROCEDURE (sop's)**

**FOR PUBLIC BUS TRANSPORTATION POST  
COVID-19 LOCKDOWN & SHELTER IN PLACE**

**2020**

## 1. OBJECTIVES

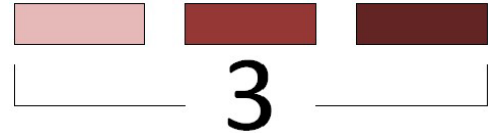
Safety for Arubus employees, drivers and passengers/clients.

Provide essential mobility services post lockdown.

Maintain desirable social distancing protocols within buses, if applicable, based on and in accordance with the public health care department.

To establish the trust of the passengers on public bus transportation as a safe mobility choice.

## 2. TIMELINES



Months post lockdown/shelter in place, to be reviewed thereafter or whenever necessary based on government and or the health department (DVG) information or guidelines.

## 3. SAFETY MEASUREMENT at ARUBUS

As the Shelter in Place and curfew “Toque de Queda” were lifted by the local government, the transportation demands will increase as the local economy gradually re-establishes itself. Therefore it is required that Arubus has its SOPs in place in order to guaranty the safety of our employees and passengers. To achieve and comply with the rules and regulation concerning “Social Distancing” inside buses, the occupancy at a given time should be less than one third of the maximum occupancy, this based on international standards and performed in bus

measurements. This brings forward other challenges that would not be discussed within this paper. As work resumes at the offices of Arubus where the workforce will be back at 100% it also viable that the proper precautions are taken to ensure workers of their safety. The same concerns and measurements need to be taken and addressed to guaranty the visitors of Arubus that their safety is not being jeopardized and that the manner of doing business is safe while at the premises of Arubus.



## 4. SOP FOR OFFICES

Offices need to comply with the rules and regulations of the local health department, "Directie Volksgezondheid Aruba" (DVG). The offices are being disinfected on a daily bases. The minimum required space or "social distancing" of 1.5 meter is applied to all desk within Arubus. Each employee has also received a hand sanitizer which complies with the standards set by the DVG. The hand sanitizers should be used by each employee to ensure their safety and from others. Within the hallways of Arubus there are sufficient posters allocated, which were received from the DVG, illustrating the recommended manner of sanitizing your hands properly.

## 5. SOP EMPLOYERS

Employees need to adhere to the rules and regulations of hygiene, there are information posters all over the premises illustrating the proper and adequate manner of hygiene, which were provided by the DVG.

## 6. SOP CLIENTS

Clients will be directed by signs posted outside the Arubus main office entrance as guidance to follow when entering the building. At the entrance there will be sanitizing spray bottles which are required

to use, thus sanitizing their hands, prior to engagement with employees. Failure to do so will result in a request to exit the building. Inside the client(s) area there are a total of only two (2) clients allowed. No kids under the age of sixteen (16) are allowed inside. In case that an Arubus card need to be made for a kid under the age of sixteen (16) they will be allowed entrance with the supervision of a parent or an adult.

## 7. SOP FOR BUSES

Buses are being sanitized a minimum of twice a day. The material provided to execute sanitation is in accordance with the DVG specifications. All buses are equipped with a hand sanitizer spray bottle for the necessary and obligated sanitizing of passengers hands.



## 8. SOP TECHNICAL DEPT.

The technical department must exercise social distancing as much as possible where the minimum required distance of



1.5 meter is applied. There are hand cleaning materials available in their vicinity and each mechanic has also received a hand sanitizer spray bottle for their own safety as well.

## 9. SOP FOR BUS DRIVER

The safety of the bus drivers is of utmost importance for Arubus. All drivers should have their temperatures checked<sup>1</sup> before taking up their duty on a shift. All drivers will be required to wear a face shield (this will be provided by Arubus) or a safety mask that need to be approved by the shift leader before start of the employees shift.



## 10. SOP PASSENGERS

To maximize safety of bus drivers and passengers there are hands sanitizing spray bottles installed in all buses as illustrated previously. Passengers are required to sanitize their hands at entry

<sup>1</sup>Drivers are not obligated to perform this test.

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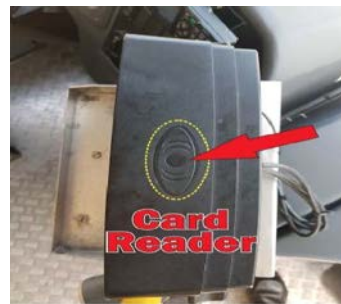
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prior to engaging with the driver. Failure in complying with this will result in a prohibition of entrance and service.

To minimize the contact between bus driver and passenger the client will be requested to, in case an Arubus card is being used as payment, to place this on the card reader in order to be billed for the trip. The card reader is depicted in the following picture.



The instructions of this procedure are illustrated hereafter and are available for review on our web-page and social-media page. The Arubus card should be placed on the card reader's sensor, illustrated below.



The manner to which the card should be placed is shown in the following illustrations. For card balance inquiry the bus driver will assist in giving the requested information.




For cash payment it will be required the passenger use exact change as much as possible.

It is also required that all passengers use a face mask in order to use the services of Arubus. Because of the limited availability of face masks in Aruba makes it hard for the implementation of this safety measure. Face mask is a highly recommended safety tool.

## 11. SOP SCHOOL BUS PASSENGERS

The standard operating procedures for passengers are also in effect for school bus passengers.

For the “Speciale Onderwijs Scholen”, Emma School – Caiquetio School – Scol Duna un Man and Paso pa Futuro, there is

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a bus protocol in place produced by the schools board members. This entails that children of and under the age of twelve (12) will be allowed to sit beside each other in front of the bus and thirteen (13) years and over will be allocated, by a leader of the school, that the bus is catering at that moment, to a specific seat maintaining a social distance from 1.5 meter in between.

For the other school bus services the general SOP for passenger is in effect. For the seating of the students within the bus please follow the described seating SOP.

## 12. SOP BUS SEATING

The seating chart/plan to guaranty the minimum required 1.5 meter of social distancing is depicted on Annex A. The maximum seating capacity is of forty nine (49) passengers sitting and twenty four (24) passengers standing. Using the seating plan A will allocate a total of eighteen (18) passenger total sitting and standing while seating plan B will allocate a total of sixteen (16). This is a passenger carrying capacity reduction of seventy five percent (75%) and seventy eight percent (78%) respectively. For the most effective seating solution Arubus will use the seating plan A if this is demanded by the proper authorities. These seating plans have their challenges and are more suitable during a pandemic crisis to minimize and try to control the probabilities of virus spreading. This seating plan will demand more buses



to be allocated on route in order to cater all Arubus clients. Where a bus with a carry capacity of seventy three (73) passengers is covering one route, Arubus will need to double, triple and, on some routes, even quadruple the amount of buses to guaranty all Arubus clients of the service. Arubus is not in possession of the required logistics to comply with this scenario effectively. The described scenario is not illustrating one specific route but various routes simultaneously for public buses and school bus services. The financial burden of these exercises will be very high and not sustainable.

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Another seating plan can allow all seats to be occupied and limited specified spaces for standing passengers. This plan will have less of an impact on the services provided and the financial impact is also limited but still of importance for Arubus. This seating plan does not comply with the social distancing parameter recommended of 1.5 meter between persons.

Execution of this plan will require one extra bus in case of overcrowded buses per route. The extra logistic pressure is not sustainable with regards to the logistics limitations of Arubus.

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International organizations in charge of producing and applying travel protocols have established the following;

- the European Centre for Prevention and Control stated in their paper “Covid-19 Aviation Health Safety Protocol’ issues in

May 2020 the following statement; “If physical distancing cannot be guaranteed because of the passenger load, seat configuration or other operational constraints, passengers and crew members on board an aircraft should adhere at all times to all the other preventive measures including strict hand hygiene and respiratory etiquette and should wear a face mask”.

- The department of Health & Human Services USA via the Centers for Disease Control and Prevention stated in their paper; “What Transit Workers Need to Know about COVID-19” in April 2020 that there are settings where the social distancing measures are difficult to maintain. Especially in areas where the community gathering can be of great significant. Their advice in these situations is that every passenger should use a face mask for social protection.
- The Dutch Government released a document that addresses and regulates the public transportation within the Netherlands called: “Protocol Verantwoord Blijven Reizen in het Openbaar Vervoer. Trein, (Water) Bus, Tram ,Metro”. Within this document they also make the case that it is not always possible to comply with the




recommended social distancing of 1.5 meter between individuals in public transport. The safety of each individual passenger becomes therefore more a responsibility of themselves to try and maintain safe distance where and when possible. The regulation states that each passenger is also required to wear a safety mask during the duration of travel commencing on the first 1<sup>st</sup> of June. It is the passengers own responsibility of acquiring a safety mask. Failure of using a mouth mask during travel within a public transport vehicle can result in a fine of up to €95,-.

Based on international protocols and best practices Arubus will institute the

following protocol which is a balance of responsibilities between company and customer. Arubus is responsible for maintaining well sanitized buses and provide the proper hand sanitizing products upon entry of a bus. This is well stated in a previous section. The passengers must try to maintain social distancing as much as possible where and when this is feasible. Arubus cannot guaranty the recommended social distancing based on the passenger load and seat configuration on our routes. Local availability of face (mouth) mask is insufficient making it difficult to set as a requirement for passengers, therefore it is only a recommendation to passengers to use as much as possible while commuting with Arubus.

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