

Ride with Wyatt



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Ride with Wyatt

1

• PLAN YOUR TRANSFER

- Choose our service: airport shuttle transfer or private chauffeur service

2

• BOOK A TAXI

- Choose any car from the fleet according to your needs.

3

• FIND YOUR NAMEPLATE

- Meet the driver at JAPI AIRPORT.

WHY CHOOSE RWW?

Ride with Wyatt offers the most personalized airport rides in Paramaribo. Whether you are traveling business or leisure, Ride with Wyatt will ensure your ride is as comfortable as possible. We can provide child seats, as well as additional meet and greet services with our taxi service, so when you arrive at the airport, you can always expect the warmest of welcomes.



Professional drivers



Available 24/7



Wi-fi



Safety first



Meet & greet

HSSE DRIVER

ROAD SAFETY IS A PRIORITY

Article 1

- Drivers are not allowed to carry unauthorised passengers in the vehicle.
- Drivers are instructed to drive with their day running lights or headlights on during daytime when it is raining, heavy smoke in the area and foggy, except were prohibited by Law.
- Drivers are instructed to wear seatbelts at all times and make sure their passengers do so.
- Drivers are instructed not to make calls or answer a mobile phone or pager, send or receive a text message, or use a hands-free mobile phone device while driving a vehicle. (Mobile phones may only be used in vehicles, where permitted by legislation: in cases of emergency and / or personal safety situations; as part of convoy management; or inside a plant, in safe areas and at safe speeds either during an emergency or time sensitive operations when needed to maintain safe control of equipment or processes.).
- Incident should be reported immediately to the emergency department, incident investigation will be performed by Suriname Police Force and Assuria Insurance.
- Emergency Response (ER) plan must be followed accordingly.
- HSSE Meeting every Monday 7am, defence driving, toolbox check and EHBO kit check.
- Senior managers are required to carry out regular random checks every Monday to ensure road transport procedures are in place.

RWW

ER PLAN

Transport Emergency Response Plan (ER)

PURPOSE: Purpose of this policy is to provide guidelines on preparing for, reporting, and responding to emergencies to ensure the safety and well-being of persons served.

SCOPE:

The procedure is applicable to the entire transportation services.

POLICY

The company will be prepared to respond to emergencies, that occur while providing services, to protect the health and safety of and minimize risk of harm to the person(s) served. Staff will address all emergencies according to the specific procedure outlined in this policy and act immediately to ensure the safety of persons served. After the situation has been resolved and/or the person (s) involved are no longer in immediate danger, staff will complete the necessary documentation in order to comply with licensing requirements on reporting and to assist in developing preventative measures, if applicable. For incident response procedures, staff will refer to the Policy and Procedure on Responding to and Reporting Incidents.

All staff will be trained on this policy and the safe and appropriate response to and reporting of emergencies. Program sites will have contact information of a source of emergency medical care and transportation readily available for quick and easy access. In addition, a list of emergency phone numbers will be posted in a prominent location and emergency contact information for persons served at the facility including each person's representative, physician, and dentist.

PROCEDURE

Defining emergencies

Emergency is defined as any event that affects the ordinary daily operation of the program including, but not limited to:

1. Fires.
2. Severe weather.
3. Natural disasters.
4. Power failures.
5. Other events that threaten the immediate health and safety of persons served and that require medical help please call 115

PREPARE & PREVENT

Training makes people winner

Preparing for emergencies

Each day drivers will have a first aid kit readily available for use by, and that meet the needs, of persons served and staff. The first aid kit will contain, at a minimum, bandages, sterile compresses, scissors, and ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and a first aid manual.

Accident and Emergency Response Plan

To be always retained in vehicle

RWW recognises that situations can occur when a driver is providing services, some of which may be more serious than others. It is therefore essential that Drivers are provided with as much assistance as possible when such situations arise.

Below there is a list of contact details in case an emergency should arise, we urge all drivers providing services to Garage RWW to follow the below process in case of emergencies.

The first priority in any emergency, accident, or incident situation is the SAFETY of both the driver and any member of the public.

In the event of any threat to life or serious injury the driver MUST DIAL 115 and contact the emergency services.

Only once the safety of the driver and any members of the public have been assured should the driver follow the next steps to inform the appropriate (Rajiv/ Sabrena).

How to replace a tyre:

- ◆ ***Lighten the load - make sure there are no passengers or heavy luggage in the rear***
- ◆ ***Check your tools - they should include: a spare wheel (fully inflated), a wheel brace (tubular bent rod), a wheel nut key (round with flat edges on the inside), jack and ideally a high-vis jacket.***
- ◆ ***Loosen the nuts - remove the trim (decorative cover) on the wheel then loosen the wheel nuts slightly in an anti-clockwise direction.***
- ◆ ***Jack it up - position the jack under the car close to the wheel you want to change, then raise it slowly using the jack till the wheel is about 10-15cm (4-6 inches) off the ground.***
- ◆ ***Remove the wheel - undo the wheel nuts completely and pull off the wheel. This will be heavy so you might want to ask for help.***
- ◆ ***Put on the spare - slide the spare wheel onto the hub bolts, replace the nuts and tighten them by hand.***
- ◆ ***Lower the car - just so it's in touch with the ground and tighten the nuts with the tools you used in step 5.***
- ◆ ***Almost done - now lower the car completely and slide out the jack. Check your***

ROAD TRAFFIC ACCIDENTS

1. Stop the vehicle as soon as possible – it is an offence to fail to stop.
2. Turn off your engine and switch your hazard lights on.
3. Check for any injuries to yourself and your passengers.
4. Call the emergency services immediately if anyone is hurt or the road is blocked.
5. If it's a minor collision and there are no injuries, make a note & pictures of it just in case a claim is made against you.
6. Call the police if:
 - a. The other party leaves the scene without providing details;
 - b. You think the other driver has no insurance;
 - c. You suspect they are under the influence of drink or drugs;
 - d. You believe the other driver caused the collision deliberately.
7. Try to remain as calm as possible – it's normal to be shaken after an accident – take a few deep breaths and try to take stock of the situation the best you can – don't lose your temper
8. Don't apologise or admit responsibility for the accident
9. Share your name and address with everyone involved, if the accident caused damage or injury, as this is a legal requirement
10. Swap insurance information and details with the other driver (s)
11. Take down details of any other passengers and witnesses to the accident
12. Ask if the other driver is the registered owner of the vehicle, if they are not, find out who the owner is and get that information too (for instance it might be a company car)
13. If a foreign lorry is involved, get the numbers on both the lorry and its trailer – sometimes they are different; also get the name of the company if it's written on the lorry
14. Record the make, model, colour, and number plate of the vehicles involved in the accident or take pictures of them
15. Record the time and date of the crash
16. Record the driving conditions, including the weather, lighting, and road quality
17. Record what sort of damage was caused to the vehicles and where
18. Record any injuries to drivers, passengers, or pedestrians
19. Record the names and contact details of any witnesses
20. Use your phone to take pictures of the scene, the positions of the vehicles involved, and damage to the vehicles
21. Report the incident to your vehicle hire company and then your insurer

PROPERTY DAMAGE

1. If you cause damage to private property or a parked vehicle you should first attempt to contact the owner, if it's not possible to locate the owner, leave your details on a note.
2. If a witness or CCTV camera saw you and noted your vehicle details but you drove off, you could be convicted of a criminal offence.
3. Take photographs on your phone of damage caused to the property and your vehicle

VEHICLE THEFT

1. Never try to defend your vehicle or parcels – your safety is always the first priority.
2. If your vehicle is successfully stolen, contact the police immediately – if your phone was also stolen, ask a member of the public to contact the police for you.
3. Try to remember or take notes of as much detail as possible that could help the police, such as descriptions of the thieves and any vehicles involved.

VEHICLE FIRE

VEHICLE FIRE

1. If you are driving, pull over as soon as possible and safely.
2. Switch off your engine and release the bonnet (do not open).
3. Leave the vehicle immediately and get as far away from the vehicle as possible.
4. If you are on the motorway, remember to stand behind the safety barrier.
5. Dial 110 and ask for the fire service.
6. If you believe that it is safe to do so, take the fire extinguisher (dry powder or foam) from inside your vehicle and attempt to put out the fire.
7. If the fire is in the engine compartment, do not open the bonnet – aim the extinguisher through the grille.
8. Never use water to extinguish an engine fire.

VEHICLE BREAKDOWN

- 1. Make sure you're in a safe place – move your vehicle off the road if possible – watch out for any soft verges.*
- 2. Put your hazard warning lights on and, if it's dark or foggy, keep your sidelights on.*
- 3. Stay well away from moving traffic – it's usually safest to get out of your vehicle using the door furthest away from passing traffic.*
- 4. Wait behind a barrier if possible – do not sit on the barrier*
- 5. If you exit your vehicle, wear your high visibility vest*
- 6. If it is safe to remain inside your vehicle, keep your seatbelt on*
- 7. If it's safe to do so, put your warning triangle out approximately 50 yards behind your vehicle*
- 8. Attempt to repair your vehicle if it is safe to do so*
- 9. Call Sabrena / Rajiv to arrange breakdown service if it is not possible to repair your vehicle.*

THREATENING OR ABUSIVE CUSTOMER OR MEMBER OF PUBLIC

What to do?

1. If a customer or member of the public is threatening or abusive, try to diffuse the situation by leaving the scene.
2. If it is not possible to leave the scene, remain calm and do not engage in arguments or retaliation.
3. If you feel like there is a risk to your safety, contact the police immediately.
4. Record as many details as possible, for example the location of the incident, a description of the person and any witnesses, and what happened.

WHAT TO DO WHEN YOU HAVE A PUNCTURE

Puncture while driving:

- Do not hit the brakes, this can make the problem worse.
- Ease off the accelerator and slow down gradually.
- Keep both hands firmly on the wheel as the puncture may have affected the handling.
- Switch on the hazard warning lights to alert others that you have a problem.
- Find a safe place to pull over as quickly as possible, otherwise you could permanently damage the tyre and risk losing control.
- Apply the handbrake.
- Switch off the ignition.
- **Make sure you and passengers are safe**
- Exit the car via the passenger door.
- Put on your interactive warning vest.
- Have all passengers move away from the road, preferably behind a barrier.
- Put out a warning triangle 45 meters away from the car.
- If you're on the motorway, guide your car onto the hard shoulder using small, smooth movements with the steering wheel.
- If it's a smart motorway, you'll need to find a refuge area where you can stop safely out of the traffic flow.
- Call 7464828/ 8552398, we'll check if there is other car in the area to take the passengers to their destination or assist you further.

CONTACTS

1. Rajiv +597 7464828
2. Sabrena +597 8552398
3. Police 115

1. *Fire department 110*
2. *Towing & Maintenance +597 8964100*

DRIVER MANAGEMENT

Subtitle Text

1. Drivers are required a valid license for the type of vehicle to be driven and the class of product or cargo to be carried.
2. The minimum age requirements for driving with RWW are 25 years with 5 years of driving experience.
3. Defensive Driving & Fatigue Awareness Training will be carried out by an approved service provider.
4. Driver Training Program covering Product Knowledge and Product Handling if handling Dangerous Goods.
5. Driver project Induction training.
6. Driver Remedial Training when a driver issue is discovered.
7. Defensive Driving refresher training at least every 6 months.
8. Drivers are prohibiting to operate a vehicle whilst under the influence of alcohol, drugs, narcotics or medication that could impair driving ability.
9. 2 weeks blood D&A test for drivers, a breathalyzer will be perform before and after working hours, drivers who test positive will be disqualified.
10. Data Protection policy RWW and our customers.
11. All employees shall perform a 360o vehicle walk-around inspection before driving any vehicle.
12. Background check on drivers upon hiring:
 - a. past driving record
 - b. criminal record
 - c. Knowledge of the road regulations
 - d. Reference checks with the previous employer

VEHICLE REQUIREMENTS

1. The vehicle shall be fit for purpose, licensed and maintained in safe working order, with seat belts installed and functional. Seat belts shall be worn by all occupants at all times whenever a vehicle is in motion
2. The number of passengers shall not exceed the manufacturer's specification for the vehicle (determined by the number of seat belts in the vehicle).
3. Vehicle data recorder (VDR)—A mechanical and/or electronic recording system that records key driving performance information for individual drivers, including the driver's driving hours, speed, harsh acceleration, and harsh deceleration.
4. When your vehicle is equipped with cruise control, use cruise control sensibly. Cruise control is primarily designed for driving in ideal road, weather and traffic conditions with long distance travel on predominantly highway roads; however, it is always to be used with caution. Do not use cruise control when driving at night, in mountains or hills, in high traffic, in urban areas with frequent intersections, during road construction, in adverse driving conditions such as rain, fog or other inclement weather conditions.

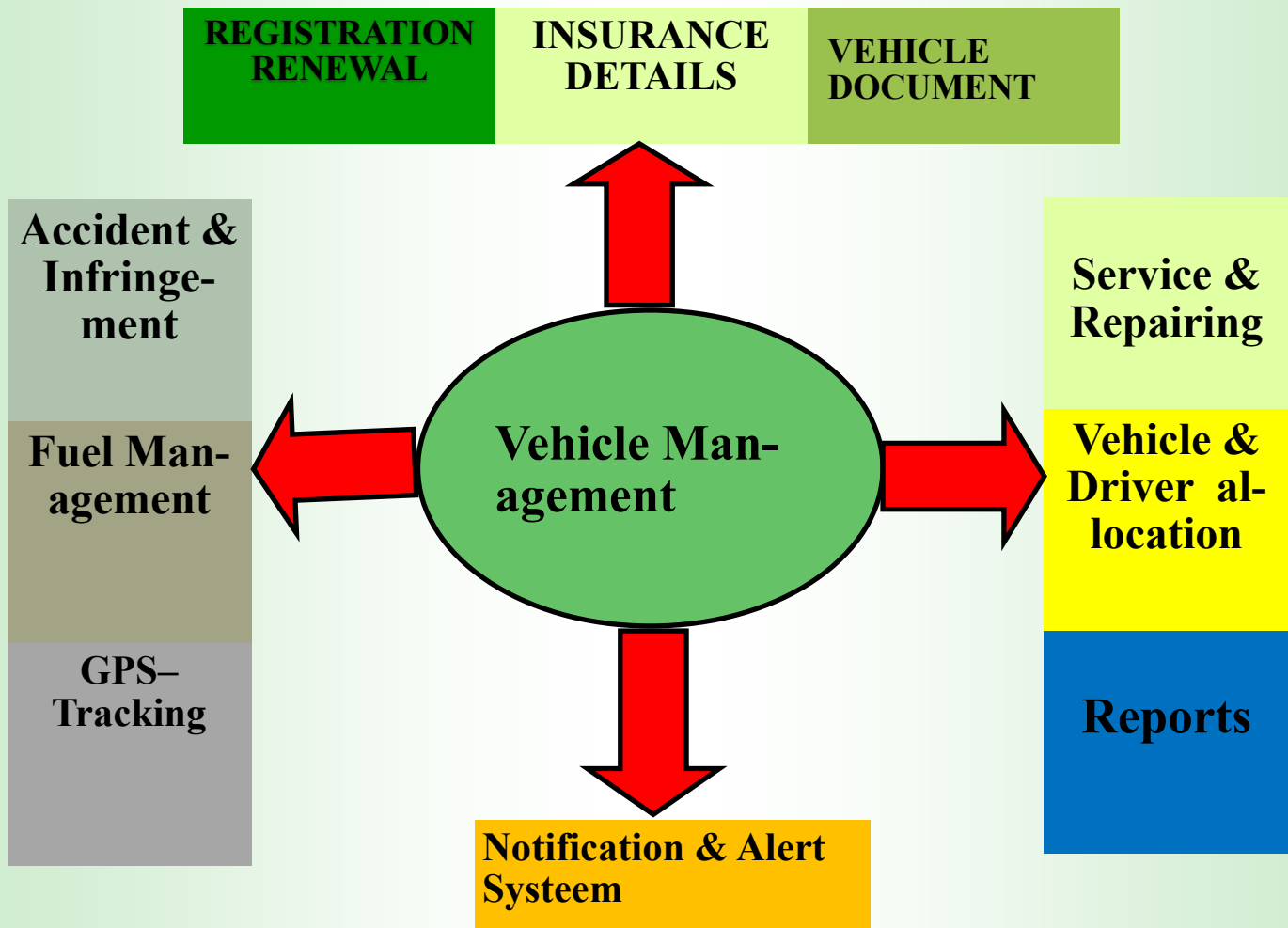
1. The employee is responsible for ensuring that the license and all state documents (i.e., registrations, insurance, and inspections) are current and in the vehicle before operating .
2. All storage and box containers on vehicles shall be anchored securely to the chassis.
3. We provide non-smoking transportation service included driver.
4. The driver holds a defensive driving certification.
5. The vehicle is equipped with separate reclining seats with an own seatbelt, fire extinguisher device, first aid kit, Emergency hammer, Tow Straps Energizer Jumper Cables, Warning Reflective Triangle.
6. Your vehicle should be clean inside out at all times.
7. The car should smell neutrally.
8. There shouldn't be any unnecessary objects lying around in your car.
9. GPS system & WIFI

Uniform for drivers

White long sleeve cotton shirt (ironed)
black trousers pants
black shoe
black tie
No earrings for men
shaved beard
No long hair for men

Prohibited while driving

Loud music
Inserting a cassette or CD or tuning a radio
Phone use
Arguing with our passengers and hotel staff
Eating and drinking
Complaining to our guest regarding company rules and regulations.
It is illegal to smoke in a car, at the hotel and the Airport Arrival Hall.
Driving with open windows.
Driving Above 70 km/u
Cash Payment for Airport transport.
It is not allowed to hang around the hotel or front desk.
Forbidden to give guest your personal number
Reservations should be reported at the office and group app.



High Risk Environment

1. Vehicles operate on off-road or gravel or dirt roads, are equipped with elevated rear lights and brake lights.
2. A security risk assessment will be conducted on journeys between supply points and destinations for the safety of our vehicles, drivers and customers.
3. Vehicles will undergo an NCAP assessment to ensure safety.



Bus transfer Management

- ⇒ *Low Daylight Visibility Skills training for bus drivers.*
- ⇒ *3-point inertia reel type seatbelt for the Driver and all front seat Passengers*
- ⇒ *Fireproof and non-toxic fabric and the wall panels*
- ⇒ *Emergency equipment:*
 - ⇒ *1. Hammers for smashing windows fitted above windows or on window pillars.*
 - ⇒ *2. fire extinguisher of multi-purpose dry powder with a capacity of 2 kg, securely mounted on a bracket and easily accessible in an emergency.*
 - ⇒ *2 First aid kit and flashlight that are properly maintained*
 - ⇒ *2 warning triangles*
 - ⇒ *Hi-visibility jacket*
 - ⇒ *Reversing alarms*
 - ⇒ *Video event recorder if the bus is longer than 6 metres when required.*
 - ⇒ *fatigue monitoring device when required.*