

Post Covid-19 measures taken by CIECA members CIECA members' recovery plans

(Responses compiled by 22 April 2020)

CIECA members have already started to plan and implement measures to gradually get back to work after the Covid-19 outbreak. CIECA members have already started to plan and implement measures to gradually get back to work after the Covid-19 outbreak. This document compiles information provided by EAG and TAG organizations, as well as information provided by RSA (Ireland) on a series of issues that need to be considered when planning the resuming of all testing activities.

Although the list of issues provided (1) should not be considered exhaustive, and (2) will vary from jurisdiction to jurisdiction, there will be many common elements to bear in mind, and CIECA is convinced that it will be extremely beneficial to think collectively about these issues among members. We invite all CIECA members to consult this document and we hope that it will contain useful information for your organizations.

The document includes information on the following issues:

- Current situation due to Covid-19 in your country.
- Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.
- Are there any other specific measures that have been considered by your organization in relation to the theoretical tests?
- Are there any other practical measures that have been considered by your organization in relation to the practical tests?

We also encourage all members to send the information related to their own measures so it can be included in the list of resources developed by CIECA on this matter. Please take into account that this document should be considered as a DRAFT, and that we are working to present the information in a more cohesive way. If you intend to send information about your country's measures, a template to compile the information will be ready to be used by all members by 30 April 2020. The template will be distributed through our Newsletter, and also available at the CIECA website.

BELGIUM - GOCA

1. Current Situation

- All driving schools and examination centres are closed until 3 may. For the moment there is no further information about a possible reopening.
- Special legislation has been written to extend the validity of temporary driving licence, validity of the theoretical exam and validity of lessons taken with 4 months, for everybody who cannot take the exam during the lockdown because of corona measures.
- GOCA is working on a plan with possible measures taken after reopening. This plan will contain measures about how to raise capacity in the driving schools and exam centres, hygiene measures to be taken etc.

2. Specific measures taken for theory test

- Because there are no tests for the moment, and GCA does not know when to reopen there are no guidelines yet from the government about how to proceed and under what conditions. We presume that all basic rules will be applied about keeping physical distance, washing hands etc. but there are no specific guidelines yet.

2. Specific measures taken for theory test

- As above.

CANADA (QUEBEC) - SAAQ

At the moment, SAAQ is essentially facing the same issues identified by RSA, but there is still a lot of work to be done to address all the aspects documented by RSA in this initial query.

The current situation due to Covid-19 in Quebec is as follows:

- No practical tests are currently available due to the danger of infection and the National Public Health Authorities instructions regarding social distancing.
- Since SAAQ is not able to respect National Public Health instructions regarding social distancing, all scheduled driving tests have been postponed.
- Some registration and licencing services are still being offered to drivers who work in priority sectors. Those services are offered by appointment only.
- Starting April 20th registration and licencing services (not testing) will progressively be resumed for the general public and by appointment only.
- Since online appointment services have been suspended since the beginning of the confinement period, waiting lists are still short. However, SAAQ expects a higher demand for testing when services will be fully resumed.
- Taskforce groups are being established to address different issues regarding resuming driver training and testing services.
- Up to now, the use of PPE, even for the resuming of services, has been rejected since SAAQ administration expects shortage for the health sector. Therefore, already know that the mitigation solutions will not imply the use of PPE.
- SAAQ started to work on a screening process to establish the health and priority status of a client. This process should likely be used when services will be resumed.
- SAAQ is working on a solution to be able to perform driving tests while reducing contamination risks to a minimum.

GERMANY – TÜV / DEKRA arge tp 21 – VdTÜV - DEKRA

1. Current Situation

Due to the current situation regarding the spread of SARS-CoV-2 in Germany, the technical test centres have initially (severely) restricted the implementation of the theoretical and practical driver license tests since mid-March 2020 and then suspended them nationwide. The theoretical and practical driver's license tests (as of April 9, 2020) were initially suspended until April 20, 2020. The federal and state governments decided on April 15, 2020 that the contact restrictions will remain in effect until May 3, 2020. Also, education and driving practise work of driving schools has been suspended.

There are only special arrangements for the responsible state authorities to ensure that driving license tests are carried out for selected groups of people, e.g. applicants from police, rescue and fire departments.

However, the period of relaxing restrictions and resumption of driving license test in the very next future requires special measures that should be taken in a transition phase in order to minimize the risk for applicants as well as for examiners and other employees. In this context, representatives of the technical inspection centres from TÜV and DEKRA, from the VdTÜV and from the TÜV|DEKRA arge tp 21 developed proposals and suggestions for such measures.

It has to be mentioned that these measures are proposals which must be reconsidered in the specific circumstances and given conditions the testing organisations are faced to in the various federal states of Germany.

2. Fields of action and categories of measures

Regarding to the duties of the technical inspections centres in the context of the driving licence system different fields of action can be identified. These fields potentially require different implementations with regard to certain categories of measures. The proposed structure below is aiming for support the determination measures' packages that are as holistic as possible.

There are individual requirements in the following fields of action:

1. Theoretical Driving License Test
2. Practical Driving Test
3. Administration and Periphery

Potential needed measures in connection with COVID-19 can be roughly subdivided into three categories:

- a) *Distance measures:* These include measures that make the person-to-person transmission unlikely simply by ensuring a distance between people (e.g. distances between applicants when performing the theory test, specific work schedules to avoid cross-contamination among employees).
- b) *Hygienic measures:* These include measures that counteract a specific infection or spread of viruses through physical or disinfectant prevention (e.g. disinfection of work equipment, calls for hygiene when coughing and sneezing, ventilation of rooms, wearing mouth protection, provision of hand disinfection points etc.).

- c) *Awareness and information measures*: These include measures to raise awareness and understanding among applicants and employees and to impart acceptance and the necessary knowledge about changed procedures (e.g. notices, displays, brochures, social media, etc.).

Within the measure categories, it can be considered for each field of action which concrete implementations are conceivable or are already being planned. Furthermore, it might be useful to differentiate for individual fields of action according to process stages, i.e. preparation (in advance to the exam), implementation (taking the exam) and follow-up (after the exam has been completed).

These considerations can be illustrated as depicted in Figure 1 whereby the aim is to fill the cells in this structure with concrete measures.

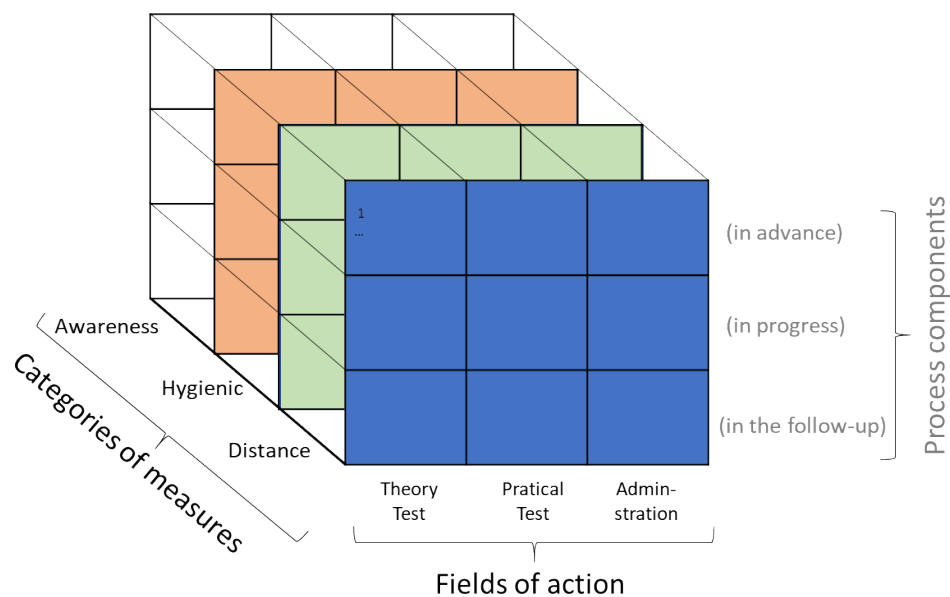


Figure 1: Structure of measure package(s)

3. Proposals of measures within the structure

The following overview provide a proposal of possible measures. The measures that are suitable on site should be selected and implemented as needed by those responsible for the respective technical test centre - based on the prevailing framework conditions (spatial conditions, technical equipment, etc.).

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (markings on floors in the waiting area and in the test room) • Driving schools are requested to inform / instruct the applicants accordingly; the applicants should not be accompanied 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (set up applicant positions accordingly; also, for sign language interpreter exams) - this also applies to the distance to the examiner's place • Feedback to the applicants not at the examiner's PC instead sending to the applicant's PC 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (markings on floors in the waiting area and in the test room)
Hygienic	<ul style="list-style-type: none"> • Provision of disinfection dispensers in the entrance area • Use of single-use headphones for the audio tests • Adherence to the current recommendations of the authorities is a prerequisite for the conduct of the exam for all participants. (e.g. wearing of masks (PPE)) – in case of non- compliance the test cannot be taken 	<ul style="list-style-type: none"> • No hand-shakes • Protective measures for the examiner should be taken when checking the ID and verification documents (e.g. handing over in transparent plastic bags) 	<ul style="list-style-type: none"> • Disinfection of the operating devices or surfaces (keyboard, mouse, display) after each test • For the necessary air ventilation of the test room and any necessary cleaning or disinfection measures, appropriate time periods are planned between the theory tests.
Awareness	<ul style="list-style-type: none"> • Put up notices/placards on special behaviors / processes clearly visible (e.g. keep your distance, hygiene rules etc.); e.g.: https://www.infektionsschutz.de • Information to driving school that applicants should only be presented symptom-free 		

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> Driving schools are requested to inform / instruct the applicants accordingly; the applicants should not be accompanied 	<ul style="list-style-type: none"> Keep a minimum distance of approx. 1.5 m outside the examination vehicle Check of needed requirements and identity, technical preparation for driving, instruction and feedback on the test drive <u>outside the vehicle</u> When assessing two-wheeler tests, the examiner should also sit on the right back seat of the following car. taking of other people (e.g. further applicants) in the vehicles is suspended 	?
<i>Hygienic</i>	<ul style="list-style-type: none"> Only sites where the availability / use of suitable sanitary facilities is ensured (preferably test centres) can be selected as the departure / change location Provision of disinfectants for examiner (use after leaving the vehicle) Adherence to the current recommendations of the authorities is a prerequisite for the conduct of the exam for all participants. (e.g. wearing of masks (PPE)) – in case of non-compliance the test cannot be taken 	<ul style="list-style-type: none"> No hand-shakes Protective measures for the examiner should be taken when checking the ID and verification documents Obligation of wearing masks for all occupants in the vehicle Adequate ventilation in the test vehicle must be ensured during the driving exam - if necessary, drive must be briefly interrupted at a suitable point and / or if possible. the windows must be opened when the vehicle is stationary 	<ul style="list-style-type: none"> Regular disinfection of the user interfaces of the examiner's work equipment (keyboard, display), the interior of the car etc. Between driving exams, adequate ventilation of the vehicle must be ensured; any necessary cleaning or disinfection measures must be ensured by the driving school / applicant
<i>Awareness</i>	<ul style="list-style-type: none"> Information to driving school that applicants should only be presented symptom-free; on mandatory protective masks in the vehicle 	<ul style="list-style-type: none"> Verbal information on special behaviours / processes (e.g. keep distance, hygiene rules, etc.) 	?

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> Adaption of work schedules of the staff to avoid cross-contamination 	<ul style="list-style-type: none"> Adjustment of the disposition (reduced number of applicant places and buffer times for necessary intermediate actions, e.g. hygiene measures) 	?
<i>Hygienic</i>	<ul style="list-style-type: none"> Payment of the fees is only possible cash-free (a cash payment on the exam day is generally not accepted) 	?	?
<i>Awareness</i>	<ul style="list-style-type: none"> Coordination with the supervisory authorities Coordination of measure with the driving school sector Development and dissemination of a joint information sheet (with the regional driving instructor) for the applicants 	?	<ul style="list-style-type: none"> Frequent exchange between inspection centres about best practise approaches Frequent exchange between inspection centres and supervisory authority about information and experiences

IRELAND - RSA

1. Current situation

- No practical tests are currently available due to the danger of infection and the requirement for social distancing. (Some limited number of HGV tests are being conducted for staff required in the frontline services such as Ambulance Service etc.) The mitigation of risk for the conducting of such tests greatly impacts on potential productivity and currently rules out category B (A, BE, W,) tests as it is not possible to maintain the recommended social distancing with the consequential High risk to staff and public.
- Driving test facilities are closed.
- Waiting lists are growing and will result in high demand for tests when operations resume. Further pressure will result from the reduction in staff numbers resulting from contract testers reaching the end of contract and contracts not being extended or renewed.
- Training as part of the E.U. Periodic training requirements on hold which could present difficulties in meeting the requirements of the Directive.
- Postponement of upskilling training which was planned may impact in a negative way on service delivery in the short term.

2. Challenges for resumption of service

2.1. High demand for tests / backlog resulting from the shutdown coupled with potential reduced capacity to deliver tests resulting from reduced staff and additional safety procedures.

- The need to prioritise waiting lists may need to be considered. In the initial phase maximising of test output might impact on other business considerations.
- The option of re employing former testers on short term contracts may need to be considered.
- The temporary deferral of requests for leave may need to be considered.
- Flexible working arrangements as a temporary measure could be considered to allow for 7-day week testing.
- Test schedules will need adjusting to allow for preparing/sanitising/cleaning between Tests.
- This will result in fewer Tests per Tester in a normal working day so we would need consider additional measures to enhance productivity.

2.2. Lack of certainty as to what might be required from a health perspective as the disease while under control will not be eradicated and the danger of flare ups / possible re infection will still exist.

- The deployment and compulsory use of suitable PPE along with additional procedures and protocols to be considered.
- Guidance taken from Health and Safety Authority, The Health Service Authority and W.H.O. will form part of any planning.
- Possible periodic health screening for staff? Health and Safety risk assessments will need to be carried out on A, B, BE, and W categories.

2.3. How to manage the continuing risks when considering category, A, B, BE and W tests will present a major challenge. Other HGV categories present a more manageable risk.

- The current risk mitigation measures for Emergency tests in HGV categories may give an indication as to how we could potentially proceed in the higher categories, however, considerable thought must be given as to how the risk can be mitigated in category A, BE, W and B.
- We may need to change the way we meet applicants, by not bringing them into the centre, i.e. meeting them in the car park/compound. Giving the result in the car.

2.4. The suitability of premises from the perspective of providing adequate sanitising facilities and space to maintain adequate social distancing.

- Some existing facilities may not be suitable for continued operation: some of our larger facilities may require reduced capacity and some re configuration to reduce footfall and provide for social distancing.
- Access may need to be limited to the test candidate only.
- Reduced or staggered schedules to reduce occupancy and social contact. In the short term there may need to be some short-term space leased to reduce the numbers operating in some centres: e.g. Sligo interview room now has room for 5 applicants, with the “social distancing” this will be reduced to 2. Longford now capable of facilitating 2 applicants and would be reduced to 1. All others would be reduced as well.

2.5. Potential additional housekeeping requirements re cleaning contracts for facilities.

- Consideration may need to be given to daily cleaning of facilities when in use with very specific and detailed list of tasks to be completed. Centres need to be thoroughly cleaned daily when used until we return to normal.
- RSA may also need to have tighter controls on parking and Driving Instructors meeting their customers in centre parking areas/compounds.)

2.6. Meeting the additional costs associated with the above while maintaining a sustainable business model.

- This might involve strict control of budgets and avoidance of any avoidable spending on non-essential areas.
- The careful deployment of staff to avoid any additional costs and reduction in productivity should be avoided.

3. RSA - Amended Procedures for Urgent Driving Tests 2020 (in preparation)

- Contact details including mobile numbers of each Candidate must be taken, and records kept for at least 30 days for provision to the HSE in event of contact tracing requirements
- Candidate to be notified in advance that any ADI or accompanying driver will not be permitted to attend at the test centre office at the time of the test. Candidate to inform accompanying driver of this.
- HGV tests to be conducted at centres that have compounds for reverse manoeuvres.
- Disposable seat covers to be included with PPE.
- Candidate to be informed via call and email of the procedure below for attending for test. The Test centre to remain locked. Candidate to supply phone number in advance and this number to be given to driver tester. Candidate to wait in vehicle until phoned by tester and invited to enter building.

- When Tester phones the Candidate they are to be asked to confirm their own (and that of the accompanied Driver/ADI) health status and whether they have been in contact with any confirmed case or anyone awaiting a test for COVID19.
- Accompanying person to exit the vicinity of the vehicle prior to tester and applicant commencing test.

3.1. Schedules

- Max of two driving tests per Driver Tester in any one day.
- Minimum of 40 minutes from finish time of one test and commencement of the next test to allow the Tester to sanitise the workspace, open the window to aerate the room and put on PPE again before the next test.

LATVIA - MINISTRY OF TRANSPORT

1. Current situation due to Covid-19 in Latvia

- All drivers testing services are restored from 14.04.2020.
- All drivers training processes are restored.

2. Challenges for resumption of service

2.1. Prevent crowd in testing centres, keep distance 2 metres

- Applying for services in testing centres (licence exchange, vehicle registration, technical inspections) is possible only by phone. By doing that, number of candidates attending tests at the same time is restricted and under control. Public is kept at testing centres for the shortest possible time.
- The Ministry is working on restoring e-services for applying for theory and driving tests.
- Priority is given to persons who applied for the tests before shutdown.

2.2. Protect our employees

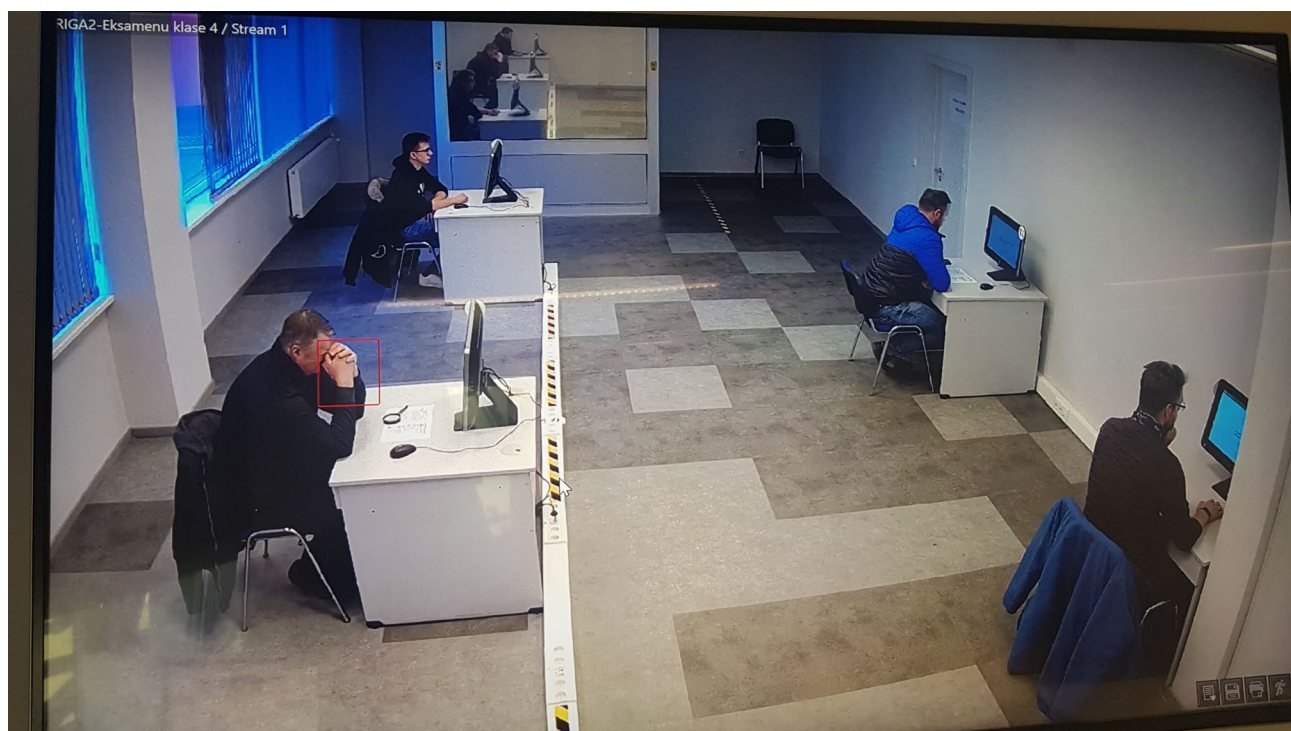
- Acquiring protective masks, gloves, disinfectants, protective screens in sufficient quantities was challenging.
- Employees were separated into groups to prevent contact between them to avoid spreading virus in case of infection.

2.3. Equipment in testing facilities and examination cars

- Increased distance between the tables 2 meters theory exam, mouse disinfection after every exam.
- Installing protective transparent screens in examination vehicles Cat, C and D.
- All practical tests provided without entering test centre.
- In test centres doors are open to avoid unnecessary touching handles.
- Hand disinfectants available for customers.
- Regular ventilation and disinfection of facilities.

2.4. Mandatory education in driving schools' classrooms, periodic training

- The Ministry introduced online education through Webex, Zoom, and similar platforms.



Picture 1: Theory test in Latvia



Picture 2: Category B test in Latvia



Picture 3: Category B test in Latvia



Picture 4: Protective transparent screen installed in vehicle for category C test in Latvia



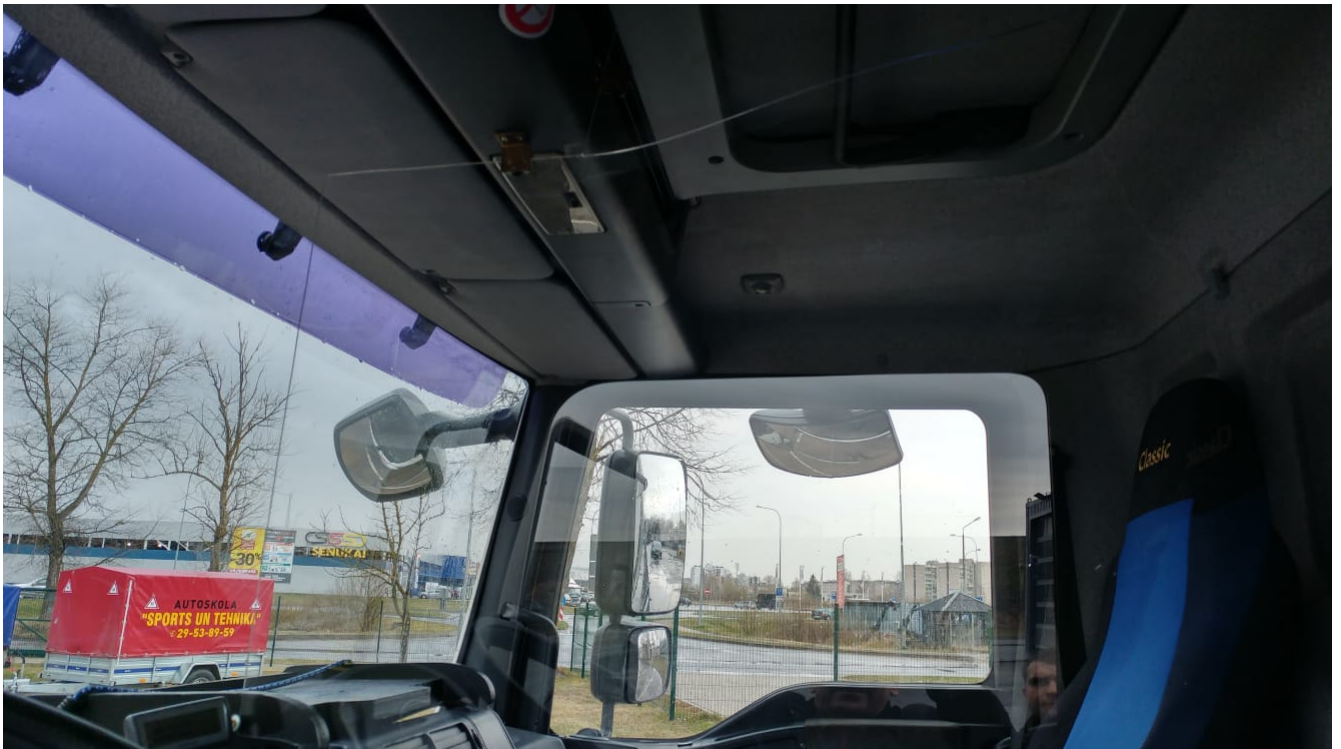
Picture 5: Protective transparent screen installed in vehicle for category C test in Latvia



Picture 6: Protective transparent screen installed in vehicle for category C test in Latvia



Picture 7: Protective transparent screen installed in vehicle for category C test in Latvia



Picture 8: Protective transparent screen installed in vehicle for category C test in Latvia

LITHUANIA - REGITRA

1. Current situation due to Covid-19

- Starting 17th of April Regitra opened test booking for category A and from 20th of April test booking for categories C and CE will be open. The actual tests will start for category A on 22nd of April and for categories C and CE on 23rd of April.
- Theory test facilities are closed but Regitra is considering possibilities to open them.
- In general, the decision to start testing drivers came from the government, so it means that Regitra was just informed of the decision and no consultations took place.
- The driving schools are still closed, so this is an issue as candidates have no possibility to take driving lessons before the test and this will probably have a negative impact on the test results.

2. Challenges for resumption of services

- Regitra is not going to give priority to those whose tests were cancelled due to outbreak. The main reason behind this decision is that it is too complex to manage and to meet demand of all candidates. Moreover, Regitra does not expect higher number of candidates than before the outbreak, because during the quarantine period driving schools were closed, so no more new candidates got driving school certificates.
- The ordinary testing time allows us to prepare vehicles or check candidates readiness to take test with PPE without any time extension. For instance, for category A the time devoted to the test is of one hour per candidate, so this amount of time is enough even if there are extra tasks to perform.
- It is expected a slight increase in number of candidates who will not attend the test on time previously agreed upon. Regitra removed the restrictions for test booking for the quarantine period. This restriction consists on informing Regitra of a test cancellation prior 24h before the test in order to leave plenty of time to others to take that place; if a candidate disobeys this rule then he or she will only be able to book another test at least one month later.

2.1. Lack of certainty as to what might be required from a health perspective as the disease while under control will not be eradicated and the danger of flare ups / possible re infection will still exist.

- Regitra has followed and will continue to follow recommendations issue by WHO, and the National Health Authority. Also, they will be using PPE until things get clearer.

2.2. How to manage the continuing risks when considering category, A, B, BE and W tests will present a major challenge. Other HGV categories present a more manageable risk.

- Regitra set extra requirement for candidates (PPE and questionnaire before the test), also considering option for physical separation in the car with transparent material.
- Regitra is looking for possibilities to change procedures in order to mitigate risk and to have less contact with candidates.

2.3. Potential additional housekeeping requirements re cleaning contracts for facilities.

- Regitra is preparing recommendations for members of staff on how to prepare the working place as well as testing facilities, i.e. what kind of measures should be taken in order to mitigate risk.

2.4. Meeting the additional costs associated with the above while maintaining a sustainable business model.

- *We are keeping in mind that cost per test will increase our expenses (gloves, masks etc.) so we are going to inform board members and Ministry about changes in financial prognosis.*

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)

- Candidates must fill and sign declaration form that she or he is healthy, had no contacts with infected people etc.
- Disposable seat covers should be used, transparent physical separation panel, PPE for candidate and for examiner
- During A category test candidate should use personal cell phone with hands free option

THE NETHERLANDS - CBR

1. Current situation due to Covid-19

- At the moment, no theory or practical exams are taken in the Netherlands. In any case, this situation will last until April 28. It will be decided later whether this situation will be continued or adjusted.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- When resuming examinations, CBR will grade examination capacity, so that everyone can qualify for an examination under certain conditions.
- CBR will deploy our examiners and employees to the maximum within the limits of health measures. Measures will be taken for behaviour (no shaking hands, coughing and sneezing in elbow, staying home in case of illness), procedural (separating visitor flows, keeping distance) and physical measures (use of partition screens, splash goggles and gloves).
- Cleaning procedures will be tightened.
- All measures will be reviewed by the health authorities of the Ministry.

3. Amended Procedures for Driving Tests 2020

3.1. Are there any other specific measures that have been considered by your organization in relation to the theoretical tests?

- Starting with 50% capacity in order to arrange distance between candidates, door policy (only entrance for candidates, max. 15 minutes prior to test).
- Candidates will be asked to clean touchscreens, lockers, and ID.

3.2. Are there any other practical measures that have been considered by your organization in relation to the practical tests?

- CBR think about a combination of measures, such as procedural measures (separating visitor flows, washing hands, disinfecting, staying home in case of illness, etc.), physical measures (use of partition screens and personal protective equipment, such as mouth masks, splash goggles and gloves).

NORWAY - NPRA

1. Current situation due to Covid-19

- All test centres/licensing offices were closed 12 March.
- No driving tests has been taken since then except for a low number of tests (30-40), quite necessary, for drivers of emergency vehicles. These tests were taken in three test centres with examiners of this category, to avoid unnecessary travels for the examiners.
- Special precautions were taken: The examiners (two only) volunteered taking into account their own health situation and that of their families, set routines by the health authorities to prevent infections where followed, 25 minutes between each tests to give time for cleaning of the test vehicle between each test, the candidates where informed on beforehand about precautions such as making the introduction and summing up after the test outside the vehicle, avoiding handshaking, keeping talk inside the vehicle to a minimum and no allowing for example instructors to sit in during the test. The candidates also were asked to wear masks.
- Education of new examiners and periodic training of existing have been postponed.
- There is a possibility that there will be a gradual reopening of the test centres/licensing offices 20 April, no decision has yet been taken.

2. Challenges for resumption of service

2.1. Demand for tests /backlog

- As all driving school activities also have been closed since 12 March, the number of applicants has not increased during this period, they have just been delayed

2.1. Suitability and adaptation of premises

- When gradually reopening the test centres/licencing offices, arrangements will be taken to secure that only a small number of customers are allowed to enter at the same time/that safe distance between customers are secured. All customers will have to make an appointment on beforehand, all payments will be done electronically.

2.2. Housekeeping and cleaning requirement

- Cleaning/disinfection will be intensified, door handles etc. will be wiped off frequently.

2.3. Handling of vehicles for testing

- Cleaning/disinfection of door handles, steering wheel, levers etc. between each test.

2.4. Compliance with periodic training requirement

- All examiners are approved for a two years period, always expiring at the end of the calendar year. For the time being this is not an issue, but as periodic training has not taken place/will still not take place, it could be later.

2.5. How to meet additional costs brought by the Covid-19 outbreak

- No special measures taken/planned.

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)

3.1. Specific measures in relation to the theoretical tests

- Theory tests are normally taken as drop-in. Measures will be taken to secure a low number of applicants in the theory room, possibly the drop-in system will be replaced by making appointments.

3.2. Specific practical in relation to the practical tests?

- At many test-centres the examiners already meet with the candidate in the car park/test vehicle, the result is almost always given in the car (category B and HGV). This practice will be followed when reopening.
- Identity checks will be taken in car, electronic payment on beforehand.

SPAIN - DGT**1. Current situation due to Covid-19**

- Due to the Alarm State in Spain, all tests (theory and practical) have been cancelled from Monday 16/03/2020 to at least the 10/05/2020.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- The challenges are related to ensuring the cleanliness and hygiene and to keep the safety distance in order to prevent the spread of the coronavirus among civil servants or candidates participating in the theory and practical tests. However, there is currently no forecast when the Alarm State will end nor when theory and practical exams can be resumed, therefore it is not possible to give more details.
- We are working on automatization and digitalization for all the procedures related to the exam. The purpose is to only allow the physical presence of candidates and driving school workers in our facilities during the development of the exams.

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)**3.1. Specific measures in relation to the theoretical tests**

- Reduction of the number of candidates doing the test at the same time, in order to keep the safety distance between them.
- Secure the use of safety equipment required.
- At the moment, the DGT is waiting for instructions from the government, like the rest of companies and the rest of the public administrations in the country. However, and as stated above, all necessary measures will be taken by DGT to avoid new infections.

3.2. Specific measures in relation to the practical tests

- Temporarily during the duration of the crisis, we are going to allow the examiner to finish the exam the moment the candidate has failed, not being necessary to complete the minimum compulsory time.
- At the moment, the DGT is waiting for instructions from the government, like the rest of companies and the rest of the public administrations in the country. However, and as stated above, all necessary measures will be taken by DGT to avoid new infections.

SWEDEN - TRAFIKVERKET

1. Current situation due to Covid-19

- The Swedish driving test facilities are open.
- The tests will continue to be performed as they are important to society, but always according to procedures which guarantee compliance to precautionary principles.
- Therefore, tests will continue, but certain restrictions will apply:
 - (a) TRV and FP make continuous assessments of Delivery - Risk, weighing both against each other.
 - (b) Public Health Authority's regulations and general advice on everyone's responsibility to prevent infection.
 - (c) Depending on developments, it may be necessary at a later stage to discontinue parts or all tests.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- Information available for all customers through different media:
 - (a) Clarification on the web and booking service to "book at a place near you". Decrease traveling time for customer to testing centre.
 - (b) Info on the driving license pages at www.trafikverket.se, in Swedish, English and Arabic.
 - (c) Questions & answers on the web pages in Swedish, English, Arabic and Somali, updated as required.
 - (d) Info banner on the booking page at trafikverket.se.
 - (e) Information on time confirmation (pdf) attached to e-mail.
 - (d) Press release "Driver test takes action and cuts down on operations from March 23 to reduce the spread of infection" (transmitted March 20)
 - (e) Posts on the Swedish Transport Administration's Facebook page: "Number of driver's license tests limited" (published March 20)
 - (f) Information in waiting rooms on digital boards in Swedish, English and Arabic".
 - (g) Information to the traffic school industry, risk educators (e-mails are sent continuously).
 - (h) Voice response in Customer Service Driver test with the same message as in other channels.
- Reasons for not limiting booking service: Personal responsibility according to FOHM regulations. Difficult to see effect depending on the restriction implemented. Tests are conducted at testing centres within "local distance"
- Ability to fill up knowledge test groups during April to 50%. The goal of reducing numbers of candidates taking the tests has been achieved earlier than expected and the demand for professional tests has been met.
- The decision to open testing centres is made within the crisis coordination group. (if / when to open 1. Stockholm, Goteborg, Malmö, 2. the rest of the country).
- Knowledge test course is conducted remotely:
 - (a) Course 1: 27-30 / 4 and
 - (b) Course 2: 15/5, 18-20 / 5. Reserved places of business for individual schools.
 - (c) Decision to open for Knowledge Test AM 21 / 4.
 - (d) Knowledge test groups will be opened from May 4 for booking in major cities (Stockholm, Gothenburg, Malmö / Lund) on Tuesday, April 21 at 8 am and in the rest of the country on

Thursday, April 23 at 8 am. As before, the groups should not be filled to more than 50-60%. It is important to plan so that we do not get too many customers in the waiting rooms.

- An approved AM test does not require a driving test to obtain the driver's license. This gives the possibility for AM license holders who are booked in May and June to book tests in April, which frees up test times for other licences in May and June.
- E-mails to customers who have booked a test 1-2 weeks ahead are sent daily, with info about cancelling the test if they are ill or have symptoms (first mail sent 13/3, to about 15,000 e-mail addresses) - Swedish and English text. From week 12 will be expanded with Arabic text.
- E-mails to customers who have knowledge tests booked during the period March 23 - April 30 at Stockholm city and whose tests do not belong to the priority test types, with info that the test is booked automatically (sent March 20).
- Letter to customers who do not have an e-mail / phone (sent 19 March).
- E-mail to customers who have not booked a knowledge test with information that the driving test is cancelled (start March 23).
- E-mail to customers who on March 30 have a valid and approved theory test or driving test, authorization B with information that the Swedish Transport Agency has decided to temporarily extend the validity period to 6 months and that the extension will be automatic (will be sent on March 27).

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)

3.1. Specific measures in relation to the theoretical tests

- Poster "Good hand hygiene" from the Public Health Authority and the National Board of Health is posted in our offices.
- Information for customers encouraging them to be careful and cancel their test if this is needed. The information is given when booking by phone. It is sent every weekday by e-mail or sms to customers with a booked test. The information is published on digital boards in waiting rooms, on the web, booking confirmation.
- Be clear in the message at the beginning. The info sheet and the question "do you feel any symptoms?" Set a sample with the least suspicion of symptoms (Help with rebooking). The customer is asked to wash his hands before going into the test room. Spray / wash your hands before testing. Wear gloves. Ability to cancel tests (test not performed).
- For the time being, we do not take special care when greeting customers to minimize the risk of infection. If the examiner makes the assessment that there may be a risk of spreading the infection, the test can be cancelled, the customer will not be liable for payment. The test is recorded as not completed.
- Reinforced cleaning of premises: receptions, waiting rooms and theory test rooms. Hand gels used, and distribution among employees in first place.

3.2. Specific measures in relation to the practical tests

- Information for customers encouraging them to be careful and cancel their test if this is needed. The information is given when booking by phone. It is sent every weekday by e-mail or sms to customers with a booked test. The information is published on digital boards in waiting rooms, on the web, booking confirmation.
- For the time being, we do not take special care when greeting customers to minimize the risk of infection. If the examiner makes the assessment that there may be a risk of spreading the infection,

the test can be cancelled, the customer will not be liable for payment. The test is recorded as not completed.

- Alcohol lock should not be used by the customer for the time being.
- Good ventilation in cars between tests. Do not use the car's ventilation so that the air is reused. Mouthguard (order placed)
- Reinforced cleaning of our receptions, waiting rooms and theory rooms. (start v. 11) Hand Spirits. Redistribution within TRV. To employees in the first place. (start v.12)
- Be clear in the message at the beginning. The info sheet and the question "do you feel any symptoms?" Set a sample with the least suspicion of symptoms (Help with rebooking). The customer is asked to wash his hands before going into the test room. Spray / wash your hands before testing. Wear gloves. Ability to cancel tests (test not performed).
- Every candidate receives a wet / cleaning napkin to be able to wipe the steering wheel, inner mirror, shift lever etc.
- If the customer sneezes strongly in the car, the inspector should if possible, change car for the next test. Alternatives to cleaning napkin are spray bottle with detergent and paper towels. Spray in the paper and wipe off to avoid damaging electronics in the car.

UK - DVSA

1. Current situation due to Covid-19 in the United Kingdom

- Lockdown currently in place until 7 May at least – and being reviewed every 3 weeks by Government. It is likely to be extended beyond 7 May and into June, but this is dependent on the flattening of the curve of infections and fatalities.
- No theory tests being delivered to the general public – testing suspended until 8 May.
- 4 theory test centres open (1 in Northern Ireland and 3 in mainland UK) delivering tests to critical workers only. These are mostly category C to enable people to take their C1 practical test and drive an ambulance.
- Ministry of Defence are also delivering theory tests on their own sites.
- Practical tests have been suspended for 3 months, other than for critical workers who require licences to do their jobs, such as ambulance drivers.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- It may be possible to deliver theory tests at 50% capacity in some test centres when lockdown ends – to ensure social distancing measures can be implemented. It is likely that there will be a phased approach to making test slots available, working up to 50%.
- Vulnerable or elderly staff will not be able to work, which will reduce the capacity.
- The level of PPE required, if any, has not been determined.
- Procedures for checking candidates in and managing movement around the test centre will need to be agreed.
- Cleaning requirements will need to be agreed.
- Candidates who had a test booked that was cancelled will be given priority over new bookings.
- Tests where a candidate is supported by a member of staff (reading, translating or interacting with the test on the candidate's behalf) will need to be postponed or delivered in a different way so that the member of staff is not in close proximity to the candidate.
- A working group has formed to look at forecasting the demand for tests when lockdown ends. Early thinking is that there are a number of options – people's priorities may have changed due to the impact of Covid-19 and those who were learning to drive before may no longer have the time or the money to invest. Trainers have been unable to work so learners have had their learning interrupted and may take longer to be ready for practical test. It may not be possible for trainers to start training again as soon as lockdown ends – as they reorganise to ensure appropriate safety measures. However, the demand for car theory tests is likely to be high, regardless of this, as the cost is much lower, and candidates often treat the theory and practical tests separately.
- A backlog of demand for lorry and bus tests will have built up, except for those that are deemed critical workers. It may be that we prioritise availability of lorry and bus test slots over car and motorcycle test slots. No plan is yet agreed and this is very early thinking.
- Plans for theory test and practical test availability will need to be aligned.

3. Considerations for the theory test

- We had planned to introduce video scenarios into the car multiple choice on 14 April, replacing our existing written case studies. However, this has now been postponed until we return to 'normal testing'. We are keen to introduce this as soon as possible as it will improve the accessibility of our test. It may increase pass rates slightly, thereby reducing the number of repeat attempts required.