

Reduce the risk

How to clean commercial passenger vehicles (CPVs)

COMMERCIAL
PASSENGER
VEHICLES
VICTORIA

You must [correctly clean high-touch services](#) in a CPV at the right times. You must also keep a record of every time you clean.

If you work with a booking service provider (BSP) or CPV owner, they must take reasonable steps to support you.

When to clean

You must clean all surfaces passengers are likely to touch before every trip.

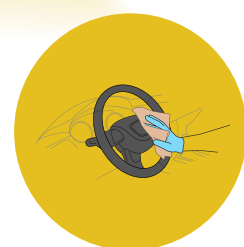
Clean all high-touch surfaces:

- at the beginning of your shift, and
- if you use your vehicle for private purposes in between trips – before your next trip.



Clean surfaces a driver is likely to touch:

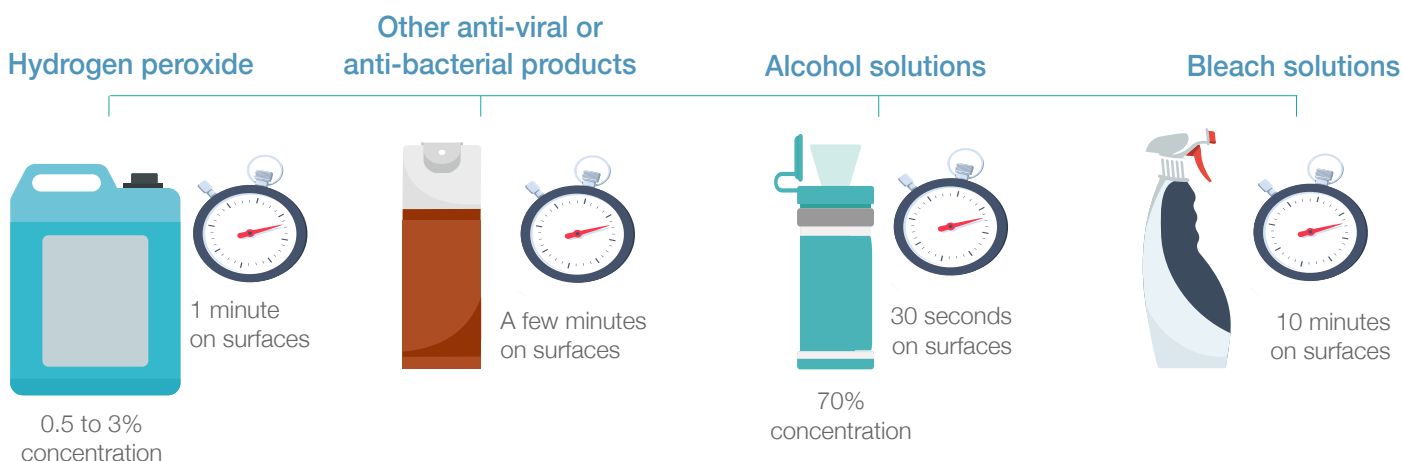
- if another driver will use the vehicle after you – at the end of your shift, or
- if you are the only driver of your vehicle – at least once per day.



How to clean

Check the label to use products that minimise damage to surfaces in your vehicle. Use products containing bleach, alcohol or hydrogen peroxide. If these are not available, use a product that has ‘anti-viral’ or ‘anti-bacterial’ on the label.

Apply the product and leave it for the correct time before you wipe it off.



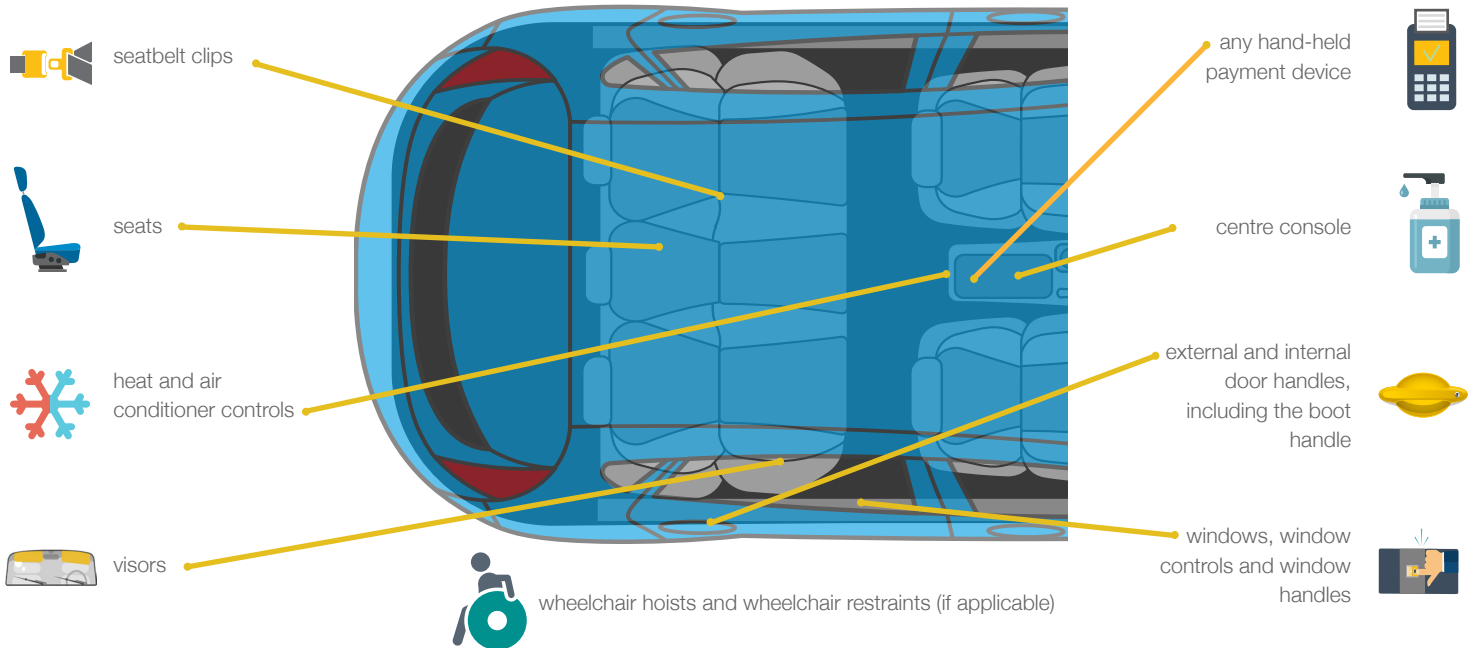
Make sure you use cleaning chemicals and discard cleaning waste safely.

Where to clean

Clean these areas and items at the correct times using approved cleaning products. Make sure you wash cleaning cloths regularly and use a fresh one each day.

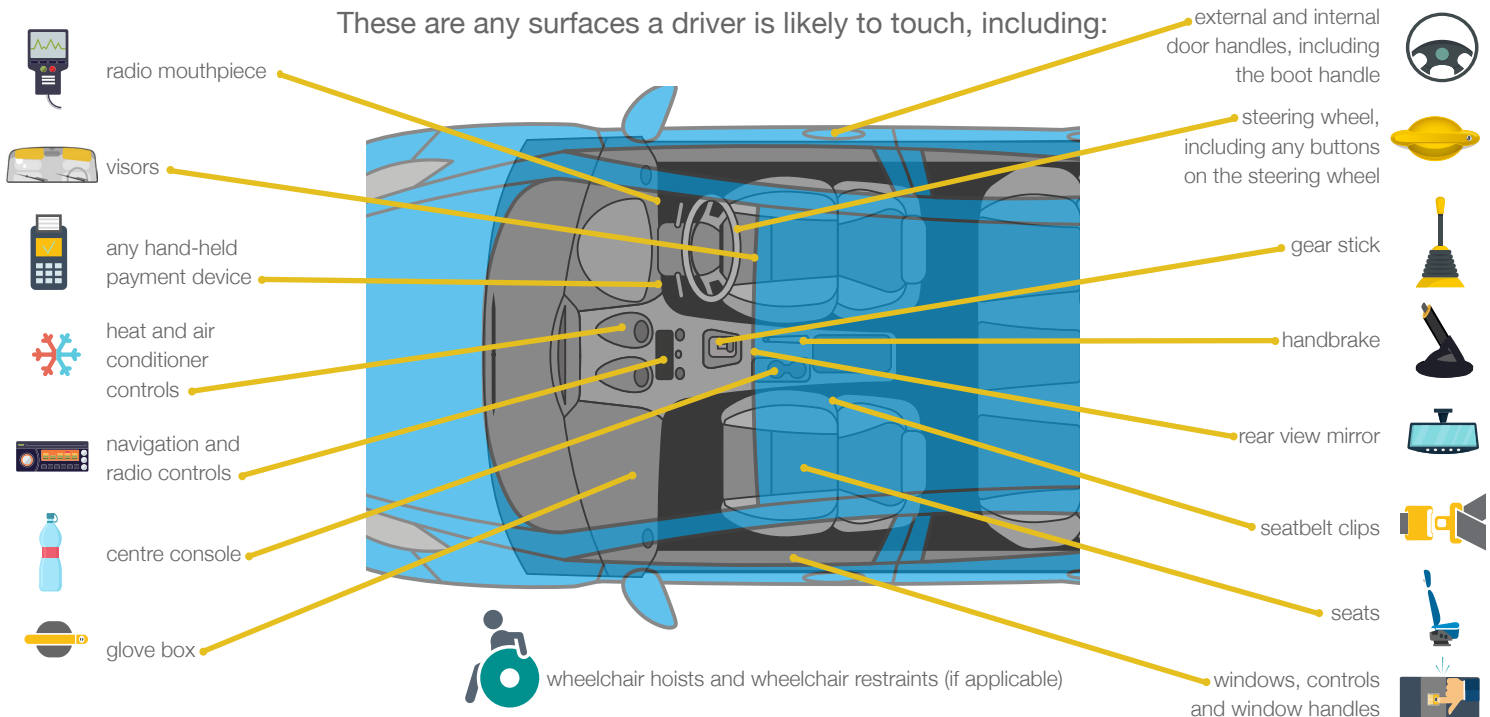
Passenger high-touch surfaces

These are any surfaces a passenger is likely to touch, including:



Driver high-touch surfaces

These are any surfaces a driver is likely to touch, including:



Record details every time you clean

If you work with a booking service provider – they will give you a system or process for recording cleaning information.

If you own your CPV and take your own bookings, or only provide unbooked (taxi) services – store cleaning records for up to 12 months.

[Learn more about how to collect and store cleaning records](#)

