

Section 4: Staying Safe

Summary:

This section is all about keeping your passenger safe, which covers three areas: driver safety, drugs and alcohol and minimising conflict

- A driver should not accept any kind of violent behaviour **towards him** because of race, faith, sexual orientation, disability or gender identity when at work and should report it to the police. **If a passenger becomes angry or violent, a driver has a right to ask the passenger to leave if it is safe.**
- A driver should consider his/her own safety alongside passengers and discuss with the operator about their safety measures for the driver. Driver must ensure to keep detailed information about the passenger such as the passenger's name, pick up point and destination. Drivers can ask for a lone worker device.
- Drivers must be aware of aggressive behaviour signs of passengers such as raised voice, crossed arms, angry expression or aggressive staring and if feel concerned, should act immediately.
- **In the case of an alcoholic passenger, the driver can judge the passenger's physical and mental condition when picking them up as it can be difficult to predict their behaviour. If the passenger is unconscious, extremely unwell or in an emergency, call the emergency services on 999 and stay until the emergency services arrive.**
- **But if the passenger is being aggressive or violent, think about your personal safety first, then move somewhere that is safe for you and you can still see the person until the emergency services arrive.**
- Drivers should make pre-planned ways to avoid emergencies and handle situations by talking calmly, not interrupting, asking questions and explaining things calmly.
- If you are unable to handle the situation, get away from the aggressive person, stop the vehicle, turn off the engine, take the keys then get out. If an incident happens, try to talk with the operator and report the incident to help avoid it happening in future.
- If something happens to you, contact the operator and record and report it that almost happened with details of time, location of the incident, details about the attacker and types of incident.
- Installing CCTV cameras into a vehicle can reduce threats and violence against drivers because a video recording can be useful evidence but must show signage somewhere visible that does not block the driver's view.