



# IRU Road Passenger Transport Security Guidelines

**Voluntary security guidelines for Bus, Coach and Taxi Operators and Drivers**



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# Chapter 1: General security recommendations for managers of bus & coach companies<sup>1</sup>

*These Security Guidelines contain recommended best practices that **managers of bus & coach companies** can use to enhance conventional criminal and terrorism-related security in their companies.*

*The objective is to **raise awareness** and assist managers of bus & coach companies in taking appropriate practicable and proportionate preventive measures to minimise risk of theft, damage, violence, anti-social behaviour and vandalism or misuse of their vehicles for terrorist purposes, and to protect their staff, in particular drivers/crew and other accompanying personnel.*

## 1. Company policy

- 1.1. Make use of security guidelines, in particular nationally agreed security guidelines, codes of conduct and partnership agreements or schemes elaborated by your trade association, police, authorities, voluntary sector, schools, insurers and/or manufacturers.
- 1.2. If feasible and appropriate for your company, appoint a senior member of staff in charge of security issues. If this is not possible, the company manager should be in charge.
- 1.3. If appropriate, carry out a company-specific risk assessment and integrate security management in the overall management of the company. When doing so, pay particular attention to the following items: establish which groups of staff are at risk and when incidents are most likely to occur; use past records and experience; which routes carry the highest risks and why? Drivers and other mobile personnel are the most vulnerable, but also inspectors, other officials and sometimes garage staff too.
- 1.4. Issue a Security Policy Statement/Instructions setting down general principles for secure operations and include this in the company and driver's manual/handbook.
- 1.5. If appropriate for your company, establish a Security Plan (model annexed) and/or a checklist of basic security rules and procedures for your staff (see separate guidelines for drivers and specific activities/threats).
- 1.6. Take preventive measures by training staff how to avoid conflict and how to deal with potential incidents. Redesign aspects and change procedures to reduce risk, including, when possible and appropriate, via simplified fare structures (less opportunity for argument) and wider use of pre-paid travel/tickets.
- 1.7. Regularly re-evaluate security-related assessments/reviews, plans and checklists, including, when feasible, the use of external or internal auditing.
- 1.8. Raise the profile of security among your staff (i.e. via in-house scoreboards) and stimulate awareness among management.
- 1.9. Pay special attention to contractual partners, such as sub-contractors and self-employed contractors and their staff/employee/workers, in particular when those are employed in key positions/operations.

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<sup>1</sup> These voluntary guidelines were elaborated by the IRU CTP Network of Experts on Security on the basis of a selection of already existing guidelines, practices and analyses produced by the IRU (IRU Road Transport Security Guidelines for goods transport operators, Geneva, 2005, <http://www.iru.org/Presenting/SecurityGuidelines/Main.E.html>) and IRU Member Associations, as well as by other governmental and non-governmental bodies. Several practical suggestions provided in the UK Safety Travel on Buses and Coaches (STOP) Group Guide (2003) on "Protecting Bus and Coach Crews", Reference: 03LTSPF 01777/L ([http://www.dft.gov.uk/stellent/groups/dft\\_localtrans/documents/divisionhomepage/032417.hcsp](http://www.dft.gov.uk/stellent/groups/dft_localtrans/documents/divisionhomepage/032417.hcsp)), have also been used.

- 1.10. Establish a general and operational link with local police and other relevant authorities and alert them regarding security-related incidents. If appropriate, liaise with local community and schools too.
- 1.11. Prohibit the consumption of alcohol by passengers on regular lines, including reserving the right to deny boarding of passengers that are under the influence of alcohol and/or drugs.

## **2. Procedures and Staff**

### **2.1. Documentation and information**

- 2.1.1. Keep documentation in a secure place. Safeguard computer access and information in documentation/computer area and control/monitor access to information systems and use of information. Back up information.
- 2.1.2. Keep records of your security-related activities.
- 2.1.3. Ensure that details of your vehicles are available quickly. The minimum information available should include: vehicle registration number, make, model, vehicle identification number, engine number, gear box number, livery details, number of axles, special equipment fitted with serial numbers, security devices fitted and mileage.
- 2.1.4. Consider having at hand's reach minimum information on passengers and, where possible, their luggage.
- 2.1.5. Consider the possibility of developing, together with your staff, codes of conduct for passengers and of making them aware of the standards to which they are expected to adhere.

### **2.2. Recruitment**

- 2.2.1. When hiring new staff members, check candidates' identity (original card/passport), references (insurance, criminal convictions, previous employers and not only the last one) and, in addition, for drivers, the validity of their driver's licence, when possible and when allowed by national legislation. In such cases, check drivers' licences regularly, e.g. at six-month intervals.
- 2.2.2. The following are some general recruitment rules. Include security elements in the recruitment interview. Check identity cards, driving licences and other similar documents for alterations. Keep copies on file. When checking references, use independent sources as much as possible (try to speak to previous employers) and original documents (i.e. birth certificate). Do not accept open references, such as "TO WHOM IT MAY CONCERN". Try to obtain confirmation of employment history (i.e. five to ten years) in writing. Ask for at least two character references. Referees should have known the candidate for a sufficiently long time.
- 2.2.3. Work with partners and staff-recruiting interim companies that have proven good repute, i.e. are well-known, are members of a recognised professional organisation or are bound by professional standards.
- 2.2.4. Build security duties and directions into the employment contract. Contracts should make clear that employees/drivers will face sanctions if they fail to carry out these duties. Security should also feature in employee job descriptions.
- 2.2.5. Take documented action when employees fail to comply with company security policy.

### **2.3. Training**

- 2.3.1. Regularly organise security training and refresher courses covering behaviour, vehicles and premises. Security should become a daily routine for your employees and management. Request adherence to company security procedures and provide training in how to deal with potentially threatening situations.

- 2.3.2. Security awareness training should cover the nature of security risks, recognising security risks, methods to address and reduce such risks and actions to be taken in the event of a breach of security. It should also include awareness of security plans (if appropriate) commensurate with the specific responsibility of the individuals and their part in implementing any security plan. Staff should also be trained to handle difficult situations, such as the passenger/customer relationship.
- 2.3.3. If appropriate, provide a Driver Security Manual/Handbook or Security Checklist. These should give staff written guidance on relations with passengers, including emergency procedures they should follow if assaulted and brief notes on law provisions, as well as on legal provisions applicable in cases where passengers may need to be asked to leave the coach. Guidance on how to obtain evidence from witnesses should also be covered, as well as reporting (see separate model reporting forms). Specific instructions may be needed on how to deal with schoolchildren.
- 2.3.4. Regularly check that employees/drivers understand and use security equipment in vehicles and premises.
- 2.3.5. If feasible, invite external experts from competent authorities, such as police and other relevant external bodies to train/instruct/inform your staff.

#### **2.4. *Prevention and instructions to bus and coach staff***

- 2.4.1. Instruct your personnel and staff on how to behave in cases of verbal aggression and on how to use alarm raising devices, such as panic alarms, mobile phones (emergency number) and radios.
- 2.4.2. Give clear and precise instructions. Document them and, if need be, distribute written instructions. Check if these are understood, accepted and complied with by relevant staff.
- 2.4.3. New staff members should be properly instructed and trained.
- 2.4.4. Drivers should receive special instructions when on the road.
- 2.4.5. If appropriate, consider providing all drivers with a company ID document and a photo.
- 2.4.6. Ensure drivers are provided with appropriate security equipment. Ensure driver pre-trip procedure to include checking the fire extinguisher for tampering, clearing bins of all remaining personnel belongings at destinations and other useful security-related notifications to passengers. In case of regular lines, establish random checks of passengers and luggage. On very sensitive trips/routes, establish driver walk-around inspections at all stops with records showing inspection has been completed.
- 2.4.7. Establish a standard reporting form and encourage personnel to report incidents, even minor ones (see separate model reporting forms).
- 2.4.8. Analyse incident reports at regular intervals and, if need be, adapt company strategy accordingly.
- 2.4.9. Be alert to changes in employees' behaviour, which may suggest a potential conflict of interest.

### **3. Vehicles**

- 3.1. Install security equipment in accordance with the nature and level of risk, the type of transport, the itinerary and other specific features of the security environment and the transport operation. Make sure that equipment has been switched on when appropriate.
- 3.2. Regularly check security equipment, including by the installer.
- 3.3. All vehicles should have some form of extra immobilisation. When purchasing vehicles, give preference to built-in security equipment and check further security options.

- 3.4. Secure luggage compartment doors at all times when not attended by company personnel. Door securing should be included in walk-around driver inspection.
- 3.5. On particularly sensitive destinations/trips, consider installing external trouble indicator light to signal problems with the coach and, if need be, a transparent divider to protect driver's back.

#### **4. Communications**

- 4.1. If appropriate and affordable, use modern communications systems, such as mobile phones, vehicle tracking systems, SOS messaging, etc. to manage any unexpected behaviour of the vehicle in real time.
- 4.2. Establish communication procedures between vehicle and company, in particular in cases of emergency reporting.
- 4.3. Where available, supply drivers with emergency call numbers or other appropriate phone numbers to enable them to liaise with the company and/or the relevant authorities and, if abroad, embassies and, to the extent feasible, road transport associations in the countries "en route". Instruct them to always call the company first.

#### **5. Premises and sites**

- 5.1. According to your company-specific risk assessment, define protection perimeters, visitor and personnel access and parking zones.
- 5.2. Make sure that you have an effective system to prevent unauthorised entry and that it is operated properly.
- 5.3. When affordable and depending on risk assessment, install security and surveillance equipment (grating, lighting, alarms, cameras, guards).
- 5.4. Limit access to security and surveillance equipment.
- 5.5. Establish a system for checking comings and goings.
- 5.6. Regularly inspect on-site installations, access areas and parking areas.
- 5.7. Keep all keys to vehicle/premise in a secure place. Define secure practices to monitor movement and storage of vehicle and keys on the premises.
- 5.8. Storage, issue and return of staff uniforms should be monitored.
- 5.9. Report any complaint (theft, aggression etc.) to the police.

#### **6. Transport operations**

- 6.1. Instruct drivers and, if need be, provide them with written *en route* instructions (checklists, driver's security guidelines, etc.).
- 6.2. Identify secure parking areas. Plan in advance for stops and breaks. Instruct drivers to avoid high-risk parking areas, and to look for well-lit, locked, secure places to park the coach.
- 6.3. Instruct driver to keep keys on his/her person at all times, not to leave them where they can be copied and to make sure that they are not vehicle-identifiable, i.e. from the key ring. He/she should not leave the vehicle until he/she has ensured that it is fully locked and secure with the security equipment switched on.
- 6.4. Encourage drivers to report anything unusual to you or, in an emergency, to the police.
- 6.5. Brief drivers on how to behave in the event of assault/attack, while putting their own security first.



## **7. List of useful security-related addresses to contact (nation-specific):**

- 7.1. National emergency call numbers
- 7.2. Bus and coach association
- 7.3. Other relevant trade associations, such as travel agents and and/or insurers
- 7.4. Relevant authorities (Ministry of Transport, Police, Anti-Terrorist Hot Line, etc.)
- 7.5. Specialised security management companies with whom the transport company may have a contract
- 7.6. Local community, schools etc.

## **8. Manager's security checklist<sup>2</sup>**

- 8.1. Have you allocated responsibility for policy on security (violence, criminal damage, etc.) to a senior manager or director? Do your staff members know who this person is?
- 8.2. Are you keeping accurate and comprehensive records of **all** physical and verbal assaults and criminal damage?
- 8.3. Do you consult and involve your staff effectively? Are they aware of your policy and procedures for reducing the risk of violent incidents, abuse, anti-social behaviour and criminal damage? Does your security, health and safety manager consult regularly with staff and their representatives?
- 8.4. Are your staff members well trained in security-related issues, such as customer care and dealing with difficult situations? Do they know the procedures to follow in the event of a physical or verbal assault or an act of vandalism or terrorism? Are your procedural manuals/instructions comprehensive and up to date?
- 8.5. Do you liaise effectively with other local operators, the police and schools to bring all the community's resources to bear against crime and unruly behaviour? Would a local media campaign help?
- 8.6. Have you considered installing new equipment to reduce the risk of violent incidents?
- 8.7. Are you learning from any incidents that do take place? Is there a regular review of safety and security in your company? Are reported incidents used effectively to identify any recurring patterns and trouble spots?
- 8.8. Do you monitor the measures you have already taken to see whether they are working?
- 8.9. Do your staff welfare arrangements deal effectively with the consequences of assault? Do they make victims of assault aware of all the sources of advice and support available to them?

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<sup>2</sup> Source: Protecting Bus and Coach Crews: A quick reference guide for bus and coach staff", STOP Group & UK Department for Transport, April 2002, [http://www.dft.gov.uk/stellent/groups/dft\\_mobility/documents/page/dft\\_mobility\\_503809.hcsp](http://www.dft.gov.uk/stellent/groups/dft_mobility/documents/page/dft_mobility_503809.hcsp)

## Chapter 2: General security recommendations for bus and coach drivers to prevent theft and other common security-related threats<sup>3</sup>

*These security guidelines contain recommended best practices that **drivers of bus and coach companies** can use in their **everyday work** to enhance their personal security, as well as the security of their customers and companies, and to prevent **theft** and other common security-related threats.*

*The objective is to **raise driver awareness** and to improve both individual and collective security, while providing practicable and proportionate preventive measures to minimise risk of theft, violence, aggression, material damage or misuse of vehicles for terrorist purposes.*

### 1. Remember

- 1.1. Your coach is your livelihood and you are responsible for passengers' safety and security. Apply your employer's safety and security rules – they are designed to guarantee safety and security and to protect yourself, your passengers and your fellow citizens.
- 1.2. The tips in these guidelines will help you to stop thieves, prevent incidents, violence and damage, and to avoid misuse of vehicle by terrorists.
- 1.3. Please take the time to read these guidelines and to discuss any questions you may have with your employer. Keep this safe in your coach.

### 2. Respect company security policy and advice and contribute to its improvement

- 2.1. Always follow this advice. If you fail to do so, your employer could take sanctions against you.
- 2.2. If you witness suspicious or criminal behaviour, call the police immediately.
- 2.3. Always keep your employer informed of any untoward event.
- 2.4. Always report incidents in writing to management and do so as soon as you can. This also includes both physical and verbal abuse. If you are assaulted, you should seek medical attention.
- 2.5. Tell management about any general concerns regarding security and safety, and suggest improvements.

### 3. Plan ahead

- 3.1. Plan details of your route beforehand in accordance with the instructions given to you by your employer and/or his/her representative.
- 3.2. Refuel only at known safe locations and, where possible, onsite before beginning the journey.
- 3.3. Check that all security devices are working.

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<sup>3</sup> These voluntary guidelines were elaborated by the IRU CTP Network of Experts on Security on the basis of a selection of already existing guidelines, practices and analyses produced by the IRU (IRU Road Transport Security Guidelines for goods transport operators, Geneva, 2005, <http://www.iru.org/Presenting/SecurityGuidelines/Main.E.html>) and IRU Member Associations, as well as by other governmental and non-governmental bodies. Several practical suggestions provided in the UK Safety Travel on Buses and Coaches (STOP) Group Guide (2003) on "Protecting Bus and Coach Crews", Reference: 03LTSPF 01777/L ([http://www.dft.gov.uk/stellent/groups/dft\\_localtrans/documents/divisionhomepage/032417.hcsp](http://www.dft.gov.uk/stellent/groups/dft_localtrans/documents/divisionhomepage/032417.hcsp)), have also been used.

## **4. Be secure and safe during transport and parking**

### **4.1. Confidentiality and precaution**

- 4.1.1. Avoid taking on board any person who is not a passenger or a company employee.
- 4.1.2. Never leave personal belongings in view.

### **4.2. Keys, locks and vehicles**

- 4.2.1. NEVER leave keys in or on your coach.
- 4.2.2. When you leave your coach, always lock it and always take your keys with you. Remove ignition keys even when going to pay for fuel or when passengers are getting on/off the vehicle.
- 4.2.3. Make sure keys cannot be identified – don't leave anything on the key ring that reveals who they belong to or what vehicle they fit. Never leave them where strangers can see them, and always keep them somewhere safe.
- 4.2.4. If you keep your keys at the operating centre, make sure they are in a lockable place out of sight of strangers.
- 4.2.5. Secure luggage compartment doors at all times and check them regularly during walking inspections.

### **4.3. Prevention**

- 4.3.1. Make sure you understand and use the vehicle's security equipment and check if it's working properly.
- 4.3.2. Carry out visual checks of the vehicle at every stop: check the luggage compartment (is it intact?). At destination, check fire-extinguisher for tampering and clear bins of all remaining personal belongings.

### **4.4. Stops and parking**

- 4.4.1. Do not stop or park in isolated areas. Whenever possible, decide where you are going to stop before starting your journey. In case of change, inform your company about your location.
- 4.4.2. Avoid routinely using insecure casual parking areas.
- 4.4.3. Try to park your vehicle within sight while you eat.
- 4.4.4. Never leave windows open when away from vehicle.
- 4.4.5. Upon return to your vehicle, check all around for signs of interference, including the luggage compartment.

### **4.5. Reporting and security alerts**

- 4.5.1. Report back to your employer, in accordance with employer's instructions.
- 4.5.2. During security alerts, follow the advice given to you by local police.

## **5. What to do in emergency situations**

### **5.1. Protect yourself**

- 5.1.1. Security comes first. Be cautious and firm in your decisions and follow company procedures.
- 5.1.2. If you are verbally aggressed, keep calm and try to defuse the situation.

- 5.1.3. Do not get out of the vehicle to deal with incidents unless you are absolutely sure that it is safe for you to do so.
- 5.1.4. If it is not possible to calm the situation, get help, either by panic alarm, two-way radio or mobile phone.

**5.2. *In cases of violent aggression***

- 5.2.1. Don't resist/oppose the perpetrators.
- 5.2.2. After the incident, inform the police as quickly as possible.
- 5.2.3. Inform your employer.
- 5.2.4. File an official complaint with the police.

**5.3. *When the vehicle has been taken***

- 5.3.1. Inform your employer.
- 5.3.2. Inform the police and make an official declaration of theft.

**6. Useful telephone numbers and addresses (where appropriate)**

- 6.1. Emergency numbers (if possible in all relevant countries):
  - police ...
  - anti-terrorist unit ...
  - emergency situation ...
  - fire brigade ...
  - emergency help ...
  - specialised security management companies with whom the transport company may have a contract ...
- 6.2. National stolen bus/coach desk ...
- 6.3. Embassy (if abroad) ...
- 6.4. Other ....

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## Chapter 3: Security recommendations for national and international regular services by bus and coach<sup>4</sup>

*These security guidelines contain recommended best practices that **drivers/crew** engaged in **national and international scheduled passenger transport by bus and coach** can use to enhance their personal and collective security.*

*When appropriate, specific recommendations applicable for international journeys only are also identified at the end of the respective section below.*

*The objective is to **raise driver/crew awareness** and to improve security, while providing practicable and proportionate preventive measures to minimise security risks and to prevent/reduce delays that may arise due to security-related concerns and problems, such as unauthorised entry, in international transport.*

### 1. Boarding and leaving the coach

- 1.1 Ensure that no person is permitted to board a coach without a legitimate reason and only on production of a valid form of authorisation, such as a ticket or pass for that particular journey.
- 1.2 Check passenger lists against the passengers present, and amend records accordingly. Ensure that the number of passengers on board the coach matches the records for that journey. Do this both at the beginning of the journey and also whenever passengers re-board after any stops.
- 1.3 Remove all items left from previous journeys.
- 1.4 Ensure that any accompanying luggage for the passengers who do not wish to travel is removed before departure<sup>5</sup>.

### 2. Luggage reconciliation and unaccompanied luggage

- 2.1 When loading the vehicle, reconcile all luggage with passengers of that particular journey. Make sure that no extra items have been loaded or unloaded by passengers or any other member of the public.
- 2.2 Establish a simple but effective manifest or tagging system to provide luggage reconciliation, including procedures to ensure that all luggage is fully checked and accounted for prior to travel.
- 2.3 If unaccompanied luggage is discovered en-route, the driver/crew should immediately contact the company and make arrangements for it to be removed at the earliest opportunity. Arrangements should be put in place to recover such luggage as soon as possible.
- 2.4 If unaccompanied luggage is being carried knowingly, *in particular in the case of an international journey*, the coach company may need to inform the appropriate competent

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<sup>4</sup> These voluntary guidelines were elaborated by the IRU CTP Network of Experts on Security, on the basis of a selection of already existing guidelines, practices and analyses. The main source has been the UK Department of Transport Guidance on Coach Security for International Travel designed specifically for crossing the English Channel (Contact: Land Transport Division on 020 7944 2783 or write to TRANSEC LT, Department for Transport, 5<sup>th</sup> Floor, Southside, 105 Victoria Street, London SW1E 6DT); some sections of these guidelines are practically a quotation from this publication. The IRU Road Transport Security Guidelines for goods transport operators, Geneva, 2005, <http://www.iru.org/Presenting/SecurityGuidelines/Main.E.html>), as well as the IRU voluntary guidelines to prevent illegal immigration (Geneva, 2003) have also been used extensively.

<sup>5</sup> An obligation/practice exists in Italy, according to which the relevant documents of the passenger, such as identity documents or visas, are checked at the moment of selling the ticket to the passenger. In this case, based on the information collected at the moment of selling the ticket, the company manager provides the driver with a passengers' list, which could serve as a proof of the regularity of the persons on this list. This would allow to minimise identity checks and time devoted to that, in particular at borders.

authority of the country of destination or ferry operator prior to arrival. The company should be ready to explain the reason that the luggage is unaccompanied and, if need be, what action could be taken to remove the item(s), including for a thorough check. Make arrangements to collect any unreturned luggage as soon as possible.

### **3. En route**

- 3.1 During stops to collect additional passengers, or for comfort breaks, ensure that no luggage is removed unless there is a valid reason, and that this luggage is accounted for when the journey resumes.
- 3.2 Ensure that all passengers produce a valid ticket or pass when boarding or re-boarding the coach.
- 3.3 Whenever passengers board or alight from the vehicle and when luggage or belongings are loaded or unloaded, ensure that unauthorised persons do not use this as an opportunity.
- 3.4 Prior to embarkation on a ship, *in particular in the case of an international journey*, check all spaces in or on the vehicle that could possibly contain a person. Keep toilets, luggage space and any space accessible from the outside locked until the vehicle passes across the border. Before passing across the border and if need be, check to ensure that all persons shown on the passenger manifest are accounted for.

### **4. Securing the coach**

- 4.1 Make sure that the vehicle is left locked and secured when unattended or at any designated stops, such as the beginning of a journey, any en-route stops or when the journey has been completed.
- 4.2 When leaving the vehicle unattended, make sure that all windows, doors and luggage holds are closed, locked or secured and deadlocks are engaged. If passengers wish to re-board the coach for any reason during a designated stop, they should be accompanied at all times by a member of the coach crew.
- 4.3 Secure and keep locked any compartments accessible from the outside (e.g. luggage space) with a lock or locks to prevent unauthorised entry. If these cannot be locked, make manual checks on a regular basis.

### **5. Searching the coach**

- 5.1 Before the passengers board or after the journey, check the interior of the coach thoroughly to ensure that no suspicious items have been placed. This search should include all areas of the coach including under seats, luggage compartments, overhead lockers and toilets.
- 5.2 If need be, make a full security check of the coach before it undertakes a journey, including the interior of the coach, any luggage or other holds and the underside of the vehicle.

### **6. How to act in the event of verbal or physical aggression<sup>6</sup>**

- 6.1. Security comes first. Be cautious and firm in your decisions. Follow company procedures.
- 6.2. If you are verbally aggressed, keep calm and try to defuse the situation.
- 6.3. Do not get out of the vehicle to deal with incidents unless you are absolutely sure that it is safe for you to do so.
- 6.4. If it is not possible to calm the situation, get help, either by panic alarm, two-way radio or mobile phone.

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<sup>6</sup> This sub-item has been adapted from the UK Department of Transportation brochure "Protecting Bus and Coach Crews: A quick reference guide for bus and coach staff", 2003

- 6.5. Take advantage of any training that is offered in how to deal with potentially threatening situations and be familiar with written guidance and instructions.
- 6.6. If a passenger causes trouble, remember that you have the power<sup>7</sup> to ask him/her to leave. But you must use this power sensitively and in line with company policy. It may be better to ask for help by using a two-way radio system or panic alarm.

**7. Other specific measures to be taken by the driver/crew to secure coaches against unauthorised entry in case of an international journey**

- 7.1 At all times BEWARE – certain improperly documented passengers or stowaways may be aggressive and could attack you.
- 7.2 If required, all checks should be timed and dated in accordance with the checklist (attached) and, where possible, witnessed by a third party.
- 7.3 Where the checks conducted suggest that the security of the vehicle may have been breached, or that an unauthorised person or persons are on board, record such circumstances in the checklist and report to the police in the country concerned, or at the latest, to the passport authorities at the border.

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<sup>7</sup> To be adapted to particular national situations/legislation.

**ANNEX: MODEL CHECKLIST – UNAUTHORISED ENTRY – INTERNATIONAL SCHEDULED SERVICES**

Driver name: .....

Vehicle number : .....

Company name: .....

Departing from: .....

On (date): .....

**I have received and understood instructions from my company that I must secure the vehicle and carry out checks in accordance with the rules and instructions shown by completion of the following checklist. I also understand that if I fail to do so, I could be subject to sanctions.**

**Driver's signature: .....**

Check	At departure		1 <sup>st</sup> stop		2 <sup>nd</sup> stop		At destination		Notes
	Yes	No	Yes	No	Yes	No	Yes	No	
Vehicle inside	Yes	No	Yes	No	Yes	No	Yes	No	
External compartments checked	Yes	No	Yes	No	Yes	No	Yes	No	
Internal compartments checked	Yes	No	Yes	No	Yes	No	Yes	No	
Toilets checked	Yes	No	Yes	No	Yes	No	Yes	No	
All locks checked physically	Yes	No	Yes	No	Yes	No	Yes	No	
Security & safety equipment	Yes	No	Yes	No	Yes	No	Yes	No	
Passenger list and luggage checked	Yes	No	Yes	No	Yes	No			
Time checked									
Driver's signature									
Any 3 <sup>rd</sup> party signature, such as authorities, terminal/station, travel agent, tour guide									
Comments or reasons for non-compliance with checklist									

Notes: Please, tick ✓ as needed.



## Chapter 4: Security and safety recommendations for bus and coach staff/drivers transporting schoolchildren<sup>8</sup>

*These security guidelines contain recommended best practices that **drivers of bus and coach companies**, as well as other **accompanying staff**, can use **when transporting schoolchildren**, to enhance their personal safety and security, as well as the safety and security of the children.*

*The objective is to **raise staff/driver awareness** and to improve both individual and collective security, while providing practicable and proportionate preventive measures.*

*Indeed, there can be no universal rules covering each confrontational situation that drivers may experience with schoolchildren, since drivers, schoolchildren, situations and countries differ. When faced with a confrontational situation, it is the driver's and the **accompanying staff's** judgment and professionalism that counts.*

*Below are some **broad guidelines**, which are worth following, while **adapting them to the concrete situation**.*

### 1. The bottom line

- 1.1. Keep calm in the event of a confrontational situation. Safety must be given the highest priority.
- 1.2. Refrain from touching schoolchildren in any circumstances other than genuine self-defence, medical need, or the prevention of a serious offence or threat to safety.
- 1.3. Schoolchildren may not, in words or deeds, be told to get off the bus or refused entry<sup>9</sup>.
- 1.4. No offensive or abusive language will be tolerated.
- 1.5. No threats should be made, but warnings may be given (see below). Warnings should not be issued unless you intend to act on them if the situation is not resolved. Think before issuing a warning.
- 1.6. Do not react to bell-ringing or verbal abuse.
- 1.7. If there is a risk of disruptive young persons causing damage to the vehicle or endangering safety, you should:
  - bring the bus to a halt, leaving the doors open<sup>10</sup>;
  - ask them to calm down;
  - if no response, read the card-message issued to all drivers regarding such instances;
  - if still disruptive, call for help.

### 2. How to act in case of a disturbance: driver's instructions

- 2.1. When a disturbance occurs, stop the vehicle and make your best effort to stop the disturbance so that you can proceed safely.

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<sup>8</sup> These voluntary guidelines were elaborated by the IRU CTP Network of Experts on Security on the basis of a selection of already existing guidelines, practices and analyses produced by the IRU (IRU Road Transport Security Guidelines for goods transport operators, Geneva, 2005, <http://www.iru.org/Presenting/SecurityGuidelines/Main.E.html>) and IRU Member Associations, as well as by other governmental and non-governmental bodies. The original of these specific guidelines has been adapted from the UK DfT pilot "The School Run" training programme for bus and coach drivers (Workbook), June 2004 ([http://www.dft.gov.uk/stellent/groups/dft\\_mobility/documents/page/dft\\_mobility\\_030045.pdf](http://www.dft.gov.uk/stellent/groups/dft_mobility/documents/page/dft_mobility_030045.pdf)).

<sup>9</sup> This recommendation may need to be adapted depending on the local situation/legislation. In some countries, such as Belgium, access to vehicles is allowed on the basis of official lists of schoolchildren.

<sup>10</sup> This recommendation may also need a country-specific wording to reflect the specific national situations/legislation.

- 2.2. If you are unable to stop the disturbance, the words of the card message should be stated to the children, reading or saying the words as closely as possible to those written.
- 2.3. If you are unable to continue, contact control or the school (if nearby and number shown on running board) with a request for assistance.
- 2.4. Do not attempt to prevent any child from leaving the vehicle.
- 2.5. Stop the vehicle immediately, if the bus is in motion and a warning light/buzzer indicates that an emergency exit has been opened. If children keep setting off the warning buzzer/light deliberately, then you should stop permanently in a safe place and await assistance.
- 2.6. In case of extreme disturbance, you should contact the police and await their arrival.
- 2.7. Under no circumstances should you evict a child from the bus either by express language or gesture.
- 2.8. *Model of a card-message to be read/said by the driver*<sup>11</sup>**

*I have stopped the bus because you are causing a disturbance which makes it unsafe for this journey to continue. I will remain stationary until you have all sat down in your seats and become quiet. I am about to notify my own central control who will notify your school.*

*If you do not return to your seats and remain quiet it may be necessary for me to call the police.*

*In the meantime I would advise you to remain on the bus because we have not reached our destination.*

*The doors of the bus are open, but I would strongly advise you not to leave for your own safety.*

### **3. Guidelines for handling confrontation with schoolchildren**

- 3.1. Prevention is better than cure. Avoiding unnecessary aggravation will minimise your stress. Think about your initial approach.
- 3.2. Acting in a confident manner is important. Confident people act in an assured and assertive manner. An aggressive approach indicates a lack of confidence. If you don't feel confident – ACT AS IF YOU DO – don't rush, breathe deeply and regularly, speak slowly and clearly.
- 3.3. Be aware of your "body language". Avoid provocative stances and gestures such as pointing.
- 3.4. Try to minimise the "audience effect". The effect of an audience on many people, especially young males, is to introduce the whole idea of "saving face" and "losing face", which makes resolving a conflict much harder.
- 3.5. Try to be aware of warning signs and think ahead.
- 3.6. Show that you are willing to listen and to be reasonable. Try summarising the other person's point of view e.g. "*Hold on a sec. Let me see if I understand what the problem is. You are saying that you were shouting but that ...etc.*"
- 3.7. Try to make your behaviour proportionate to the provocation.
- 3.8. Let management and colleagues know of any persistent problems on a route or of trouble you think is brewing.
- 3.9. Be professional rather than official.

<sup>11</sup> Reading such a message may not be pertinent, appropriate or even allowed in all countries. The country-specific legal framework, experience and practice should be taken into account before deciding whether to use it or not.

- 3.10. Where possible, be hard on the problem not the person. Try to get the person to help in resolving the problem.
- 3.11. Don't make promises or threats that you are unwilling or unable to carry through.
- 3.12. Don't allow a passenger to think they can gain anything by making threats or intimidating you. Be calm, but firm.
- 3.13. Humour can be useful in defusing a situation, but it can also backfire. Be ready to see the funny side of things and if appropriate crack a joke yourself, but be wary.
- 3.14. Be sympathetic and apologise where people have genuine grievances.
- 3.15. Don't back someone into a corner, literally or figuratively speaking.
- 3.16. Allow people to back down without losing face. Avoid "letting everyone know whose boss".
- 3.17. If you have had an experience that has left you angry or shaken, be prepared to talk it over with someone you trust. Don't allow things to fester. Get it off your chest so that it does not affect your judgment the next time there is a challenging situation.

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## Chapter 5: Security Recommendations for Taxi Drivers<sup>12</sup>

*These security recommendations contain recommended best practices that **taxi drivers** can use to enhance their personal and collective security.*

*The objective is to **raise driver awareness** and to improve security, while providing practicable and proportionate preventive measures and advice to minimise the risk of violence, aggression and material damage.*

*Taxi operators are also advised to make contact with their national/local trade association for more information, including on rights of self-defence, legal advice, training, psychological counselling, and other opportunities that may exist in their country.*

### **1. The five answers you need to know at all times**

- 1.1. How to switch on the automatic alarm?
- 1.2. How to switch it off?
- 1.3. Does your dispatch centre dispose of a radio code to ask for help discretely and/or of a discreet alarm facility?
- 1.4. What to do if you receive an emergency call?
- 1.5. Is a radio assistance service available when driving in remote areas?

**If in doubt, ask your dispatching centre! It's for your safety!**

### **2. Key points to bear in mind in day-to-day business to prevent aggression**

- 2.1. Never show your wallet full of money.
- 2.2. Never discuss turnover.
- 2.3. Make use of available security equipment.
- 2.4. Always be alert and suspicious, especially with customers who get in the taxi when you are stationary. Radio orders/contracts are not always a guarantee of respectable customers – it is easy to give a false address by mobile phone.
- 2.5. Do not rely on imprecise outside/customer directions to remote areas – ask for a concrete final destination.
- 2.6. The critical phase is at the final destination when you produce your wallet to receive payment. Be especially alert at this time.

### **3. Useful advice to avoid being attacked**

- 3.1 **Do not keep more cash in the vehicle than necessary.** Consider other means of payment: credit cards, vouchers, cheques, etc.
- 3.2 **Use a second wallet containing less cash.** Use a second wallet with up to EUR 50 which is easily accessible and can be given to the aggressor when in danger, to prevent physical attacks.
- 3.3 **General insurance coverage against theft.** If it is possible to be insured against financial loss in cases of hold-ups up to EUR 250 – do it.

<sup>12</sup> These voluntary guidelines were elaborated by the IRU CTP Network of Experts on Security, on the basis of a selection of already existing guidelines, practices and analyses produced by the IRU and IRU Member Associations. The original was based on the security recommendations and practices provided in the BZP's publication "Mehr Sicherheit im Taxi", May 1995. The leaflet produced by GTL in Belgium was also used extensively.

#### **4. Practical rules on how to behave in case of aggression**

- 4.1. Security comes first: In the event of aggression, bear in mind that the aggressor is as nervous as you are, and he/she only wants your money as quickly as possible. The aggressor normally has a weapon. Do not do anything that might put your life in danger or provoke the aggressor. Do exactly what you are told to do and nothing else.
- 4.2. Breathe deeply to control fear and keep the aggressor in sight.
- 4.3. Act as slowly as possible so that you can get a good look at your aggressor. Pay attention to any distinguishing external features of the aggressor. You might be able to remember certain details more easily by making comparisons (e.g. the colour of his/her jacket is the same as yours). You can also estimate his/her height using certain points of reference.
- 4.4. Present the smallest target to the aggressor. Take up a defence position and keep as much distance between yourself and the aggressor.
- 4.5. Do not respond to insults – this could stimulate more aggression.
- 4.6. If attacked, concentrate on defence techniques and react firmly and speedily.
- 4.7. Defend yourself – if necessary – with fists and feet.
- 4.8. After successfully repelling the aggressor, do not play the hero but escape as quickly as possible.

#### **5. How to behave after being attacked**

- 5.1. When the aggressor leaves the scene, observe the direction he/she takes and the means of escape. Be on your guard. Under no circumstances should you attempt to stop the aggressor yourself, especially if this person is armed. You can help and assist the police in this task.
- 5.2. Alert the police immediately via the emergency phone number. Also give a description of the attack to your radio control centre by providing a description of the aggressor, the direction he/she escaped in and any other information which you think might be important.
- 5.3. Protect the scene of the attack and do not touch any objects on which the aggressor may have left marks or prints.
- 5.4. Ask witnesses to stay where they are until the police arrive. If this is not possible, try to note down their addresses and telephone numbers so they can be questioned at a later stage.
- 5.5. Note down all the information about the aggressor. Preferably use a standard form (attached) to do this in order to facilitate the search for the aggressor. Remember: it is better to have detailed information about one individual rather than general or vague information on several persons.
- 5.6. Ask any witnesses to fill in the form. To prevent your observations from being influenced by anyone else, each person must fill out a form separately and without prior consultation.
- 5.7. Consider the possibility, in cooperation with your employer, to consult a qualified psychologist, possibly with other employees affected by the incident, such as call-centre employees, in order to obtain appropriate counselling to overcome potential short and longer-term after effects of the aggression.

#### **6. Minimum recommended passive security equipment**

- 6.1. Alarm button
- 6.2. Safe in the car to keep money
- 6.3. Physical (plastic) separation from customers
- 6.4. GPS positioning systems

- 6.5. Video monitoring system
- 6.6. Other

**7. Useful emergency numbers and addresses**

- 7.1. Dispatching centre
- 7.2. Police
- 7.3. Ambulances & hospitals
- 7.4. Fire brigade
- 7.5. Emergency breakdown
- 7.6. Insurance

**8. Model form to be filled in after an act of aggression**

Date and time of attack: ... Location of attack: ... Location where aggressor got out: ...  
 Number of aggressors: ... Weapons used: ...

**Description of suspect**

Gender:       male       female      Approximate age: ...

Height:       tall       short       average

Build:       slight       heavy       average       well-built

Hair:       long       short       curly

Colour:       blond       red       black       brown       grey

Colour of skin:  light       dark       very dark

Language spoken: ...      Foreign accent:  Yes       No

Clothes: ...

Shirt:       long sleeves       short sleeves      colour: ...

Trousers:      type: ...      colour: ...

Shoes:       brown       black       grey       other: ...

Any other remarks: ...

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## Chapter 6: Recommendations on how to act in case of a telephoned bomb threat<sup>13</sup>

*These Security Guidelines contain recommended best procedures that **company managers** can use to prepare themselves and their staff to act in the case of a telephoned bomb threat.*

*The objective is to **raise awareness** and assist company managers and their staff to prepare for and pass on a threat promptly, in as much detail as possible, to those tasked with deciding what action to take.*

### 1. Be aware

- 1.1. Most bomb threats are made over the phone. Immediately report any such threat to the police.
- 1.2. There are two types of calls from terrorists:  
  
Bomb threats when no bomb has actually been planted. These may also be designed to disrupt, to test reactions or to divert attention.  
  
Bomb threats warning of a genuine device.
- 1.3. Even genuine threats are frequently inaccurate with regard to where and when the bomb might explode. While it is not reasonable to expect staff members to assess a threat's accuracy, truth or origin authoritatively, listen to their impressions of the caller.
- 1.4. Be prepared for your staff to be in a temporary state of shock after the threat. Take account of this when establishing your procedures and base your preparations on enabling any member of staff to pass on a threat promptly, in as much detail as possible, to those tasked with deciding what action to take.
- 1.5. Remember to distinguish between calls referring to your own building and those warning of a bomb elsewhere.

### 2. What to do?

- 2.1. Identify all staff who could conceivably receive a bomb threat and ensure either that they are trained in handling procedures or at least know where they are kept and have ready access to instructions. Switchboard operators are key when it comes to recording and communicating bomb threats. They should be routinely familiar with procedures and rehearse them regularly.
- 2.2. Draw up a clear and accessible list of actions to take on receipt of a call (see attached checklist). If need be, ask for advice from local police.
- 2.3. Ensure that the checklist can be printed off and fixed to walls or desks so that staff can see it instantly.
- 2.4. The checklist should include the following instructions:  
  
Stay calm, and listen.

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<sup>13</sup> These voluntary guidelines were worked out by the IRU CTP Network of Experts on Security, on the basis of a selection of already existing guidelines, practices and analyses produced by the IRU (IRU Road Transport Security Guidelines for goods transport operators, Geneva, 2005, <http://www.iru.org/Presenting/SecurityGuidelines/Main.E.html>) and IRU Member Associations. The original draft of these guidelines was entirely based on the procedures developed by the UK MI5 Security Service, to be found at <http://www.mi5.gov.uk/output/Page37.html>.

Try to obtain as much information as possible. Try to get the caller to be precise about the location and timing of the alleged bomb and try to establish whom they represent. If they are inclined to talk, keep them talking.

If you have a recording facility, ensure that it is switched on.

When the caller hangs up, dial the appropriate number (if this facility is available) to see if you can get their number.

Immediately inform the designated company security coordinator who is responsible for deciding the appropriate response (e.g. whether to initiate a search or evacuation). The coordinator should also notify the police. If you cannot get a hold of anyone and even if you think the call is a hoax, inform the police directly. Give them your impressions of the caller as well as an exact account of what was said.

If you have not been able to record the call, make notes for the security staff or police.

Do not leave your post – unless ordered to evacuate – until the police or security coordinator have been able to talk to you.

- 2.5. Ensure that other staff members mentioned in the action list, particularly security staff, are aware of their roles and that they or their deputies are always contactable.
- 2.6. Ensure that all staff members, including night or temporary staff, are familiar with any recording, redial or display facilities, and that they know how to contact police and security staff during or after hours.
- 2.7. Produce evacuation procedures and rehearse the bomb threat procedures as part of these evacuation procedures.

### **3. Bomb threat checklist<sup>14</sup>**

*This checklist is designed to help **company staff to deal with a telephoned bomb threat effectively and to record the necessary information.***

*Print it off and affix it to walls or desks so that staff can see it instantly.*

#### **3.1. Actions to be taken on receipt of a bomb threat:**

- 3.1.1. Switch on tape recorder (if connected).
- 3.1.2. Tell the caller which town/district you are answering from.
- 3.1.3. Record the exact wording of the threat.

#### **3.2. Ask the following questions:**

- 3.2.1. Where is the bomb right now?
- 3.2.2. When is it going to explode?
- 3.2.3. What does it look like?
- 3.2.4. What kind of bomb is it?
- 3.2.5. What will cause it to explode?
- 3.2.6. Did you place the bomb? Why?

<sup>14</sup> The original of this checklist can be found on the UK MI5 Security Service website at <http://www.mi5.gov.uk/output/Page265.html>. Additional advice in the event of a vehicle bomb can be found at <http://www.mi5.gov.uk/output/Page268.html>. See also advice on evacuation planning at <http://www.mi5.gov.uk/output/Page264.html>.



3.2.7. What is your name?

3.2.8. What is your address?

3.2.9. What is your telephone number?

3.2.10. Record:

Time call completed: ...

Where automatic number reveal equipment is available, record number shown: ...

3.2.11. Inform the security coordinator – name and telephone number of the person informed: ...

3.2.12. Contact the police on: ....

3.2.13. Time information was passed over to police: ...

3.2.14. The following part should be completed once the caller has hung up and the security coordinator (or, if unavailable, the police) has been informed.

Time and date of call: ...

Length of call: ...

Number at which call was received (i.e. your extension number): ...

### **3.3. Notes about the caller**

Gender of caller: ...

Nationality: ...

Age: ...

### **3.4. Notes about the threat language (tick)**

Well spoken?

Offensive?

Irrational?

Incoherent?

Taped message?

Message read by threat-maker?

### **3.5. Notes about the caller's voice (tick)**

Calm?

Disguised?

Crying?

Slow?

Clearing throat?

Lisp?

Angry?

Accent? If so, what type?

Nasal?

Rapid?

Slurred?

Deep?

Excited?

Hoarse?

Stutter?

Laughter?

Familiar? If so, whose voice did it sound like?

**3.6. Background sounds (tick)**

- |   |   |
|---|---|
| <input type="checkbox"/> Street noises? | <input type="checkbox"/> Static?            |
| <input type="checkbox"/> House noises?  | <input type="checkbox"/> PA system?         |
| <input type="checkbox"/> Animal noises? | <input type="checkbox"/> Booth?             |
| <input type="checkbox"/> Crockery?      | <input type="checkbox"/> Music?             |
| <input type="checkbox"/> Motor?         | <input type="checkbox"/> Factory machinery? |
| <input type="checkbox"/> Clear?         | <input type="checkbox"/> Office machinery?  |
| <input type="checkbox"/> Voice?         | <input type="checkbox"/> Other? (specify)   |

**3.7. Other remarks**

...  
...

Signature:  
Date:  
Print name:

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## Chapter 7: Selection of other useful security-related supporting material that can be used by managers of bus, coach and taxi companies, their drivers, staff and partners<sup>15</sup>

The selection contains:

1. Elements for the establishment of a Voluntary Company Security Plan
2. 10 steps to prevent burglary and theft
3. Model incident reporting form: vehicle
4. Model incident reporting form: stations, stops and shelters
5. Recommendations for designers, architects and planners of buses and coaches and the related facilities

\*

### Elements for the establishment of a Voluntary Company Security Plan

*The Security Plan can be elaborated in three stages. During the first stage, threats are identified (i.e. current security climate, information from local police and/or other relevant bodies/authorities, specific situation of your company or its partners/customers that may be exposed to conventional or terrorist-related security threats, your company location, general situation in foreign countries visited). During the second stage, the specific vulnerabilities to be addressed are identified. The process results (third stage) in the identification of security measures to reduce risk to acceptable levels.*

#### **1. Responsible person**

The bus and coach operator appoints a competent, qualified employee or a person with whom a contractual relation exists, to be responsible for security.

His/her main duties are: producing a risk assessment, envisaging defensive measures and planning; devising and maintaining security plans and emergency (evacuation and re-occupation) plans; liaising with police, emergency services, local community and other relevant authorities and partners; and arranging staff training, communications and drills.

The appointed person must pass on all suggestions and information from employees regarding security to the management. This person is entitled to take his/her own initiatives to reduce security risks with respect to the final decision to be taken by management, and is responsible for information to employees.

#### **2. Records**

The bus and coach operator keeps records of security-related activities and transport operations. The records may be made available to enforcement authorities and other public bodies involved in security risk prevention.

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<sup>15</sup> Elaborated by the IRU CTP Network of Experts on Security, on the basis of a selection of already existing models produced by the IRU, IRU Member Associations, as well as other relevant governmental and non-governmental bodies.

### **3. Operation review**

When establishing the Security Plan, all operations and vulnerability assessment are reviewed by the management. At least once a year a general security overview of operations is carried out in cooperation between management and the person in charge of security. Bus and coach operators must demand security prevention information from their partners.

### **4. Staff**

Clear statements of measures (training, operational practices, equipment and resources) should be issued. Every employee with activities related to security-sensitive destinations/trips must receive special training and/or instructions. When they take up functions related to security-sensitive transport operations, such employees must also receive clear information from management about security measures.

### **5. Reporting of risks or incidents and crisis management**

Every employee with activities related to security-sensitive transport operations is entitled and obliged to report to management and/or the person in charge of security about any threat observed or any incident affecting security. Management and/or the person in charge of security will decide if the authorities should be informed.

For emergency situations, operators may foresee emergency plan(s), a crisis management team, in-house emergency response personnel and emergency coordination procedures.

### **6. Evaluation**

Security evaluation and testing procedures should be established, as well as periodic reviews and updates.

### **7. Confidentiality**

Security of information and documentation should be guaranteed. All employees with activities related to security-sensitive transport operations should be instructed not to inform third parties. Information on security measures in place and the contents of the security plan must be kept confidential.

### **8. Individual measures**

In addition to the measures described above, bus and coach operators should analyse whether the infrastructure and operations organised by the company or its customers give rise to more specific measures.

The security plan could also include elements on personnel security, unauthorised access and *en route* security.

### **9. Cooperation**

Transport operators cooperate with their partners in the mobility chain and with the authorities to exchange information on threats, to apply appropriate security measures and to respond to security incidents.

\*

## 10 steps to prevent burglary and theft<sup>16</sup>

1. Pay special attention to suspicious behaviour in and around your company. Take down registration numbers and any other information that may prove useful.
2. Place items or equipment that are “frequently stolen” in clearly visible places.
3. Do not allow yourself to be distracted by a customer who could be fronting for a gang. In most cases, the person is on the look-out for cameras and other security apparatus.
4. It is advisable to prevent customers from seeing cash registers. Do not count money during opening hours.
5. Be particularly alert during rush hour; criminals choose these times to off-load counterfeit money or to commit theft.
6. Preserve video tapes showing suspicious behaviour. Make sure cameras can function correctly and change tapes frequently.
7. Before closing, check that the security system is working correctly; potential thieves routinely sabotage detectors.
8. Avoid false alarms by keeping things in good order.
9. Do not leave ladders, containers or pallets outside that could be used to give easy access to the roof.
10. If you have been burgled or if items have been stolen, do not touch anything or interfere with any evidence, but rather wait for the police to arrive before clearing up.

\*

## Models for Incident Reporting Forms<sup>17</sup>

### A) ON-VEHICLE

**[Company Name]**

**Date of incident:**

**Time of incident:**

**Service no:**

**Route:**

**Vehicle type:**

**Vehicle no:**

**Where did the incident happen?** [Nearest landmark or stop]

**What kind of incident was it?**

Seat damage

Broken window

Bodywork damage

Fire on bus

<sup>16</sup> Source: FBAA newsletter, HEBDO, April 2004.

<sup>17</sup> Source: “Protecting Bus and Coach Crews: A quick reference guide for bus and coach staff”, STOP Group & UK Department for Transport, April 2002, [http://www.dft.gov.uk/stellent/groups/dft\\_mobility/documents/page/dft\\_mobility\\_503809.hcsp](http://www.dft.gov.uk/stellent/groups/dft_mobility/documents/page/dft_mobility_503809.hcsp)

Emergency doors opened  
Missiles thrown at bus  
Missiles on bus  
Abuse to bus staff  
Spitting at bus staff  
Theft from bus staff  
Assault on bus staff  
Theft from passenger  
Assault on passenger  
Other type of incident [please describe briefly]

**Was anyone physically injured in the incident?**

Yes

No

If **yes**, who was injured?

Bus driver

Conductor

Guide

Inspector

Passenger

**Who was responsible for the incident?**

Adult passenger[s]

Young person/young people

Don't know

Someone else? [Please describe]

**Briefly, could you describe what happened?**

**Have the police been informed?**

Yes

No

If **yes**, to which police station was the incident reported?

**What is the Crime Number?**

No Crime Number given

**Your name:**

Contact telephone no:

**B) STATIONS, STOPS, SHELTERS**

**Date of incident:**

**Time of incident:**

**Location:**

[Bus station, bus stop or shelter]

**What kind of incident was it?**

Broken glass

Damage to seating

Graffiti

Fire damage

Other damage

Rowdy behaviour

Abuse to station staff

Assault to station staff

Theft from station staff

Robbery

Assault on passenger

Theft from passenger

Other type of incident [please describe briefly]

**Was anyone physically injured in the incident?**

Yes

No

If **yes**, who was injured?

Station staff

Bus driver/conductor

Travel shop/Information staff

Security staff

Passenger

Someone else

**Who was responsible for the incident?**

Adult passenger[s]

Young person/young people as passengers

Adult[s] just hanging about

Young person/people hanging about

Someone else [please describe]

Don't know

**Briefly, could you describe what happened?**

**Have the police been informed?**

Yes

No

If **yes**, to which police station was the incident reported?

**What is the Crime Number?**

No Crime Number given

**Your name:**

Contact telephone number:

\*

## **Recommendations for designers, architects and planners of buses and coaches and related facilities<sup>18</sup>**

*Those involved in designing or refurbishing buses and coaches or facilities at bus and coach stations or stops can help to “design in” greater levels of safety for staff and passengers.*

1. Liaise with the local police to take into account the risks of violence and criminal damage. Also ask for staff input.
2. Consider fitting CCTV video cameras with 24 hour recording to protect vulnerable areas and to help the police identify assailants and vandals. Make them visible to increase their deterrence value and fit notices.
3. Consider installing help points at stations and bus stops. Ideally, CCTV cameras should cover the help points.
4. A well-lit environment can reduce the risk of trouble and make passengers and staff feel safer. Carefully consider where stops are located, taking into account the immediate environment, such as proximity to pubs or nightclubs. Well-lit stops can act as a deterrent and reduce public anxiety. Good lighting is equally important in bus stations and passageways.
5. When designing new facilities or improving existing ones, avoid dark corners or passageways and open up good, direct sight lines. Avoid finishes that are easily defaced by graffiti or fittings that are obvious targets for vandals.

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<sup>18</sup> Source: “Protecting Bus and Coach Crews: A quick reference guide for bus and coach staff”, STOP Group & UK Department for Transport, April 2002, [http://www.dft.gov.uk/stellent/groups/dft\\_mobility/documents/page/dft\\_mobility\\_503809.hcsp](http://www.dft.gov.uk/stellent/groups/dft_mobility/documents/page/dft_mobility_503809.hcsp)



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