

# A GUIDE FOR TAXI DRIVERS

## Protecting yourselves



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## How can you protect yourself?

- If you pick up a vulnerable person let your head office know (or keep a record) of the time you picked them up, the time and place you dropped them off and whether there was any incident or anything significant on the journey.
- Have a pen and paper in your car so you can record any incidents, refusals or issues that you see whilst you are out. This could include dates, times, addresses, phone numbers and descriptions of those involved.
- Be professional at all times (don't be over familiar, talk about personal or intimate issues, don't exchange personal contact information).
- Never accept an offer of a sexual favour instead of payment.
- Make sure you are wearing ID and so people can see it.
- Don't double up on bookings.
- DON'T ASSUME that your passenger wants help - ALWAYS ASK.
- Never follow a passenger into the house unless previously agreed/authorised.
- ASK before making a journey shorter, explain and give the passenger a choice of route.
- NEVER set off with a passenger without a specific destination address.
- If you think the passenger is afraid, offer to ring head office or let them ring home, give the address and approximate time of arrival; this reassures the person that they are safe and someone is monitoring the trip.
- If you are concerned about another driver's behaviour, report your concerns to your operator, manager or the licensing team.

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**Children are not consenting and it is not their fault**