

Assessment for Specific Risk: Transporting People and/or Goods (TG)

This assessment is designed to help workplaces determine the risk of workplace violence where workers transport people in taxis, buses, streetcars, or subways, and where workers transfer goods of all kinds in trucks and mid-size vehicles. Examples of activities include:

- Working in high-density traffic routes
- Working in areas where there is exposure to “road rage”
- Working in areas where there is limited or no access to communication tools
- Working in situations where the public has physical access to the driver/staff
- Working in situations where fare collection and the enforcement of fares is required
- Working in situations where there is exposure to theft of goods that are being transferred

You are not required to use all or any of the examples of controls. There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify.

Job / Department / Location:	Completed by:	Date:
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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (Identify person(s) responsible and expected completion dates (if possible))
TG1. Do passengers have physical access to drivers?				Consider the following measures: <ul style="list-style-type: none"> • Removing direct access by installing a cage, barrier/partition, or door with a glass shield • Posting a sign to warn passengers of the outcomes if the driver is harassed (e.g., they will be denied access to service, the police will be called) 		

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TG2. Do drivers carry large amounts of money?				Public transportation: <ul style="list-style-type: none"> Encourage the use of tickets, tokens, or Smart Cards Truck drivers (transporting goods): <ul style="list-style-type: none"> Increase the use of debit/credit cards for payment of goods Carry little cash (establish a rule that money in excess of a set amount must be deposited at the bank) Taxi drivers: <ul style="list-style-type: none"> Increase the use of debit/credit cards for fare payment Carry little cash (establish a rule that money in excess of a set amount must be deposited at the bank) See the Assessment for Specific Risk: Handling Cash for more suggestions about deposits.		
TG3. Do workers work at times of increased vulnerability, such as late at night, early in the morning, during very long work hours, or at very quiet times of day?				Assess higher-risk times and the need for additional measures to protect workers, such as: <ul style="list-style-type: none"> rescheduling hours, if possible adding workers or using a buddy system providing appropriate communications or individual security devices for summoning assistance 		
TG4. Are workers transporting people or goods in remote and isolated areas?				See TG6 and TG9. Consider a buddy system.		
TG5. Are vehicles used by workers regularly maintained?				Develop and implement procedures to ensure vehicles used by workers are regularly maintained, such as: <ul style="list-style-type: none"> daily, weekly, and monthly maintenance checklists 		

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TG5. (continued)				<ul style="list-style-type: none"> checking interior and exterior mirrors and replacing damaged mirrors installing new large full-access mirrors in areas where it is required <p>Where a vehicle is inoperable while passengers are present, notify them in a calm manner and immediately call for back up. Avoid confrontations.</p>		
TG6. Can workers call for immediate help when workplace violence occurs or is likely to occur?				<p>Measures and procedures could include:</p> <ul style="list-style-type: none"> providing equipment to summon assistance, such as individual or fixed alarms (sounding or silent) or cell phones (pre-programmed to call emergency number) flashing lights, such as those used on taxis in some cities GPS tracking systems to allow fast access to supervisors and emergency services providing internal and external numbers for workers to call <ul style="list-style-type: none"> at all hours of operations posted or otherwise readily available establishing an internal code word or words to indicate that help is needed 		
TG7. Is there adequate lighting within and outside the vehicle?				<p>Ensure the brightness levels, glare, contrast, and shadows are maintained at levels that create appropriate surveillance conditions internally and externally.</p> <p>Ensure that all light fixtures work properly and are regularly serviced and maintained.</p>		

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TG8. Do you have procedures to identify, evaluate, and inform workers about specific high-risk clients, situations, or locations?				Develop and implement procedures to identify, evaluate, and inform workers about risks of violence related to specific locations or clients.		
TG9. Do you maintain regular contact with workers who are transporting people or goods?				Maintain regular contact with workers by: <ul style="list-style-type: none"> • providing cell phones or other communications or monitoring devices • establishing regular contact times or check-in points • designating a person to monitor contact with workers and follow up if contact is lost (e.g., an operations room operator may contact the driver every hour via a dedicated radio system)have a means of summoning immediate assistance 		
TG10. Do you have procedures for workers to follow when dealing with aggressive or violent clients or others?				Develop and implement procedures, which could include: <ul style="list-style-type: none"> • recommended actions and responses • when to call for assistance or go to a safe area 		
TG11. Are passengers and clients notified of the vehicle's schedule (including arrival time)?				All transportation sectors: <ul style="list-style-type: none"> • Early notification can relieve passenger-client aggression caused by fear of missing a bus, streetcar, subway, or taxi, or the late arrival of goods. • If delays are expected, drivers should immediately notify passengers or clients (by announcement, on an electronic sign, or over the phone). 		

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TG11. (continued)				<p>Public transportation:</p> <ul style="list-style-type: none"> • Post schedules to make it easy for public to view (e.g., at stations, at each stop, online) <p>Truck drivers (transporting goods):</p> <ul style="list-style-type: none"> • Notify client of the arrival day and time in advance, either by phone, letter, or email. • Call close to scheduled delivery time to notify client of delays, if necessary. <p>Taxi:</p> <ul style="list-style-type: none"> • Dispatcher should notify client of the anticipated arrival time and expected delays, if any. 		
TG12. Do you have a procedure regarding the correct response to fare disputes				<p>Procedures should:</p> <ul style="list-style-type: none"> • clearly define when the driver should withdraw from the dispute (workers must not to put themselves in danger for the collection of the correct fare – do not leave the nature of the response to the individual driver’s discretion) • rule out any negative consequences for failure to collect the correct fare 		
TG13. Are there other measures or procedures needed to protect workers from the risks of transporting people or goods?				<p>Measures and procedures will depend on the specific workplace.</p>		
TG14. Have workers received training in robbery prevention and response?				<p>Consider establishing a robbery prevention and response program.</p> <p>Training could include:</p> <ul style="list-style-type: none"> • techniques for preventing robberies • safe responses to robbery • no negative consequences to workers 		

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<p>TG15. Are workers trained to recognize and deal with potentially violent clients, situations, or high-risk locations?</p>				<p>Training could include:</p> <ul style="list-style-type: none"> • how workers will be informed about potentially violent people, situations or locations • characteristics of aggressive or violent people • signs of behaviour escalation • recognition of potentially violent situations, including situations of sexual violence • recommended actions and reactions, including when to leave or how to escape • appropriate responses to incidents, including defusing hostile or aggressive behaviours <p>See the Canadian Urban Transit Association's Ambassador Training Program for Difficult and Dangerous Situations on Buses and Streetcars http://www.cutaactu.ca/en/transit_ambassador</p>		
<p>TG16. In addition to the above, are workers and supervisors provided with information, instruction, and/or training to protect them from the risks of transporting people and/or goods?</p>				<p>Information, instruction, or training could include:</p> <ul style="list-style-type: none"> • risks of workplace violence arising from transporting people and/or goods • relevant measures and procedures 		

www.ihsa.ca

21 Voyager Court South, Etobicoke, Ontario M9W 5M7 Canada
Phone 1-800-263-5024 ■ Fax 416-674-8866