

DRIVERS' GUIDEBOOK ON **SECURITY** IN PUBLIC TRANSPORT



(SAFE BUS)



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INTRODUCTION

As transport operators, we are responsible for the safety and wellbeing of our passengers. Besides providing safe and reliable transport, this also includes protecting them from crime and potential acts of terrorism.

This handbook outlines your role within the company's security plans and concepts. It contains relevant contacts and references along with the procedures you must follow in emergencies.

Please remember that we have produced this guidebook to help you, so please always keep it with you.



ANTI- TERRORISM



Terrorism means the **use of violence** or other **criminal acts** as justified means to achieve **political goals**. The objective is to frighten people, weaken communities, or destabilise economies.

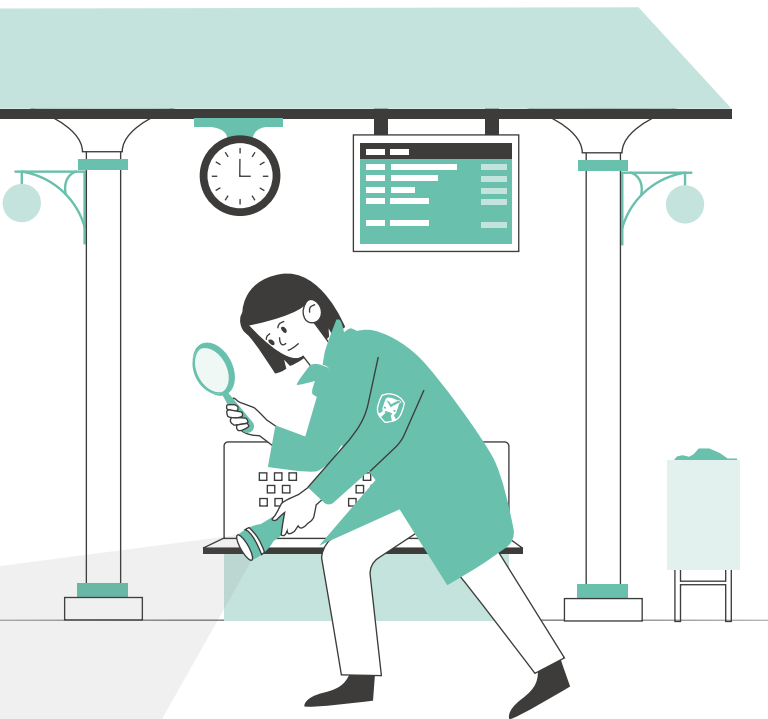
Unfortunately, **public transport systems** have repeatedly been the **target of terrorist activities**, aiming to disrupt operations and sabotage mobility services.

Potential targets for terrorist activities could be our **vehicles** and **infrastructure**, such as stations, depots and workshops, customer centres, or administrative buildings. The objective could also be to cause **harm to people** using public transport.

As transport providers, we are **responsible for the safety** and wellbeing of our **passengers**. This includes monitoring for suspicious situations and activities and reporting observations, as well as being able to handle emergencies and threats.

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PREVENTION



A key protection measure is avoiding unauthorised access to restricted facilities. This includes depots, workshops, locker rooms and administrative buildings, but it also concerns the driver position of vehicles.

- If you see an **unfamiliar person** at a depot or site, check who they are and offer assistance.
- **Ensure your doors are closed** every time you leave a vehicle unattended.

Public facilities, such as stations, bus stops or customer centres have limited access control. Here, it is important to watch out for unusual behaviour or situations.

- **Be alert** for people acting suspiciously and nervously on buses, at stations or stops.
- **Check your vehicle regularly** for suspicious items and lost property every time you leave the depot as often as possible between journeys and every time you return to the depot.

CONTACTS

In an emergency always call

If it is not an emergency, but you have concerns then please call

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SUSPICIOUS SITUATIONS

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GENERAL ADVICE

As bus drivers, you are familiar with your daily operational environment. This puts you in a very good position to detect suspicious situations.

- If something does not look right, **follow your instinct**, and do not try to find explanations for a situation. (It might be that...)
- If you are in doubt, **share your concern** with a colleague and/or line manager.
- **Report your suspicion** to a dispatcher or operation control. Based on your report, any necessary steps will be determined.
- Do not put yourself at risk, **your safety is a priority**.

HOSTILE RECONNAISSANCE

A critical step in preparing any criminal activity is hostile reconnaissance. Hostile reconnaissance means gathering information about our facilities and operation that could be exploited in an attack. Critical information may be gathered by observing or directly approaching staff for information.

Indicators for hostile reconnaissance include:

- **Taking photographs** or videos of stations or other company facilities;
- **Repeated** or unusually extended presence of persons at stations without taking any bus service;
- **Attempting** to enter restricted facilities or bypass security measures, such as gates and fences;
- **Asking** inappropriate or unusual questions about security measures or operational procedures.

If you observe behaviour not in line with common daily passenger activities, follow these instructions:

Offer assistance

If you feel safe, approach the person, and offer assistance.

**Inform
dispatching**

Provide details of the incident or your concern to be recorded.

***Stay vigilant but be aware
of biases when assessing
potential threats. Don't let
preconceptions influence
your judgement in potentially
dangerous situations.***



SUSPICIOUS ITEMS

Passengers frequently leave luggage or items behind. However, abandoned items may be deliberately left behind and contain dangerous substances, such as explosives or chemicals.

Abandoned items should only be collected and handed over to the lost property service if there is no reason for concern. The No-touch protocol helps identify suspicious items.

A suspicious item is an abandoned item that has any of the following characteristics:

NO-T	Not typical of the surroundings (not likely to be lost property)
OU	Obviously has suspicious characteristics (item is wet or dirty, has a strange smell, is closed with rope or tape)
C	Circumstances suggest concern (left behind in a busy environment, covered with powder, has visible cable or aluminium foil)
H	Deliberately hidden (no reason to be here, placed in an unusual location – under a seat or next to a trash bin)

In case you locate an item that gives reason for concern, follow these instructions:

- ✓ **DO** look for suspicious signs from a distance!
- ✓ **DO** alert the OCC and provide relevant details on the item! (Exact location, shape, size...)
- ✓ **DO** try to locate the owner!
- ✓ **DO** warn persons nearby & instruct them to move away!
- ✓ **DO** observe the item from a distance until the arrival of security staff!
- ✗ **DO NOT** touch, shake or open the item!
- ✗ **DO NOT** use a communications device or mobile phone near the suspicious item!
- ✗ **DO NOT** smoke near the item!
- ✗ **DO NOT** create panic among the public present at the site!
- ✗ **DO NOT** use metallic items in the vicinity!

SUSPICIOUS PASSENGER BEHAVIOUR

Suspicious signs could come from the appearance or behaviour of a passenger and include indicators such as:

- Inappropriate clothing for the place, time, and local conditions;
- Baggage that is incompatible with the overall appearance;
- Baggage that is disproportionately heavy.
- Nervousness or fear;
- Covert contact with other passengers;
- Refusing to cooperate with staff;
- Unjustified presence or loitering.

If passenger behaviour gives you reason for concern, follow these instructions:

Stop vehicle!

*Stop at a safe place, switch off the engine and stay calm.
Inform passengers suggesting a vehicle fault.*

Contact dispatch!

Report your concern and describe the situation.

Evacuate vehicle!

Evacuate yourself and your passengers to a safe distance!

Monitor passenger

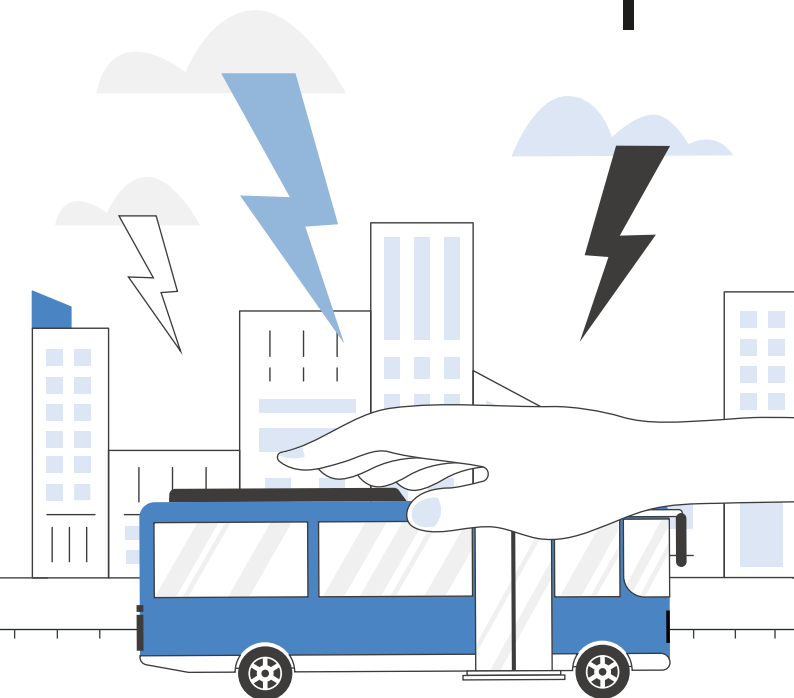
Maintain observation of the suspicious passenger from a safe distance if possible!

Wait for assistance

Remain until a responsible person confirms that you may leave.

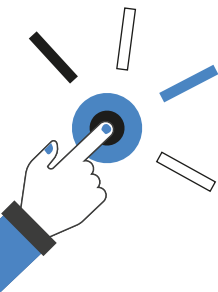
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EMERGENCIES



GENERAL ADVICE

In an emergency, your safety is a priority. Try to remain calm and do not put yourself at risk trying to resolve a situation or to help others. Do not forget that a safety emergency could hide a security emergency.



- **PUSH ALARM** – whenever possible, alert dispatch to be aware of the emergency and to initiate the appropriate response.
- **RUN** – get away from the danger as quickly as possible.
- **HIDE** – stay out of sight.
- **REPORT** – call dispatch with more details as soon as it is safe.

ATTACK ON BOARD

In the event of an immediate threat to yourself and/or the life and health of passengers, follow these instructions:

Push alarm!	<i>Push the alarm button.</i>
Open doors!	<i>Stop the vehicle to allow passengers to escape. Instruct them to leave if possible.</i>
Run and hide!	<i>Get away from danger and mute your phone.</i>
Report details!	<i>Once hidden, call dispatch with more information.</i>

ATTACK OUTSIDE THE VEHICLE

If you observe an attack at a stop or station, or your vehicle is being attacked from the outside, follow these instructions:

Push alarm!	<i>Push the alarm button.</i>
Do not stop!	<i>Keep driving and do not stop (if possible)! Inform the passengers.</i>
Call dispatch!	<i>Provide more details as soon as possible.</i>

HIJACKING AND HOSTAGE-TAKING

In the event of a hijacking, a hostage-taking or a situation that threatens yourself and/or the life and health of your passengers, follow these instructions:

Push alarm!	<i>Push the alarm button.</i>
Keep calm!	<i>Don't resist, don't argue, obey instructions of the offender.</i>
Avoid attention!	<i>Avoid drawing attention to yourself, avoid eye contact, make no sudden movements.</i>

***Always remember,
your safety is a priority.***



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