### Example Procedure

| Name | Safety hazard management (Passenger) |
| --- | --- |
| Revision Number |  |
| Accredited Operator Number |  |
| Implementation date |  |
| Last variation date |  |
| Relevant person |  |

### Overview

| **Goal** | Everyone in the service spots and reports safety hazards. |
| --- | --- |
| **Procedure** | If a passenger is displaying unsafe behaviour which may lead to an incident or near miss, and it is contrary to the *Passenger Transport Service Regulations* or outside of the conditions of travel of service, as it relates to:   * Doing something to endanger the safety of the driver * Behaving in an offensive manner * Threatening or harassing the driver * Soiling, damaging or defacing the vehicle * Throwing items from the vehicle.   the driver can tell the passenger to stop the behaviour.  If the passenger refuses to do so, the driver needs to assess the behaviour to take the appropriate action which may be:   * Stop the vehicle in a safe place that will not expose the passenger to any risk, and ask the passenger to exit the vehicle * Drive the vehicle to the nearest police station * Contact Taylor Tonks and ask for advice.   The driver must complete the hazard identification form about the behaviour and the response taken, and give the form to Taylor Tonks |
| **Responsibilities** | * The driver is to undertake an assessment of the situation * Identify appropriate action * Report to the relevant operator |
| **Key behaviours** | The driver to act with a safety focus to avoid a safety risk to the passenger or themselves. |
| **Innovate** | Use electronic reporting for all procedures and forms. |
| **Training and Awareness** | All drivers undertake awareness training:   * As part of their induction training before driving for the service * As part of remedial training As part of a general refresher training. |
| **Tools and supports** | This procedure will be:   * Available to drivers located on the dashboard of every on-demand vehicle, and to affiliated operators, base and dispatch officers by an electronic record * Included in the network’s newsletter when an incident arises * Kept electronically on the computer system under accreditation safety system templates, once approved * Once a variation of the procedure has been made an approved attach template 2 to ensure that all staff are aware of the new procedure and understand how to follow it * The former procedure will be replaced with the new procedure in the induction training for new drivers * The relevant person will update the accreditation safety systems with a new version of the variation procedure. |

**Hazard Report Example Template**

**Reporting a hazard**

|  |  |  |  |
| --- | --- | --- | --- |
| Who reported the hazard?   |  |  | | --- | --- | | Time and date of person describing hazard  Name of person reporting hazard  How the person became aware of the hazard  Who the person reported the hazard to for assessment | 4.15 on 23/02/2023  Frances Jones  Passenger behaviour  Frances Jones |   What is the hazard? | |
| Time and date when hazard identified  Location of the hazard  Description of vehicle or driver involved in the hazard  Description of hazard | 9.45 on 23/02/2023  Main depot, Main Street, Hobart  Frances Jones (driver)  Passenger in the vehicle began making unreasonable requests to the driver, and the driver felt their safety at risk. |
| **Assessing a hazard**  Who assessed the hazard |  |
| Time and date of the reporting  Name of person assessing the hazard | 10.30 on 23/02/2023  Frances Jones |
| What is the assessment? |  |
| Chance the hazard will create an incident  Action that can be taken to prevent an incident  Action to be taken  Action to be taken immediately or deferred  If deferred, why and when to | Minimal Possible/Probable  X  Frances Jones informed the passenger that they will stop the vehicle and ask passenger to leave if they continue to make threats to the driver. The passenger continued, so Frances chose the closest spot which was in the city business area to ask the passenger to exit the vehicle.    Action immediately taken  Immediately. |

**Clearing a hazard**

Who cleared the hazard?

|  |  |
| --- | --- |
| Time and date when hazard cleared  Action taken  Name of person clearing the hazard | 4.15pm on 23/02/23  Frances Jones stopped on the corner of Murray Street and Argyle Street.  Frances Jones who reported the hazard to Taylor Tonks |