



BUSINESS SECURITY

AGGRESSIVE PASSENGERS

Bus, tram, train and taxi drivers may be subjected to aggressive passengers. When dealing with aggressive people, the main priority is to ensure personal safety and the safety of others.

Aggressive people can be unpredictable, so drivers should be cautious at all times and observe the following advice:

- Assess the situation and remain calm.
- The early stages of any confrontation are always the most dangerous. If a driver believes their safety or the safety of others is at risk, then the police should be contacted immediately on Triple Zero (000).
- Do not react to the passenger's bad behaviour in a similar manner.
- Do not enter the person's physical space as this can escalate the situation.
- Remain behind any protective barriers located within your transport to create distance and space.
- Patience is usually the best strategy. This can be achieved by listening to the person and acknowledging their problems or situation so they can vent their frustration.
- Respond in a calm manner, reflecting back to the person that they have been heard and their situation is understood.
- If a robbery occurs, remain calm and do exactly as the offender asks.
- Speak only when spoken to as any conversation with the offender will prolong the incident.
- Observe the offender(s), making a mental note of their description.

If a person refuses to calm down and continues to be offensive or aggressive, politely ask the person to leave. If they refuse, discontinue discussions with them and advise them the police are being contacted, then immediately call police.

Call Triple Zero (000) when there is an emergency, for example any situation where life or injury is threatened or any event that may cause danger to people or property. Call 131 444 for non-urgent police assistance, such as reporting a crime that has already happened.

For further business crime prevention information please visit www.police.sa.gov.au or contact your local police station.

