



STAMP IT OUT
Putting A Foot Down Against Roadworker Abuse

Toolbox Talk

The aim of a Toolbox Talk is to communicate information to the workforce and for the workforce to have their say about hazards/controls, incidents/accidents, work processes. Our Toolbox Talks are an informal group discussion that focus on particular safety issues.



TOPIC: Conflict Avoidance

KEY POINTS

▶ Whilst dealing with members of the public, whether drivers or pedestrians, please remember that you represent the company and your behaviour is a reflection on all of our employees.

▶ You are expected to be polite and courteous and helpful towards the public and answer any question they have if you are able.

▶ Rude, abusive and sarcastic behaviour is not acceptable.

▶ Remember to take 10 seconds and ensure that you have fully evaluated all of the potential risks and outcomes before engaging further with a member of the public.

▶ **REMEMBER AT ALL TIMES THAT YOUR SAFETY IS PARAMOUNT AND WE DO NOT EXPECT YOU TO PUT YOURSELF AT RISK.**

Abusive / Hostile Behaviour & Incursions

If the public become abusive do not enter into a dispute with them, and return to your vehicle.

From the security of your vehicle take photos of the MOP and their vehicle capturing the registration details wherever possible but DO NOT under any circumstances engage in a flashpoint situation.

If the MOP follows you and their behaviour is escalating the dial 999 to alert the police. Where possible in a 2 person gate crew the second operative may be able to capture video footage of the MOP but again.

DO NOT DO SO AT PERSONAL RISK

If your safety is not an immediate concern contact your TSCO / TMF to alert them to the situation, remember at this point not to engage the public.

Once the situation has been resolved log as a near miss under either Abuse or attempted incursion on your appropriate reporting system, this allows us to follow up with the client and the local police. With your assistance in capturing sufficient evidence we will push for driver prosecutions.

