

Workplace Health and Safety Queensland

Road freight transport industry – Working alone: Violence

Drivers making deliveries outside of business hours or to unattended depots may also be exposed to personal safety risks from criminal activity.

The risks are increased when:

- Drivers work alone
- There is no one available to provide assistance
- The visibility is poor or lighting inadequate, providing cover for potential assailants
- The nature of the goods being delivered makes them attractive targets.

What can be done?

There are a number of ways that the safety and security of drivers at depots can be improved. Some suggestions are:

- Developing procedures for working alone and/or in darkness
- Familiarising drivers with the layout of each depot or delivery point and the safe work procedures

- Drivers checking for signs of unauthorised entry and people loitering around prior to entering
- Drivers reporting to police or security anything suspicious noticed at the depot, either when entering or leaving
- Having a security officer present during deliveries and/or doing random patrols
- Providing enough lighting to eliminate hiding places
- Providing a means of communication, eg, mobile phones, personal alarms
- Installing surveillance equipment
- Having emergency plans stating what to do in response to criminal activity.

For more information on working alone, violence and other workplace health and safety issues call 1300 369 915 or visit www.worksafe.qld.gov.au.

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Workplace Health and Safety Queensland, Department of Justice and Attorney-General

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