

19. Driver security

Personal safety should always be considered when dealing with unattended items.

When an item is found unattended at a Coach Station or other location use the HOT principles:

H has the item been **hidden**?

Has any attempt been made to conceal it from view or a place where accidental discovery is unlikely, such as behind a vending machine? Innocent items are not usually hidden deliberately. Explosive devices, because of the consequences of the device being found before it functions, are not normally left in the open.

O is the item **obviously** suspicious?

Does it look like a bomb? Does it have wiring; circuitry; a power supply or something that may be explosive attached to it? Has it been found after a suspicious event?

T is the item **typical**?

Is it something you might expect to find in its given location? For example, lost property is often found in locations where people congregate or wait before moving to a new location.

If you are not suspicious:

- Examine it further; try to establish a contact name or number.
- Use announcements as an aid to establishing ownership

If you are unsure:

- Move people away and consider evacuation, consult with your manager or controller. Or if at a coach station consult with the Duty Manager.

If you think that the item poses an immediate threat:

- Initiate evacuation
- Contact the Police 999

Think About Terrorism!

All terrorists need to plan and prepare for an attack. They prefer not to be seen or will assume a different identity. An apparently innocent visitor or customer may test our security procedures to see how effective they are. They may leave a bag behind to test our reactions. It is essential that we ensure that we deal with all instances in a speedy and professional manner.

Vehicle security

Be alert and observant and report any suspicious activity.

Make sure that you check your vehicle for any left items at the beginning and end of journeys. If your vehicle is left unattended, where possible lock all doors and luggage lockers. If this is not possible you will need to check the vehicle on your return. The check will need to include all areas including the toilets and under seats.

Keep luggage lockers closed whilst not loading.

Ensure that all luggage placed in the hold belongs to a genuine customer travelling on the vehicle.

People

Look for people showing an interest in isolated or out of sight areas, or people asking questions about staff work routines.

Be aware of anyone paying particular interest in CCTV locations.

Are they dressed inappropriately for the environment (i.e. big coats on hot days, hoods up or wearing sunglasses indoors)?

If you have information about a possible bomb threat or any other immediate threat dial 999.

If you have tip-offs or confidential information about possible terrorist activity, call the police anti terrorist hotline:

0800 789 321