

Abuse is not Part of the Job **for** **Delivery Drivers**



If you
want to
Sort It...
Report It!



Usdaw
*Union of Shop, Distributive
and Allied Workers*



Many major retailers now offer a home delivery service to customers, and the role of delivery drivers has become more varied. As the sector grows, Usdaw wants to ensure that all delivery drivers are supported and know their rights while at work. Delivery drivers work alone in unfamiliar environments, which makes them vulnerable to abuse. They can be subject to road rage, verbal aggression, violence and intimidation.



Ushaw is actively working with many employers to secure comprehensive policies that protect all delivery drivers. Usdaw is aware that not every situation is covered, and drivers can be left feeling unprotected. It is important to check your company policy thoroughly before beginning your role, and raise anything you are concerned about with your rep.

Remember - you are not expected to endanger yourself to make a delivery. Only make deliveries where it is safe to do so.

As the sector is growing, there are more and more kinds of delivery drivers, and they can sometimes face different issues.

"A customer didn't like the substitutions on her order, so she spat at me and it landed on my jacket... She slammed the front door in my face."

Home Delivery Drivers

Home delivery drivers can be left isolated or unsupported if something goes wrong while making a delivery. It is often their word against the customer's. Drivers are also expected to enforce the law and company-specific policies on under-age sales. This is difficult enough in a store environment, but can be incredibly intimidating when performed on a customer's doorstep. Home delivery drivers can even be subject to attacks by aggressive animals.

Pharmacy Delivery Drivers

Pharmacy delivery drivers can also be targeted for the high value contents of their vans, which can include Class A drugs and valuable equipment. They also need to follow very strict procedures to ensure that the goods they are delivering remain safe.

Usdaw members in the firing line

“Customers will often take their frustrations out on the drivers as we are the face of the company. And it could be for anything. Bad substitutes, traffic delays, or the shop have messed up their order.”

“While making a delivery a male accused me of blocking his path. He then got out of his car, shouted foul mouthed abuse, kicked my van and kicked delivery trays across the road along with my grab pole.”

Whoever you work for, and whatever role you perform, abuse is not part of the job. Delivery drivers have a right to work without fear of abuse or violence.

What to do if you are harassed or abused:

- ◆ Stay calm.
- ◆ Do not respond with aggression.
- ◆ Leave the situation as soon as possible.
- ◆ If you are followed, drive to a place of safety.
- ◆ Report the incident as soon as is safely possible to your manager.
- ◆ Log problem addresses centrally, to help future deliveries.

What to do if you are attacked or robbed:

- ◆ Do not respond with aggression.
- ◆ Do not try to disarm, apprehend, or argue with attackers.

- ◆ Comply as far as possible.
- ◆ Call the police as soon as safely possible, and then inform your manager.

When making valuable/targetable deliveries:

- ◆ Pay attention to your surroundings and contact your manager if you feel unsafe in an area.
- ◆ Pay attention to signs that someone may be about to behave aggressively, such as raised voices, shouting, swearing, or aggressive body language.
- ◆ Leave the situation as soon as possible.
- ◆ Do not respond with aggression.



How Usdaw can help

- ◆ Usdaw National Officers work with companies to agree clear policies that support and protect delivery drivers.
- ◆ Usdaw operates a Road Transport Distress Fund that financially supports members who commit a work-related traffic offence.
- ◆ Reps and Area Organisers are available to offer advice and support for workplace issues.
- ◆ Usdaw offers support through FirstCall for accidents and injuries sustained while at work.
- ◆ The Delivery Driver Survey helps Usdaw make a better case to employers and politicians to secure stronger protections. Share your experiences and suggestions here: www.usdaw.org.uk/deliverydriversurvey

Legal support

If you're a victim of violence and you suffer serious injury in the UK, call

FirstCall Usdaw

on **0800 055 6333** to start your claim. Usdaw Legal Plus can help members claim compensation from the Criminal Injuries Compensation Authority, a state-funded scheme.

To qualify for compensation, your injuries must be sufficiently serious to justify the minimum amount of compensation, £1,000; you must personally report the incident to the police within 48 hours and get a crime reference number; you must see a doctor immediately for treatment of physical injuries as well as psychological ones such as stress or shock.



Join Usdaw

Usdaw understands the issues that delivery drivers face in the workplace and the more members we have, the stronger our case is with companies for better policies and better protections.

Simply complete a membership form and return it to Usdaw's Central Office. Just write **FREEPOST USDAW** on the envelope and put it in the post. You can also join online at www.usdaw.org.uk/join

For further information

Call our Helpline on **0800 030 80 30**
or visit www.usdaw.org.uk/fff

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