



# Abuse Is Not Part Of The Job For Delivery Drivers

If You Want to Sort It, Report It!



# Delivery Drivers and Their Rights at Work



Many Usdaw members are employed as home delivery drivers or are required to make deliveries to stores. 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.

Usdaw has actively worked 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.

## Home Delivery Drivers

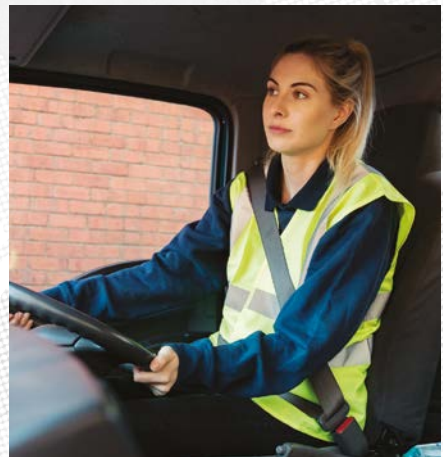
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Home delivery drivers can be left isolated or unsupported if something goes wrong while making a delivery. It is often their word against the customer's. Drivers are also expected to enforce the law and company-specific policies on under-age sales. 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

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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.





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 to your manager as soon as is safely possible.
- 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.
- Ensure you park your vehicle in a way that enables you to quickly leave the area if necessary.

## Usdaw Members in the Firing Line

*"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."*

*"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."*

**Enough is enough!**

# How Joining 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 Usdaw 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/deliverydriverssurvey](http://www.usdaw.org.uk/deliverydriverssurvey)

## Legal Support

If you're a victim of violence where 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; and you must see a doctor immediately for treatment of physical injuries as well as psychological ones such as stress or shock.

Subject to qualifying criteria, Usdaw also offers an Assault at Work Grant. Further information can be obtained from your local office.


## Join Usdaw

Usdaw understands the issues that retail workers 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 Head Office. Just write FREEPOST USDW on the envelope and put it in the post.

You can also join online at: [www.usdaw.org.uk/JoinUs](http://www.usdaw.org.uk/JoinUs)



  
Scan to  
join today

For further information, call our Helpline on **0800 030 80 30** or visit: [www.usdaw.org.uk/fff](http://www.usdaw.org.uk/fff)



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