

- Don't flash money during transactions.
- Don't carry more money than needed.
- Never deliver to a house that looks vacant. If you are in doubt, stay in your vehicle, call the customer to meet you outside or turn on lights.
- Carry yourself with authority – head up, back straight, walk confidently.
- If something does not look or feel right, do not make the delivery. Call your employer and explain that something just doesn't feel safe there.
- Do your best to shine your headlights on the door of the house or apartment as you near delivery.
- Park your car as close as possible to the door of the delivery destination or
- Park under a streetlight if possible and avoid parking in isolated areas.
- Lock your car and take the keys.
- Never walk behind a dark building, go to a side door or be called away from plain view by anyone there.
- Where possible, don't turn your back to the street and keep it against a solid object, such as a wall.
- If someone approaches you, keep them an arm's distance away.
- If an emergency occurs, remain at the scene only if it is safe to do so.
- If safe, dial 911 and wait for the police to arrive at the scene.
- Carry a flashlight to illuminate house numbers and dark areas.
- If you feel threatened and your car has a remote alarm, activate the alarm to draw attention to yourself.
- Use the "Delivery Buddy System".

Although no formal study exists of crimes committed against delivery drivers, a study of workplace crimes by the National Institute for Occupational Safety and Health (NIOSH), lists the top eight most-dangerous occupations and what makes those top eight jobs susceptible to crime. Not ironically, those characteristics mirror those in food delivery.

- Exchange of money with the public.
- Working alone or in small numbers.
- Working in community settings.
- Working in possible high-crime areas.
- Working late night or early morning hours.
- Guarding valuable property or possessions.

If you are the victim of a robbery, remember these tips.

- Personal Safety comes first!
- Try to remain calm and follow the instructions of the suspect.
- Assume that they are armed even if they do not display a weapon.
- Call 9-1-1 as soon as possible.
- Try to focus on remembering a good description of the suspect, his car, his plate number and direction of travel.
- After the suspect has left, lock yourself in the car or go to a safe place.
- Do not go to your next delivery. Remain close by to talk to the police.
- Protect any evidence which the suspect may have left behind or touched.
- Ask witnesses to remain until police arrive or get their information. Trust your instincts!

Safety Tips For Food Delivery Drivers And Their Employers



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EMERGENCY 911

Crime Prevention Office

843-769-7407

How Dangerous is this Job?

When you think about some of the most dangerous jobs around, a food delivery person doesn't usually come to mind. But, in 2006, one teenager found out just how dangerous the job can be when he was robbed at gun point and forced inside the trunk of his car. In 2002, a pizza delivery driver was shot to death outside a Memphis apartment building. In 2007, two drivers at a Pizza Hut were robbed at gunpoint and in 2008, a pizza delivery driver had his vehicle stolen.

So just how dangerous is this job?

A 2003 study published by the U.S. Bureau of Labor Statistics (BLS) shows the job of a food delivery driver is a dangerous one. The Bureau of Labor Statistics puts food delivery drivers in the category of "drivers-sales workers" and ranks them 5th on the top ten list of dangerous occupations. According to a *CNN.com* report, the study selected occupations that had the highest fatalities per 100,000 employees in that line of work. Ranking fifth on the top-10 list was "driver-sales workers," which includes "pizza & chinese delivery drivers". Although, traffic accident fatalities contributed heavily to national average of 38 per 100,000, nearly 25 percent of drivers died in robberies and assaults. In most of the robberies, suspects approached the driver after the delivery was made as they headed back to their vehicle.

Three theories about how robbers have intercept delivery drivers.

- Lurking around residences waiting for a delivery driver to arrive.
- Following a driver as they leave a restaurant to make a delivery.
- Setting up a staged delivery

Delivery Safety Tips For Business Owners

- Consider the driver's safety and security before he/she leaves.
- Always ask for a call back number for the customer and verify that number before the delivery.
- A list of all delivery customers, telephone numbers and the order or delivery should be on file before the driver leaves the store to make any deliveries.
- Try to use a "Credit Card Only" Policy for all deliveries after 9pm.
- Delivery vehicles should have signs that read, "Drivers carry only a limited amount of cash" or "Drivers carry no cash at all" or "Orders have been paid by Credit Card. Driver carries no cash."
- Print the rules of delivery on take out menus for customers. (Maximum \$10 in change, etc.)
- Allow drivers to wear regular clothes, not uniforms that make them look like delivery persons.
- For driver safety, avoid late night deliveries as much as possible.

- In multiple deliveries, when making several runs, drivers may need to make regular cash drops at the business.
- Do not encourage drivers to carry weapons that could be used by a criminal against them.
- Equip drivers with cell phones.
- Consider NOT having a sign on top of the vehicle so as not to attract the wrong kind of attention to the delivery driver and his vehicle as he/she makes the delivery.
- Think Employer AND Employee Safety!

Delivery Safety Tips For Delivery Drivers

- Car owners should make sure that their vehicles are in proper operating condition before making deliveries.
- Be alert to vehicles that may follow you. Note vehicle and driver description.
- Be aware of your surroundings. Avoid areas that are not well lit.
- If followed, do not exit your vehicle. Lock your doors and call police.
- Be alert to suspicious persons loitering around the delivery address.