

The 
MoveInSync

SAFETY HANDBOOK

A practical guide for safe
daily commute in South Africa





Preface

This safety guidebook is developed as a manual for promoting and maintaining a safer commute experience for the workforce in urban Africa and all people on the move.



The objective of this initiative is to arm the daily commuters with the knowledge that replaces a sense of vulnerability with a surge of confidence and courage when it is needed most.



MoveInSync recognizes its responsibility to provide a safe ridesharing experience and feels urged to encourage and contribute to the development of a safer environment for people to be out and about feeling self-assured.



The handbook has been designed as a vital document for employers and employees for the purpose of internalizing critical safety measures. We hope that observing and implementing the guidelines mentioned herein will help prevent, or even deal with a potentially threatening situation.





Knowing is the first step to being **Safe**

Here are a few things you need
to know if you traveling to, from
and, for work





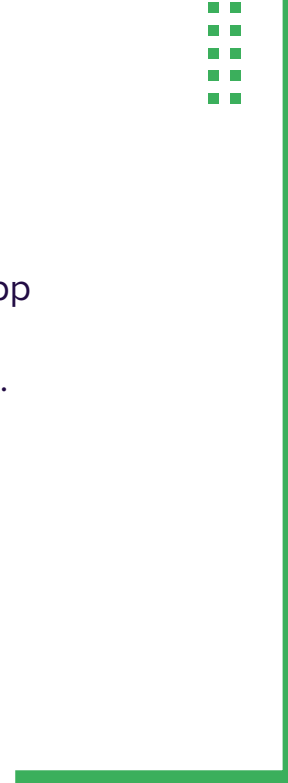
Best Practices

On boarding any cab, always ensure these three important things:

— The child lock is disabled

— The cab and/or the app contains a GPS panic button device/feature.

— The driver's identification along with the photo and registration number of the vehicle is prominently displayed in the vehicle.





**Shady
Spots**
are a strict

No-No

Choose well-lit surroundings and busy streets for parking your car and boarding/deboarding cabs.



Trust your
Gut

Do not board the cab if you sense any kind of discomfort. It's prudent to avoid risks if you feel the presence of danger.

Take the
Backseat

The backseat is proven to be safer and more convenient during trips.



Know where not to go

If possible avoid travelling at night or in remote areas.

Carry a Whistle

it will help attract attention in case of an emergency



Be Vigilant

Look out for untoward incidents. If you do witness something, it's important that you share every detail with the authorities.

If in doubt about the safety of an area, phone a police station for advice

If you have hailed a taxi, wait for the driver to approach you. Do not approach a car that you think is your taxi.

Ask the driver the name and destination he has been given to check he is your driver. Don't get into a taxi you haven't ordered.

Before getting into the taxi, make sure the driver agrees to take you to your destination.



Dos and Don'ts

Your safety is your own responsibility as well. Adopt these guidelines for a more secure time on the road.

Dos

Before leaving work/home:



✓ **Be web-wise.**

Use social media and more importantly, the phone itself, wisely. Make sure strangers cannot access your private information.

✓ **Charge your phone.**

Ensure there is enough charge on your phone to last the whole trip. You should also carry a power bank in your bag to charge your phone on the way, if needed.

✓ **Activate speed dials.**

Pick at least three people who you know and trust and save their phone numbers on speed dial for emergency situations.

✓ **Check for child-locked cab doors.**



Check cab doors to see whether child lock is enabled before the trip starts. Instruct the driver to disable it, if so.

✓ **Install a safety app.**

Install emergency apps which can send SMS to people you know and trust. Some of them can even dial the police on your behalf, in case of emergencies.

✓ **Trust your instincts.**

If a driver makes you feel uncomfortable, don't board the taxi. If you are already in the cab, get out and pick another one. Stay in touch with your reporting manager to notify them of the situation.



Don'ts



- × **Zone out**
while looking at your phone as you're walking home even if you are dropped by a cab or a friend only a few feet from your place.
- × **Take calls outside**
after getting dropped. Take calls only when you have entered your home/office.
- × **De-board in desolate areas;**
insist on being dropped at a well-lit and familiar spot.
- × **Take roadside cabs/minibuses**
when you are alone, especially at night.

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- × **Take unknown shortcuts;**
take only recognisable routes.
 - × **Stop your cab**
for strangers, especially at night.
 - × **Expose valuables**
such as jewellery, cell phones, laptop, camera, or handbags.
 - × **Walk alone at night;**
stay on busy, well-lit streets so that help may be immediate if something goes wrong.

A near-miss today could be an accident tomorrow.

Do report any incident, big or small, that made you uncomfortable or afraid during your commute to work or back home.





During the trip

Stay inside to stay safe.

If, during your commute, the cab has been deliberately rammed from behind, stay in the car with the doors locked. Wait for the police to arrive.

Open the window only a few centimeters to talk to someone outside the car, and, only when necessary.

Use your phone camera.

If a confrontation ensues, threaten to take a picture of your attacker. This might scare them away.

Call someone on your phone.

Once the number has been dialed, don't waste time explaining. Shout and try to speak out the location.

Seek attention. Your life may depend on it.

If you are being followed, immediately rush to a crowded place and shout to attract the attention of passersby.





Things to keep in mind

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If you drive to work

and back home every day.

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Look around you, look into your car, at the passenger side floor, and in the back seat before unlocking it or entering.

Lock the doors immediately after entering the car.

As soon as you get into the car, drive off. Do not make calls, check shopping lists or sit idly.

Keep your valuables - laptop, handbag, mobile phone - out of sight or stowed away in the glove box.



Look out for objects lying on the road such as shredded tyres or items that have fallen off the back of bakkies and trucks.

If parked next to a big van, enter the car from the passenger door. Most attackers try to pull women into their vans while they are attempting to get into their cars.

When in traffic, leave enough space to pull out from behind the car you are following.

Roll up the windows while inside the cab. Ensure that the doors remain locked, especially when you are at traffic signals.



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If you are worried about someone's plight on the road, stop at the next town and report it to someone there.

Be especially cautious at intersections crowded with street vendors, newspaper sellers, beggars, and street kids. Distractions at the window leave one vulnerable to hijackers and smash-and-grab thugs.



Beware of anyone who signals that there is something wrong with your car.



Avoid engaging with strangers on the road. Don't give a lift to strangers.



Noise is your friend in times of danger. Sound the horn loudly and repeatedly if you find yourself in a potentially dangerous situation.



Avoid distractions while driving. Keep the volume of your car radio at reasonable level so you are aware of your surroundings.



Should the vehicle following you be genuine police in it, they will approach you. When they do, open the window just enough to speak to them, and ask to see their police IDs.



In the event of an incident, ignore the person. Do not confront aggressive or abusive road users.



Never follow a stranger who offers to help you find your way on an unfamiliar road or street. Wait in your vehicle and ask for directions.



In case of a flat tyre in a dark or dangerous location, drive slowly to the nearest service station or public place. Even if it ruins the tyre.



If at all you find yourself in a situation where you are held at gunpoint by someone in your car, DO NOT DRIVE OFF. Instead, crash your car into anything and wreck it. The airbag will save you and give you just enough time to unlock your car and bail out.



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What you need to know

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If you take

Public Transport

to work and back home every day.

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Be sure to travel only on crowded buses and trains.

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Don't open your wallet while boarding. Instead, keep the fare amount ready in your hand.

Look around for emergency buttons and exits. In a panic situation, you will know where to go quickly.



Avoid taking a mini-bus which has no passengers or very few passengers.

Avoid isolated bus stops. Get aware of the bus schedule.



Stay alert and be aware of the people around you. If someone bothers you, change seats, and make sure to report them.



Plan your Commute

It is important to know the time of the last bus or train of the day so that you are not stranded or become vulnerable to attack.



Know your way back

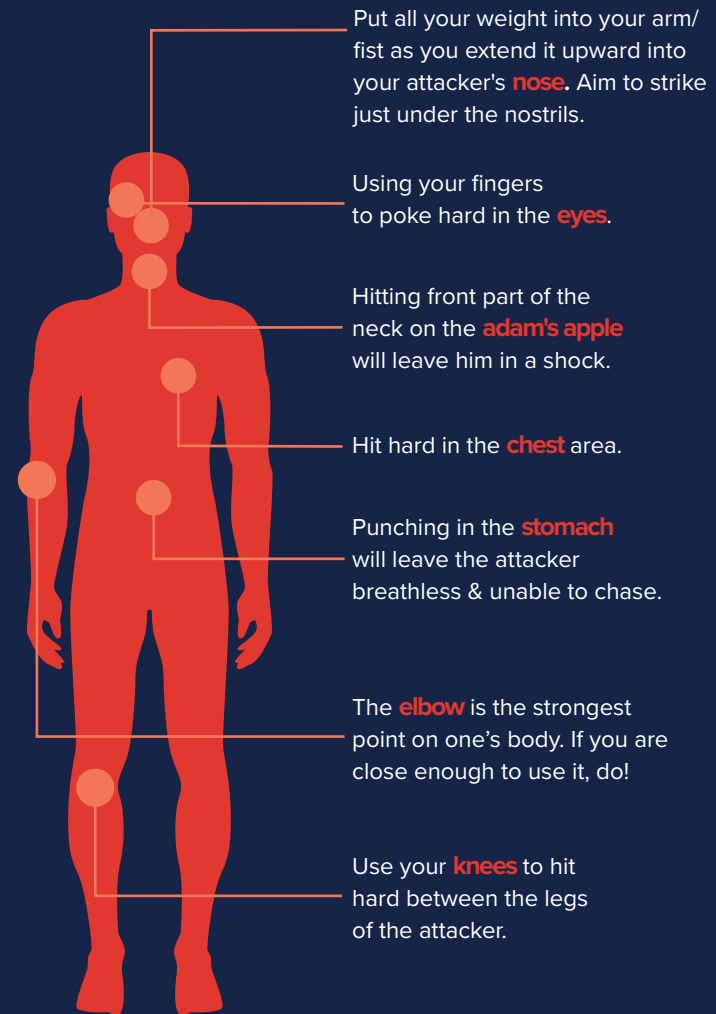
Be wary of taking new shortcuts or detours on your daily commute. It's always wise to be aware of all possible routes from your office to your home. But always pick the busiest, most well-lit one.



here's a quick look at the human body and the

Most Vulnerable Places to Attack

someone who's stronger or larger than you are.





Safety is when you

Wedge a Two-Finger Brass Knuckle

between
your fingers.

Don't go by its
small size; it
packs a mean
punch. Use
this smart
weapon when
needed.





Even everyday objects can turn into formidable weapons in the right hands

Nail Files

can be used to pierce the skin of the attacker. Aim for the neck, shoulder, face, and groin.

Perfume/Deo spray

when you don't have pepper spray. Spray right into the eye sockets or turn it over and use the bottom as a blunt object to hit hard on the eyes, throat, and groin.

Paddle Hairbrushes

can strike a mean blow. Use one to hit the temple or across the face for maximum damage.

Safety Pins

can be discreet and lethal at the same time. Use these to poke your attacker in the eye or stab and scratch their arms, neck, or groin.

We also, however, suggest you invest in one of these

- Pepper spray/gel
- Taser guns
- Keychains with personal alarms



Stay Safe

Police
10111

Ambulance
10117

Medical rescue
0800 111 990 & 082 911

SOS number for all medical, crime,
fire and other emergencies
112

Fire
10111



An initiative by



Disclaimer

This manual does not provide all conditions necessary to promote safety. Each organisation must develop a philosophy, commitment, and ethos of security.

While it is necessary to have a book of rules, it is also critical to conduct regular reviews of current safety measures and training programmes as part of management's safety focus.

Implied in each and every section of this manual is the understanding that MoveInSync, its management, and the employees share the responsibility with the industry for establishing and maintaining the safest possible ecosystem for all employees.

