Chauffeur Policies Procedures & FAQ

Chauffeur and Driver safety education

Updated 16 May 2020 23:35 by @greg.paff

1. Added the explanation the **Split Break Time** offer option in this policy. To understand what this break policy is click here.

Iconic Productions and other Businesses that have contracts with UBER have teamed together to develop a Chauffeur and Drive Safety Education Program. We here at Iconic see safety and the way we handle ourselves in a professional way as very important and paramount to the success of the business and brand. It also maintains the very high standard of safety that the Iconic company prides itself on.

As part of all this, Uber and Iconic have joined with a Third-Party Provider and have implemented a Chauffeur and Driver Safety Education Program that all Iconic Chauffeurs and soon all Uber drivers are required to watch, complete the questions and become more informed, more knowledgeable and more aware of the importance of safety, professionalism and how we present ourselves to our customers.

While the safety education program focuses more on chauffeurs and drivers, all workers at Iconic Productions and Iconic Performances can benefit from watching the video, doing the training modules and maintaining the high standard.

Below is information relating to the Driver Safety Education Program that is essential to read and watch before completing the online video and questionnaire.

All Iconic Chauffeurs are required to complete this Chauffeur and Driver Safety Education program within 14 days of receiving your notice to complete.

Avoiding Discrimination:

- As an Iconic Chauffeur, you're part of a global community that's making it easier for people to get around their cities. The community is one for everyone - regardless of what they might look like or what beliefs they might have. It is **your responsibility** to treat your CCRPs with respect and not to discriminate based on any characteristics protected by the law.
- When you chose to be an Iconic Chauffeur, you are expected to be treated with **respect** by your CCRPs - regardless of your race, religion, disability, sexual orientation or gender identity. And of course, your CCRP deserves the same from you. This is important because when you are providing the Iconic Chauffeur experience and service, there are certain **legal obligations** that you need to follow. One of these obligations is to treat people fairly and equally - in other words, not to **discriminate**.
- Many of us have experienced discrimination at some point in our lives.
- It happens when people in a particular group are treated differently from others.
- Whether it involves the rider or the Chauffeur, it is never acceptable, and in many situations, it's against the law.
- Unlawful discrimination can be based on many things, like someone's age, disability, gender identity, marital status, nationality, race, religion, sexual orientation or personal beliefs.
- You might be unlawfully discriminating against someone if you refuse to pick them up or give them a bad rating, solely because of how they look or what they believe in, or if you avoid certain neighbourhoods because of the people who live there.
- It can also include using offensive or disrespectful language about a group of people - even if you don't think your CCRPs belong to this group.
- The key to a happy trip is for drivers and riders to respect each other.
- To avoid breaking discrimination laws, keep your conversations polite and friendly, and try to avoid sensitive topics like religion or personal beliefs.

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Chauffeur Policies Procedures & FAQ

To ensure you understand this area of the safety program complete the following:

1. Discrimination means _____.
    1. treating people in a particular group differently from others because of what they look like or what they might believe in
    2. treating everyone with respect
    3. giving a rider a bad rating.
        - The correct answer here is Discrimination means ***(1) treating people in a particular group differently from others because of what they look like or what they might believe in***

2. Discriminating against someone based on age, disability, gender identity, marital status, nationality, race, religion, sexual orientation, or personal belief is _____.
    1. against the law
    2. ok if you don't' belong to any of these groups
    3. ok depending on the situation
        - The correct answer here is ***(1) against the law***

3. You can refuse service to someone if they _____.
    1. are of a particular race
    2. have a service dog
    3. are too intoxicated or aggressive.
        - The correct answer here is ***(3) are too intoxicated or aggressive***

Preventing Sexual Harassment:

- Sexual violence and harassment are serious issues that affect both men and women all over the world.
- It's important to be aware that, as an Iconic Chauffeur, your words and actions can help give someone a safe and pleasant experience - or make them feel uncomfortable or nervous. Some behaviours can even be considered unlawful sexual harassment, even if they were not intended that way.

- **What is 'sexual harassment'?**
  Sexual harassment is any unwanted behaviour of a sexual nature. It's not only unacceptable, but it can also be against the law.

- **Remember when it comes to Sexual Harassment DO:**
    1. chat about neutral topics like music or holidays
    2. respect the rider's privacy
    3. respect their personal space
    4. follow company procedures and use the programs or apps to report items left in the car, do not drive back to the CCRP's house or office or where you last dropped them off to return it.
    5. be more careful and aware of your actions if a CCRP is travelling alone or late at night.
- **Remember when it comes to Sexual Harassment DON'T:**
    1. ask personal questions
    2. ask about plans for the evening, or if they're going home
    3. touch the CCRP in any way - even to be friendly
    4. ask for social media or contact details
    5. wait outside while the rider enters their house.

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This is even more important ***NOT to DO*** if you know the CCRP, the CCRP is a family member or friend or colleague, who has entered the vehicle or you have become familiar with them over time as a regular customer of the company.

- Unlawful sexual harassment is any unwelcomed behaviour that is sexual in nature.
- It can take different forms, from unwanted physical contact, to a comment or gesture you think is harmless but might offend someone else.
- Bear in mind that something can be considered unlawful harassment even if it's not meant that way.
- Although most people would never engage in sexual assault, misconduct or harassment, it's essential to be clear that this conduct is never tolerated and is usually against the law.
- Whether you're the Chauffeur or the CCRP, chauffeuring or the use of a vehicle transportation as a service, is **NOT** the place to flirt or proposition someone.
- There can be legal consequences, and most companies, like Uber and Iconic Productions have policies prohibiting all sexual activity while providing and using the services, including between the CCRPs.
- While it's great to smile and be friendly, be aware that actions like staring, asking to exchange contact information, winking, whistling, scratching your private area (where a CCRP is present), ... or frequently checking the rearview mirror, can make people feel uncomfortable. ***This means they also could be considered examples of unlawful sexual harassment.***
- Other examples of sexual harassment include complimenting someone on their looks or how they're dressed, even if you're trying to be polite.
- Remember, what someone is wearing is not an invitation to flirt with them.
- Casual conversation can put your CCRP at ease, but some topics can feel like you're invading their rights or privacy.
- Avoid personal questions about age, relationships, where they live, or their plans for the evening - especially when the CCRP is on their way home.
- Stick to neutral topics like movies or holidays.

To ensure you understand this area of the safety program complete the following:

1. Sexual harassment is any behaviour that is sexual in nature.

    1. True
    2. False
        - The correct answer here is ***(2) False. Harassment is any behaviour that is unwelcomed.***

2. Sexual harassment does not have to involve physical contact.

    1. True
    2. False
        - The correct answer here is ***(1) True***

3. Most companies providing Chauffeur services have policies prohibiting all sexual activity for chauffeurs and their customers (CCRPs).

    1. True
    2. False
        - The correct answer here is ***(1) True***

4. It is a good idea to compliment a rider on their looks or how they're dressed.

    1. True
    2. False
        - The correct answer here is ***(2) False***

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5. Frequently checking your rearview mirror to see what the rider is doing can make them uneasy.

    1. True
    2. False
        - The correct answer here is ***(1) True***

Respect Personal Space:

- Failing to respect people's personal space can lead you to fall foul of the law.
- It is important to know that physical contact of any kind, including touching or hugging, is NOT OK - even if it's meant to be friendly or helpful.
  This is even more important ***NOT to DO*** if you know the CCRP, the CCRP is a family member or friend or colleague, who has entered the vehicle or you have become familiar with them over time as a regular customer of the company. ***Remember you are working for or with a company and need to protect and maintain the high standard of the company and the brand image - and the CCRP, regardless of who they are or how they are related to you***, is the paying customer and is always required to be treated with the highest respect and regard relating to customer service.
- Asking for a CCRP's phone number or social media details, or going to their place of work, can make them feel uncomfortable and could be considered unlawful sexual harassment.
- If the CCRP has left something in the vehicle, it's best to handle the situation through the programs or apps provided and follow company procedure. Do not drive back to where the CCRP was dropped off, or to their house or office.
- At the end of the trip, waiting outside the CCRP's place of destination (home/office) for them to go inside can also feel intrusive, even if you're just making sure they're safe.
- A list of examples to help you understand and recognise what behaviours make CCRPs feel uncomfortable and may be unlawful have been provided to you, but you might not always be able to tell when the CCRP feels uncomfortable. Many people will hide their embarrassment or uncomfortability by laughing or smiling - and that does not mean they want you to continue.
- And keep in mind that CCRPs might feel more vulnerable at night or when travelling alone.

To ensure you understand this area of the safety program complete the following:

1. Which of these are APPROPRIATE questions to ask a CCRP?

    1. Are you on your way home?

    2. Are you on Facebook?
    3. Would you like to listen to the radio
    4. Are you single?
    5. Are you enjoying the warm weather?
    6. How old are you?
        - The correct answer here is ***(3) Would you like to listen to the radio; (5) Are you enjoying the warm weather.***

Assisting riders with a disability:

- **What's the best way to help someone a disability?**
  As an Iconic Chauffeur, you're already helping people to get around their cities safely and easily. That's especially important when it comes to people with disabilities, who may need a bit of extra support when they travel and rely on you to get around.

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- **What is ‘disability’?**
  When you hear the word ‘disability’, you may think of someone who is blind or deaf or uses a wheelchair. But disability is much broader than that.

- Remember that it’s against the law to discriminate against a CCRP with a disability.
- Ask the CCRP how you might assist them.
- Listen to what the CCRP says: they’ll tell you how best to help them.
- If they have a mobility aid or wheelchair, ask how they’d like you to store it.
- Always allow service animals into your car. Refer to the company policy regarding animals in the vehicle.
- Choose an accessible spot for pickups and dropoffs.

- A disability is any condition that limits a person's mental, sensory or mobility functions.
- It's **not always visible**, so you might not know if someone has a disability.
- It also becomes more common with age.
- The law protects people with disabilities from discrimination. For example, it's illegal for a Chauffeur to refuse to pick up a CCRP with a service animal or collapsible wheelchair, or any CCRP who has a disability.
- The best way to assist people with disabilities is:
    1. Using and remember the word **WALL** will help you provide a more inclusive experience for CCRPs with a disability.
        1. **W** = Watch
            - Watch your CCRP and don't assume what they need.
        2. **A** = Ask
            - Ask the person if they would like any assistance. People with a disability generally know what they need, so start by asking them what you can do to help.
        3. **L** = Listen
            - Listen to what your CCRP says, and respond appropriately and accordingly. They'll tell you how to help them.
        4. **L** = Learn
            - Learn from your CCRP and build your experience for the future and in helping others.

To ensure you understand this area of the safety program complete the following:

1. What tips did you learn about assisting people with disabilities?

    1. Learn from every experience when working with a CCRP with a disability.

    2. Watch the CCRP to see if they may need help.
    3. Listen to what the CCRP says.
    4. Immediately start assisting the rider.
    5. Don't allow service animals to ride in the vehicle.
    6. Don't pick up a deaf rider if you don't know sign-language.
        - The correct answer here is ***(1) Learn from every experience when working with a CCRP with a disability; (2) Watch the CCRP to see if they may need help.; (3) Listen to what the CCRP says.***

Helping people with specific disabilities:

- If your CCRP uses a **wheelchair or mobility aid**, always ask them how they'd prefer you to store or fold their device. Remember it is the CCRP's device, and they know best of what to

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do with it.
- Make sure you've got enough space to store their device.
- Try to stop an **accessible spot** during pickup and dropoff.
    - It may not be possible for the CCRP to cross a busy road or move a long way to reach the vehicle.
- When picking up a CCRP who is blind or has low vision, it can help to introduce yourself verbally. Always use the SNIFF procedure.
- Ask if they need help to find your vehicle or to get in or out of the vehicle. If they ask to be guided, you can offer your elbow or arm to guide them.
    - Don't take their arm without permission as the CCRP could regard this as unwanted physical contact, which (as learnt earlier) can be unlawful harassment.
- While guiding someone, give descriptive directions, and warn them about potential obstacles like curbs or stairs.
- And again, drop them off in a safe location, away from busy roads.
- You **are required by law** to allow service animals such as guide dogs or hearing dogs, into your vehicle.
- Let the animal sit on the floor in the back of the vehicle.
- Always ask the CCRP whether they need assistance with the service animal.
- Remember that you shouldn't touch a service animal unless the CCRP asks you to.
- How should you assist somebody who is deaf or hard-of-hearing?
    1. Make eye contact and ensure you're facing the CCRP when you speak to them (except when the vehicle is in motion being driven).
    2. If you need to attract their attention, try waving your hand or getting into their line of sight.
    3. Be patient and speak clearly, at a normal pace.
    4. Do not shout, speak too slowly, or use too many hand gestures as these can make it harder for the person to understand you.
- If you don't follow your obligations towards CCRPs with disabilities, this may result in legal action against you. The company will not assist in your defence if you have not followed the procedures and principles here. Remember to be Iconic at every second of the working day.

The Golden rule here is to treat every person with **RESPECT, HONOUR and positive COMMUNICATION.**

To ensure you understand this area of the safety program complete the following:

1. When picking up a CCRP with a disability, choose an accessible spot.

    1. True
    2. False
        - The correct answer here is ***(1) True***

2. If your CCRP has low vision, wave at the to catch their attention.

    1. True
    2. False
        - The correct answer here is ***(2) False. Make sure you introduce yourself verbally.***

3. When guiding a blind person, immediately take a firm grip of their arm or elbow.

    1. True
    2. False
        - The correct answer here is ***(2) False. Never touch anyone without asking for permission first.***

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4. Allow service animals to travel with the CCRP.

    1. True
    2. False
        - The correct answer here is ***(1) True***

5. If your CCRP is hard-of-hearing, remember to face them when speaking to them.

    1. True
    2. False
        - The correct answer here is ***(1) True***

Vehicle maintenance and inspection:

- While all company vehicles are regularly checked and scheduled for maintenance, as the driver of the vehicle, you have a responsibility to ensure that your vehicle is safe and in good working condition.
- The safety education video provides a brief short sample of vehicle maintenance and inspection. As an Iconic Chauffeur, you **MUST ALWAYS FOLLOW** Iconic's procedures in completing a vehicle safety inspection before you commence your day's work. Refer to the FAQ on Vehicle Log and Safety Inspection and how to look after, use, drive and safety check a company vehicle.

To ensure you understand this area of the safety program complete the following:

1. Do you remember how to do a visual inspection before taking the vehicle on the road? Which of the following items do you need to check before driving off?

    1. Is my phone charger working?

    2. Are my seatbelts in good condition.
    3. Is the tread depth at least 0.5mm.
    4. Are my headlights and indicators working?
    5. Is the oil level ok?
    6. Do my windscreen wipers have water.
        - The correct answer here is ***(2) Seatbelts; (4) Headlights and indicators; (5) Oil Levels and leaks; (6) Water in the windscreen wiper***

Making sure you're fit to drive:

- While it’s essential to keep the vehicle in a safe condition, it’s just as important to look after yourself, and only drive when you’re fit and alert. That’s not just common sense - as a Chauffeur and driver, it’s also your legal responsibility to do so.

- **What is ‘impairment’?**
  Impairment means that your ability to drive is reduced by things like fatigue, alcohol, medication and other drugs, or illness. In other words, it’s not safe for you to drive.

- Driver impairment happens when your ability to drive a vehicle is reduced because of fatigue, medication and other drugs, or alcohol.
- Driving while tired will significantly increase your risk of having a vehicle accident.
- It affects your judgement, slows down your reaction times and makes it harder to

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concentrate.

- So how do you know when you're tired or fatigued? Look out for warning signs like
  - yawning,
  - sore eyes,
  - blurred vision,
  - stiff muscles or cramps,
  - or sudden lapses of micro-sleeps or displacement. (Displacement is when you cannot recall what you did in the last few seconds or minutes)

    If you experience any of these before you start your day's work or while driving on the road, then take a break and remember to follow the company fatigue management policy; the Chauffeur Break Policy and the **Split Break Time** offer option in this policy. To understand what this break policy is click here.

To ensure you understand this area of the safety program complete the following:

1. Impairment can be caused by

    1. loud music

    2. medication and other drugs
    3. being well-rested
        - The correct answer here is ***(2) medication and other drugs***

2. ____ is not a common sign of fatigue.

    1. Coughing
    2. Yawing
    3. Sudden lapses of sleep
    4. Sore eyes
        1. The correct answer here is ***(1) Coughing.***

3. It's recommended when driving to take breaks at least

    1. 15 minutes every 2 hours

    2. 2 minutes every 2 hours
    3. 15 minutes every 5 hours
        1. The correct answer here is ***(1) 15 minutes every 2 hours***
           - this is a recommendation only and not a legislation. Follow company policy regarding drive time breaks.

4. You can avoid fatigue by getting _____ hours sleep a night.

    1. 4 to 6

    2. 6 to 7
    3. 7 to 9
        - The correct answer here is ***(3) 7 to 9***

5. If your CCRP is hard-of-hearing, remember to face them when speaking to them.

    1. True
    2. False
        - The correct answer here is ***(1) True***

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Driving under the influence of drugs or alcohol:

- Driving under the influence of drugs or alcohol is always against the law and is in breach of company policy.
- Having open containers of alcohol in your vehicle, even if they are not yours or belong to the CCRP, is not allowed.
- Your driving ability can also be impaired by certain medications, so if you're taking any, check that they won't affect your alertness.
- Remember that some medication conditions may impact your ability to drive, so please always follow the guidance of your local doctor or general practitioner.

To ensure you understand this area of the safety program complete the following:

1. Driving while under the influence of drugs is acceptable?

    1. Maybe
    2. Yes
    3. No
        - The correct answer here is ***(3) No***

2. Driving while tired is acceptable.

    1. Maybe
    2. No
    3. Yes
        1. The correct answer here is ***(2) No***

3. Driving with a medical condition is acceptable.

    1. Maybe
    2. No
    3. Yes
        - The correct answer here is ***(2) Maybe. Advice from a doctor or GP is required.***

4. Driving after taking certain medications is acceptable.

    1. Maybe
    2. No
    3. Yes
        - The correct answer here is ***(1) Maybe. Check with your doctor or the pharmacist.***

5. Driving when you're fit and alert is acceptable.

    1. No
    2. Maybe
    3. Yes
        - The correct answer here is ***(3) Yes***

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Staying safe on the road:

- Every driver wants to stay safe on the road and avoid dangerous situations. But sometimes these are unavoidable.
- The best way to deal with problems on the road is to be prepared and to follow some basic safety guidelines.
- Road safety is the responsibility of everyone on the road, but it starts with you, the driver.
- What can YOU do to prevent road accidents?
    1. Follow the rules of the road in the country you are driving. Every country is different, and as the company has multiple offices, it is important to know the road rules of that particular country and state.
    2. Stick to the speed limit - or the appropriate speed for the road conditions you are on at the time.
       It is a speed limit, not a speed target to reach or surpass.
    3. Drive safely at all times and follow the company policy on how to look after, use, drive and safety check a company vehicle.
    4. Make use of the vehicle's safety features.
    5. Seat belts save lives, so keep your fastened, and check that your CCRPs are using theirs before you drive off and while driving.
    6. If your CCRP asks you to pick them up somewhere that's unsafe or illegal, respectfully refuse and find a safe place to stop nearby and send them a message or call them to let them know where you are. The same thing applies if a CCRP asks you to drop them off at a location that is unsafe or illegal. Respectfully refuse and find a safe place to stop.
    7. Respect the local parking rules (even if you disagree with them) and do not block bike lanes, or accessibility ramps.
    8. Keep your eys on the road, not on your phone, on the CCRP in a conversation or a navigation device or even trying to change the radio.
- No matter how careful you are, there's always a risk you'll come across an emergency on the road. Be prepared for the unlikely possibility.
    1. If you're involved in an accident, follow the company procedures relating to an accident.
    2. Check that everyone involved is safe.
    3. Contact emergency services by calling the appropriate number of the country you are in or use the emergency button the APP or smartphone if available.
    4. Follow the instructions that the emergency service personnel give you while waiting for them to arrive.
- If you CCRP has fallen asleep in the vehicle, you can try to wake them up by talking to them or turning up the radio. (**NEVER PHYSICALLY TOUCH THEM** to wake them up) - it can be unlawful and an act of harassment.
    - If they don't respond or seem intoxicated, they may need medical attention. Therefore contact emergency services and follow their instructions until they arrive.
- If you feel threatened by a CCRP, then end the job immediately and contact emergency services.
- When it is safe, you should report any incidents to the event management team, your company department supervisor so you can be assisted.

To ensure you understand this area of the safety program complete the following:

1. What are some of the general safety tips you should always follow (select the most appropriate)?

    1. Keep your phone in your lap.

    2. Drive safely.
    3. Follow the rules of the road.

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4. Ignore the speed limit if your CCRP is in a rush.
5. User your seat belt if the police are watching.
6. Follow local parking laws.
    - The correct answer here is ***(2) drive safely; (3) follow the rules of the road; (6) follow local parking laws***

2. What should you do when dealing with emergencies and dangerous situations? (select those that are true)

    1. If you feel threatened by a CCRP, continue the trip and give them a bad rating.

    2. If a CCRP doesn't respond and needs medical attention, contact emergency services.
    3. If your CCRP has fallen asleep, shake them gently to wake them up.
    4. If you're in an accident, first check that everyone is safe.
    5. If someone is hurt, give them medical assistance.
        - The correct answer here is ***(2) contact emergency services; (4) check that everyone is safe***

After you have completed reading this policy on safety education as an Iconic Chauffeur and are fully aware and understand the policies and clauses herein,

1. please make a comment on the FAQ policy that you have read and understood it,
2. then inform the @eventmanagers in the Chauffeur Channel or your department supervisor that you have read the policy and are now capable and willing to complete the online course.

At this point, your department supervisor will forward you a link to complete the online Chauffeur Safety Education Program. You must click the link and complete the online video training course within 14 days.

At the completion of the online training, you will receive a fail or pass. Please take a screenshot of the result and upload it on slack on the correct department channel #chauffeur_event_j and tag @eventmanagers and your department supervisor.

If you fail the course three (3) times, your chauffeur driving rosters will be **suspended without pay** until you take a further face to face training course and on the road training course.

We trust you understand the importance to always know your policies and procedures at all times and always come back to the company FAQ policies and procedures when unsure.

Happy and Safe Driving!

Questions and Answers:

1. David Phillip | 12-Jun-2020 02:26 |
   Question: What is procedure if a CCRP for safety politely requests the chauffeur to walk them to there door?
    1. answered 13-Jun-2020 00:10 by @steve.baltzois
        1. For Tier 1 and 2 CCRPs we do not offer this service. Tier 3 requires approval first and Tier 4 or VIP you provide a quick note on Slack and proceed to offer the service.

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2. **David Phillip | 31-Dec-2019 10:56 |**
   Question: this faq covers the topic of "no open alcohol in vehicle and no alcohol allowed to be consumed in vehicle at all" Is there a seperate Faq on topic of "possesion and consumption of the alcohol?"

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1. **Answered by @steve.baltzois 02-JAN-2020 23:48**
   The simple answer is that the perception of possession or consumption is covered in this FAQ by the information written at "Having open containers of alcohol in your vehicle, even if they are not yours or belong to the CCRP, is not allowed." This is under the category of "Making sure you're fit to drive:" which refers to drinking while driving (i.e. consumption) and also in the category of "Driving under the influence of drugs or alcohol:". When written it is written with the basic knowledge of the english language and Driving under the influes and "having open containers of alcohol" would be legally seen as reasonable understanding or meaning of being in possession or consumption. In essence of course it is company policy that no worker is to ever be in possession of or in consumption of alcohol when driving or working at Iconic.

   In addition to this component there are other company policies that make detailed reference to your question of possesion and consumption, so it is very well covered. Thank you though for seeking clarity and asking the right questions.. The more detailed policies and FAQ can be found at:
   1) Responsibility of all persons travelling in company vans
   2) Responsibilities / Duties / Roles / Tasks for all Employees and Independent Contractors
   3) 01. Responsibilities and Duties of Actors / Performers
   4) 01. Responsibilities and Duties of Stage Hand / Sound Tech / Production Crew
   5) Eating and Drinking in the car?

Attached files:

Unique solution ID: #1450
Author: n/a
Last update: 16-May-2020 12:11

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