



# Women Safety Handbook

Empowering Women  
On The Go



The MoveInSync



A special project undertaken by MoveInSync in collaboration with the  
National Commission for Women

# Preface

We are proud to introduce the MoveInSync Women Safety Handbook, a holy grail to a safer commute!

Designed exclusively for the fearless women on the move, this handbook serves as your trusty guide to promoting and upholding a safe journey through the bustling streets of India. Our mission? Equipping you with the knowledge that transforms vulnerability into confidence when you need it most!

At MoveInSync, we embrace our responsibility to provide a safe ride-sharing experience while actively contributing to developing a secure environment for all remarkable women.

But wait, there's more! While our handbook primarily targets women, it's a must-have manual for all working individuals in India. Why? Because it's time to internalize those crucial safety measures and make them second nature!

By embracing and implementing the essential guidelines we've laid out within these pages, we aim to prevent and tackle any potentially dicey situations that may come your way.

So, buckle up and let the MoveInSync Women Safety Handbook be your companion for a safer commute!

# **KNOWING IS THE FIRST STEP TO BEING SAFE.**

Here are essential insights for women working in corporate India who frequently travel for work, ensuring a safer and more empowering experience.



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## Obligations of The Employer

To ensure compliance with legal obligations, employers in India have specific requirements when employing women for night shifts. This book outlines critical obligations, but contacting your company's HR Department for comprehensive information on their safety policies is recommended.



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## Commute is Also Workplace

The legal definition of the workplace in India encompasses not only the office but also the commute and work-related trips. According to the Sexual Harassment of Women at Workplace Act, 2013, transportation provided by the employer is considered part of the workplace. If you experience any harassment during your commute, you can file a written complaint with the internal complaints committee, which must promptly investigate and report its findings to your employer.

## The following offences are punishable under the Indian Penal Code 1860:



Sexual harassment



Rape



Voyeurism



Stalking



Assault with intent to outrage a woman's modesty



Intent to insult the modesty of any woman using words, sounds, or gestures



Exhibition of any object in such a way as to intrude upon the privacy of a woman



Making obscene gestures, remarks, songs or recitation towards a woman

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## Here are a few things you need to know in case you have been a victim of the mentioned offences

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It is not necessary to file a complaint physically at the police station. Instead you may file it online on the respective City Police's website.

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You may also register your complaint using Zero FIR. This means that you can file a complaint at any police station irrespective of the location where the incident occurred or the jurisdiction it comes under.

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You are also entitled to free legal aid under the Legal Services Authorities Act, 1987. You can approach a legal aid clinic for assistance and help.

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You may also approach the National Commission for Women or your State's Commission for Women.

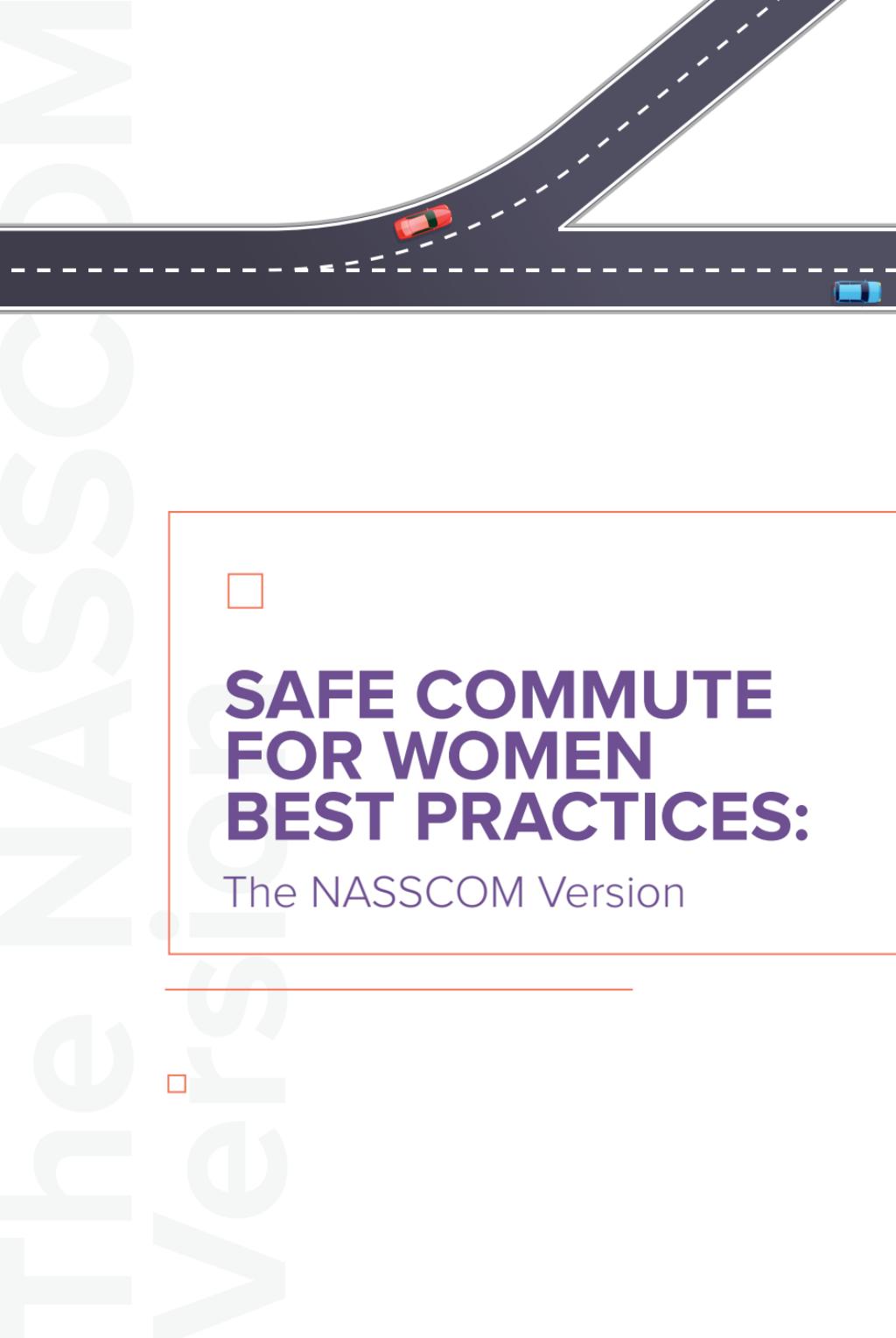
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There are all-women police stations that have been set up in certain states to exclusively investigate crimes against women and focus on sexual offences.

# **ARRESTS, SEARCHES, AND CONFIDENTIALITY:**

- A woman can be searched by a female officer only.
- In exceptional cases where a woman must be arrested during these odd hours, the arrest can only be carried out by a female police officer.
- Under no circumstance can the identity of a victim of rape be revealed.
- A woman cannot be arrested after sunset and before sunrise.
- Such arrests can be made only with the prior permission of the concerned Judicial Magistrate of First Class, obtained after making a written report.





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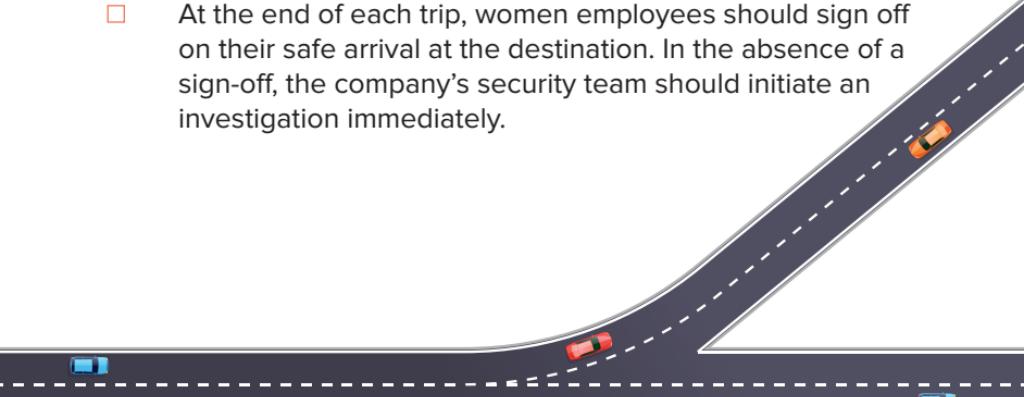
# SAFE COMMUTE FOR WOMEN BEST PRACTICES:

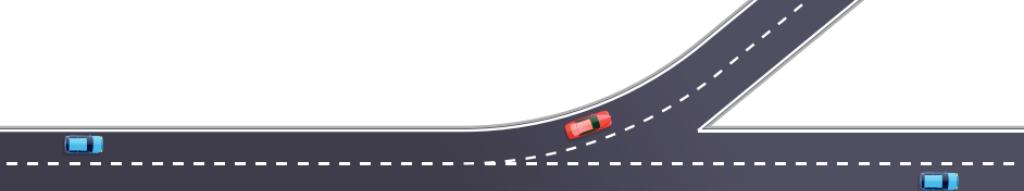
The NASSCOM Version

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- Every organization should provide employees with mandatory home pick-up and drop if their shifts are between 8 pm and 6 am.
- All organizations should engage in GPS monitoring to prevent overspeeding and route deviation.
- In situations when the first male rider is unavailable, companies should arrange for the female employee to be picked up after another male rider has been accommodated. Alternatively, an escort can be arranged to ensure her safe transportation.
- An escort should always be present when a female employee has the first pick-up or last drop-off.
- All women employees should be picked and dropped from/to the doorstep, and escorted by a guard/male employee in case of non-motorable roads/lanes.
- Women employees should receive individual SMSs for each trip with vehicle and driver details, along with ETA.
- Special care should be taken when planning vehicle occupancy and routing for pregnant employees.
- At the end of each trip, women employees should sign off on their safe arrival at the destination. In the absence of a sign-off, the company's security team should initiate an investigation immediately.





- Women employees should report any untoward incident immediately, using the SOS alarm in the cab, or by other means.
- The Transport Department of any company should maintain daily track sheets of women employees commuting during late hours with all details - name, complete address, mobile number, emergency contact, name and phone number of the reporting manager and co-passengers, car details, driver name and number, departure time and ETA.
- To maintain safety standards, drivers and escorts can be subjected to random breath checks aimed at preventing any presence of alcohol. If found guilty, they will be liable to penalties as per regulations.
- To ensure efficient monitoring and prevent unauthorized driver activities such as unscheduled pickups or route deviations, designated supervisors should conduct regular and effective compliance checks.

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*If you are a woman traveling alone in a cab managed by MoveInSync, the system will automatically flag your trips. These trips are carefully monitored and tracked independently by us.*

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# **BEST PRACTICES: THE MOVEINSYNC VERSION**



# When boarding any cab, always ensure:



Always take the back seat. During emergencies, it is the safest place to be.



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



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



The child lock is disabled.



Deny the assigned cab in case you feel uncomfortable for any reason.



Avoid shady areas that are not well-lit.



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# The Dos and Don'ts:

Everything  
You  
Need  
to Keep  
in Mind

- *Though the guidelines that follow are written with women commuters in mind, it would be wise for everyone to adopt these guidelines as daily habits.*

# Dos ✓



## Before leaving work/home

- ✓ Ensure there is enough charge on your phone to last you the whole trip. You should also carry a power bank in your bag to charge your phone on the way if needed.
- ✓ Check cab doors to see whether child lock is enabled before the trip starts. Instruct the driver to disable it, if so.
- ✓ Install emergency apps that can send SMS alerts to people you know and trust. Some of them can even dial the police on your behalf, in case of emergencies.
- ✓ Pick at least 3 people who you know and trust and save their phone numbers on speed dial for emergency situations.
- ✓ If a driver makes you feel uncomfortable, don't board the taxi. If you are already in the cab, get out and get another one. Stay in touch with your reporting manager and notify them of the situation.

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*MoveInSync riders have access to an SOS button in the app and on the in-cab device. This button, when pressed, alerts the command center at MoveInSync, your employer's security team and in some cases, the local police control room.*

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## During the trip:



-  If, during your commute, the cab has been rammed from behind, don't open your car door to investigate. Stay inside with the doors locked and wait for the police to arrive. Open the window only a few centimeters to talk to someone outside the car, and only when necessary.
  
-  Once the number has been dialed, don't waste time explaining. Shout and try to speak out the location.
  
-  If a confrontation ensues, threaten to take a picture of the attacker. This might scare them away.

# Don'ts

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-  Don't zone out while looking at your phone as you walk home, even if you have been dropped by a cab or a friend only a few feet from your place.
-  Don't take roadside cabs/minibuses when you are alone, especially at night.
-  Don't deboard in desolate areas. Insist on being dropped at a well-lit and familiar spot.
-  Don't stop your cab for strangers, especially at night.
-  Don't take calls outside after getting dropped. Answer phone calls only when you have entered your home/office.
-  Don't take unknown short cuts; take only familiar routes.



Don't take eve-teasing lightly. Respond with a stern voice.

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*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.*

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Driving  
to Work?  
**Be  
Mindful**

A vertical purple arrow pointing upwards, positioned to the left of the text.

Look around you, inside your car, at the passenger side floor, and in the back seat before unlocking the car.

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If parked next to an unfamiliar van, enter the car from the door on the other side. Most attackers try to pull women into their vans while they are attempting to get into their cars.

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Keep the windows rolled up while driving.

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

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Lock the doors immediately after entering the car.

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

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When in traffic, maintain enough space between your car and the one in front of you, so you can pull out if necessary.

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Be cautious at crowded locations. Distractions at the window leave one vulnerable to hijackers and smash-and-grab thugs.

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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.

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

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

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Should the vehicle following you have 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.

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If in an incident of road rage, don't get into a verbal exchange. Take the high road and ignore the person.

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Do not follow a stranger when on an unfamiliar road or street. Wait in your vehicle and ask for directions.

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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.

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If 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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# Taking Public Transport? **Awareness is the Key to Safety**



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Be sure to travel only on semi-crowded buses and trains.



Avoid using a bus which has no passengers or very few passengers.



In case of eve-teasing, raise your voice to gather a crowd.



Don't open your wallet while boarding a bus or after. Instead, keep the fare amount/pass ready in your hand.



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



Know the bus/train schedule so that you are not stranded.

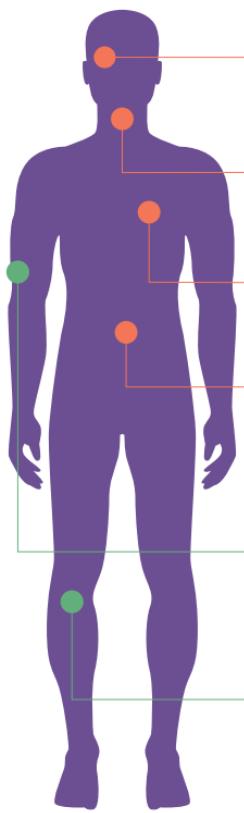


Be wary of taking new short cuts or detours, especially if the area is shady. It is wise to be aware of all possible routes from your office to your home. But always pick the road that is busy and well-lit.

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**Here's a sneak peek into the fascinating world of human anatomy. Uncover the secret spots to give a mighty whack to someone stronger or bigger than you!**

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Use your fingers to poke hard in the **eyes**.

Hitting the front part of the neck on the **adam's apple** will leave the attacker in shock.

Hit hard in the **chest** area.

Punching the **stomach** hard will leave the attacker breathless and unable to chase.

The **elbow** is the strongest point on one's body. If you are close enough to use it, do!

Use your **knees** to hit hard between the legs of the attacker.

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Discover the  
Hidden  
Powers of Your  
**Vanity Bag!**  
Unleash  
Formidable  
**Weapons with**  
**Style and Wit.**

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#### Nail Files:

You can use this innocuous tool to target the neck, shoulder, face, or groin of an assailant.



#### Perfume/Deo Spray:

Embrace the fragrance fury to blind your attacker by spraying directly into their eyes. You can also utilize the bottom as a sturdy bludgeon for impactful strikes to the face, throat, or groin.



#### Paddle Hairbrushes:

Apart from taming locks, this tool can be used to unleash a mean blow upon an adversary's temple or jaw, inflicting maximum damage.



#### Safety Pins:

Small but mighty, this discreet weapon can be used to swiftly poke the attacker's eye or scratch their arms, neck, or groin.

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*Remember, be aware and stay safe, for your vanity bag holds more than meets the eye!*



A key is a sharp and smart weapon.  
Use it wisely to inflict damage on  
your assailant.

# Stay safe

Women Helpline Number  
**1090/1091**

National Commission  
For Women (NCW):  
**011-23379181**

Police Control Room (All Over India)  
**100**

(In case your phone can't dial this,  
add area code before 100.)



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## STATE-WISE WOMEN HELPLINE

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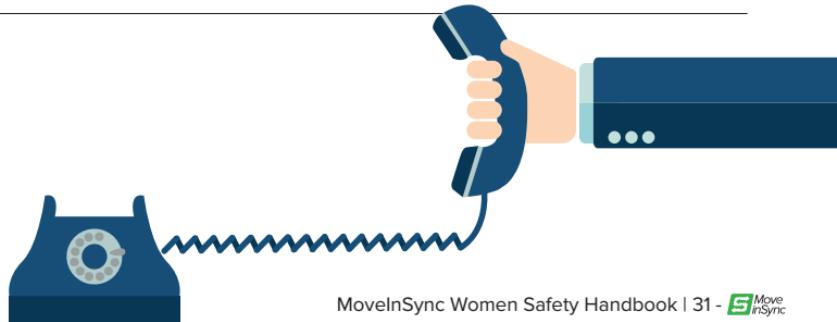
|                   |  |
|-------------------|--|
| ANDHRA PRADESH    | Andhra Pradesh Women Protection Cell <b>040-23320539</b><br>Andhra Pradesh Women Commission <b>0863-2329090</b><br>Hyderabad Women Police Station <b>040-27852400 / 4852</b>   |
| ARUNACHAL PRADESH | Arunachal Pradesh Women Commission<br><b>0360-2214567 / 0360-2290544</b>   |
| ASSAM             | Assam Women Helpline <b>181 / 9345215029 / 0361-2521242</b><br>Assam Women Commission <b>0361-2227888 / 2220150 / 2220013</b>  |
| BIHAR             | Bihar Women Helpline <b>18003456247 / 0612-2320047 / 2214318</b><br>Bihar Women Commission <b>0612-2507800</b>   |
| CHANDIGARH        | Chandigarh Women Police <b>0172-2741900</b>  |
| CHHATTISGARH      | Chhattisgarh Women Commission<br><b>0771-2429977 / 4013189 / 4241400 / 18002334299</b>   |
| DELHI             | Delhi Commission for Women <b>011-23379181, 23370597</b><br>Delhi Women Protection Cell <b>011-24673366 / 4156 / 7699</b>  |
| GOA               | Goa Women Helpline <b>1091 / 0832-2421208</b><br>Goa Women Commission <b>0832-2421080</b>  |
| GUJARAT           | State Women Commission Gujarat<br><b>18002331111 / 079-23251604 / 23251613</b>   |
| HARYANA           | Helpline for Women in Distress <b>9911599100</b><br>Haryana Women Commission <b>0172-2584039 / 2583639</b>   |
| HIMACHAL PRADESH  | Himachal Pradesh Women Commission <b>9816077100</b>  |
| KARNATAKA         | Bengaluru Women Police <b>080-22943225</b><br>Karnataka Women Police <b>0821-2418400</b><br>Karnataka Women Commission <b>080-22100435 / 22862368 / 2216485</b><br>Mysore Women Police <b>0821-2418110 / 2418410</b> |
| KERALA            | Kerala Women Police Helpline <b>9995399953</b><br>Kerala Women's Commission <b>0471-2322590 / 2320509 / 2337589 / 2339878 / 2339882</b>  |

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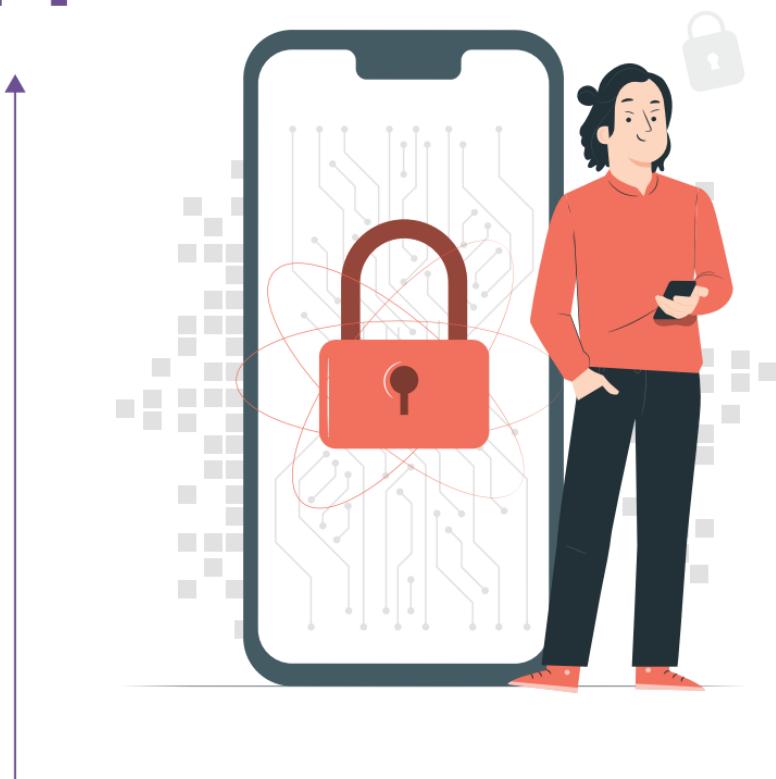
|                |   |
|----------------|---|
| MADHYA PRADESH | Madhya Pradesh Women Commission <b>0755-2661813 / 2661802 / 2661806 / 2661808 / 1800-233-6112</b><br>Madhya Pradesh Mahila thana <b>0731-2434999</b>  |
| MAHARASHTRA    | Mumbai Police Women Helpline <b>022-22633333 / 22620111</b><br>Maharashtra Women Commission <b>07477722424 / 022-26592707</b><br>Maharashtra Women Helpline <b>022-2611103 / 1298 / 103</b><br>Navi Mumbai Police Station <b>022-27580255</b> |
| PUNJAB         | Women Helpline Punjab <b>1091 / 112</b><br>Women Helpline (Amritsar City Only) <b>9781101091</b><br>Punjab Women Commission <b>0172-2712607 / 2783607</b>   |
| RAJASTHAN      | Rajasthan Nirbhaya Helpline <b>1800-1200-020</b><br>Rajasthan Women Commission <b>0141-2779001-4</b><br>Rajasthan Women Helpline <b>0141-2744000</b>  |
| TAMIL NADU     | Tamil Nadu Women Helpline <b>044-28592750</b><br>State Commission for Women <b>044-28551155</b>   |
| TRIPURA        | Tripura Commission for Women <b>0381-2323355 / 2322912</b>  |
| TELANGANA      | Women Helpline <b>181</b><br>Women Commission (WhatsApp only) <b>9490555533</b>   |
| UTTAR PRADESH  | Uttar Pradesh Women Commission <b>0522-2306403 / 18001805220</b><br>Uttar Pradesh Women Commission (WhatsApp) <b>6306511708</b><br>Uttar Pradesh Women Helpline <b>1090 / 112</b>   |
| UTTRAKHAND     | Uttrakhand Police Women helpline <b>9411112780</b>  |
| WEST BENGAL    | West Bengal Women Commission <b>033-23595609 / 23210154</b>   |

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# Safety features on the **MovelnSync** app





# Pre-Trip:



## Driver Background Check & Police Verification

All drivers are screened, reviewed, and verified before they get enlisted for trip allocation.

## Blacklisting/Blocking Non-Compliant Drivers

MoveInSync blacklists drivers who are found to be non-compliant with company policies. The list of such drivers can be shared among different companies to ensure they are blocked from being allocated for trips through an opt-in feature.

## Driver-to-Employee Call Number Masking

If the driver ever needs to call you when they are en route for a pick-up, they can, but with no cognizance of your number. Works vice versa as well. Even if employee calls the driver, the employee's number is masked.

## **Driver Fatigue Management**

One of the major causes of accidents is driver fatigue. MoveInSync allows your transport team to plan the driver's day in a way that he is not overworking. When driving during dark hours, a voice alert keeps the drivers attentive.



## **Blocking Access to the details of the Women Employees**

This is an added layer of safety and security for the women employees. Unless a marshal signs into the cab, a driver cannot access the navigation details to reach the location of women employees. They also cannot place a call till the marshal has boarded.



## **Fixed GPS Tamper Alert**

The security team at MoveInSync gets notified if the GPS device installed in the cab is tampered with. This opens up the driver and the vehicle for investigation.

## **Advance Trip Details**

You can validate the driver's details, picture, car model, and license plate number before boarding the cab.



# Mid-Trip:

## Single Female Travelling Alert

Our system flags trips if a woman travels alone. Alerts for such trips are sent to the transport team, and relevant stakeholders are prompted by mail. These trips are carefully monitored and tracked independently.

## Emergency SOS button



In case of an emergency during a trip, you can use the in-app SOS button. Pressing this button alerts the command center at MoveInSync, your employer's security team, and sometimes the local police control room for immediate action. A 3-level escalation response team investigates the incident and takes appropriate actions.

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*MoveInSync maintains a zero-tolerance policy toward any misbehavior or misconduct by the drivers or vendors. The MoveInSync app contains a comprehensive and robust set of features to ensure safer rides and a worry-free experience.*

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## Unsafe Zone Alert



Your transport team can mark certain areas as unsafe for traveling during dark hours, e.g., Aarey forest in Mumbai. If the vehicle enters such a zone, a voice alert on the driver's device notifies the driver of the same, ensuring they are careful or take an alternate route. The security command center also receives an alert to monitor the cab closely.

## Advanced Marshal Management



The need for a Marshal trip during the dark hour is updated to the transport team during scheduling. A 'Marshal Status' on the driver app clearly calls out the requirement for the driver to see. This status updates in real-time if a male employee is marked a no-show.

The MoveInSync app also supports blocking female employees from signing in to a trip if a marshal is required and has not been assigned yet.

For pickups, the driver can be blocked from navigating to the exact addresses of the female employees or calling them before a marshal boards the vehicle.

## Taking Explicit Consent from a Male Employee to be Dropped Last

If a male employee is to be dropped off after a female during dark hours, a marshal may not be assigned. In such cases, explicit consent can be taken from male employees so that they do not get down early, leaving the female alone with the driver during dark hours. The same is also applicable to pickups.



## Dual OTP

The MoveInSync app can be configured to ask for separate sign-in and sign-out OTPs. This can prevent the driver from remembering the OTP and signing you off without your knowledge.

## Sign-Off Time Violation Alert

Based on the estimated time of arrival, if you inadvertently miss signing out the device after the trip ends, dedicated teams receive a notification. The team will then reach out to you seeking confirmation of your safe arrival at the destination.

## Last-Mile Navigation

Drivers receive turn-by-turn directions on their app throughout the trip. You can see the location of the cab on their app as well and ensure that the driver stays on the planned route. This minimizes the possibilities of deviations.



## 24x7 Helpdesk

A dedicated team is available round the clock if you ever have any queries about your trip or need to report any incident. The team is equipped to resolve your concerns and take appropriate action.

## Over-Speeding and Vehicle Stoppage Alert

Inappropriate driving behavior such as speeding and long halts, raises alarms on the security dashboard. Drivers and vendors are notified immediately to take corrective measures.

## Geofence Violation Alert

If you sign out before or beyond a pre-defined drop location, the security teams are alerted, as such incidents act as impediments towards ensuring your utmost safety.

## Security Sign-off



This ensures that only authorized personnel travels along with the employee, thus maintaining the safety of employees. Before every vehicle leaves or enters the office premises, the vehicle is inspected by the security guards at the gate. Only those vehicles that 'pass' this security sign off are allowed to pass the gate.



# Post-Trip:

## Auto-Drop Verification

During dark hours (between 8 pm and 6 am), you will receive a pop-up on the MoveInSync app. You will also receive an IVR notification seeking your response soon after your trip ends. If there is no acknowledgment from your end, the command center will contact the co-passengers, escort, or emergency contact numbers for a credible response.

## Feedback and Rating

At the end of each trip, you can give your feedback and rate the trip, route, and driver. Service quality improvements and possible safety threats are addressed using this feedback received.

## Incident Management

Each incident reported during a trip through our SOS system or offline complaints is integrated with the respective organization's ticket trackers like JIRA. This ensures that incidents go through a full incident management workflow. Old records can be accessed and can be used to improve things for the future.

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**Disclaimer:** Please talk to your transport manager for more information about the features.

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# About MoveInSync

MoveInSync is the world's largest employee commute platform with a user base of over 500,000 employees, across 300 clients in 30 countries. Headquartered in Bengaluru, India, MoveInSync has been a pioneer in the commuting space since 2009, offering reliable, safe, and sustainable commute solutions.



**Disclaimer:** This is a manual set of guidelines, but safety requires more. Organizations must develop a security philosophy, regularly review measures, and prioritize training. MoveInSync, its management, and employees acknowledge shared responsibility with the industry to establish and maintain a safe ecosystem for women.

