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## **Hijacking awareness and response Policy Opicorp (PTY) Limited T/A Auto Carriers**

The following Anti-Hijacking Awareness Guidelines will assist drivers in preventing a hijacking and handling a situation after being hijacked.

1. A fixed driving route should be designated by the planner. If a deviation from route is necessary due to construction or an accident, the controller should be notified **Immediately**.
2. The Driver should be aware of safe areas in case they believe they are being targeted.
3. Remember there is safety in motion, be cautious/aware when in motion, but know the most dangerous times for hijacking are when the truck is stopped and or parked off.
4. Know or learn the route, especially if it's a new route or if there is a new drop off point added to the route.
5. Where possible, try stopping at a different place each trip.
6. Do not stop to help motorists in trouble.
7. Never pick up hitchhikers.
8. Be aware of your surroundings, watch for suspicious vehicles enroute to your destination and at the drop-off point. Be aware of vehicles "following" you on the highway or parked vehicles with occupants at the drop off point.
9. Only stop in designated rest areas where there are other trucks parked.
10. Unlock the truck for as short a time as possible when stopped to rest, eat or make a delivery.
11. Lock the truck every time you make a stop. Lock the cab and roll up the windows when parked or in slow moving traffic.
12. Keep a 24Hour emergency telephone number with you at all times. This can be saved on your phone or written down and kept in your wallet.

### **Steps to follow if you have been hijacked**

1. In the event of a hijacking or any emergency situation, immediately locate and press the panic button installed in the truck.
2. The panic button is easily accessible and located either on the dashboard or by the cab bed.
3. After activating the panic button, you should remain as calm as possible and wait for a call from the security supervisor for assistance. If possible, answer the call and remain calm.
4. During the call with the security supervisor or any other authority, you must use the code word **broken** to indicate that you are in immediate danger.
5. Any mention of the code word Broken signifies an urgent need for assistance due to hijacking or imminent danger. Example if the security supervisor asks you if you are okay you can reply with "yes I am okay but my TomTom is **Broken**".
6. While awaiting assistance, you should comply with any instructions given by the hijackers to ensure personal safety.
7. If possible, you should attempt to gather information discreetly, such as vehicle descriptions, license plate numbers, or landmarks that could assist authorities in locating the truck.
8. You should remain vigilante and monitor the surroundings for any opportunities to communicate with authorities or escape from the situation safely.