

## **White paper on safety trainings for Cab drivers at BPOs**

### **Issues with Cab Drivers in BPOs :**

BPO industry has to operate in almost a 24 x 7 mode. Because of the need to match the clients working hours , most of the BPOs have to operate at very odd hours.

Normally the transportation to the work place is provided by the BPO, which is usually done through private contractors. There are many issues with the drivers provided by the contractors, especially since they are contract employees who are without much formal training or a background check.

There are large numbers of female employees working at late hours in the BPOs. Recent legal provisions have put the complete responsibility for the safety of the female employees even while travelling to work on the organization and hence it is necessary for the organizations to take this issue seriously and follow the best practices in the industry for a safe and secured working environment.

### **Best Practices :**

Here are few best practices in the industry for the Cab drivers in BPOs.

1. Always provide one Security Guard along with the Driver in the Cab.
2. Never pick up or drop a female employee last.
3. Driver should never directly contact the employee for change of plan.
4. Provide adequate training to the drivers about their role & responsibility.
5. Conduct a Background check and collect adequate information about the drivers.

STK – Safety Training KIOSK is a system which can help in implementing the safety training programs for the drivers.

STK has a training program for the drivers , which can train the drivers about their Dos & Don'ts. This program is available in English & Hindi . The same can be made available in any language support under Unicode like Tamil or Arabic.

### **Process :**

After the training program is run, the driver is given a small Quiz and asked simple questions to understand whether he/she has understood the program.

If the driver scores a minimum score then the photograph and the finger print (depends upon the organization policy) of the driver is taken. Some other information like address , age , identification mark etc. can also be captured and a certificate or a Safety Passport is issued to the cab drivers.

The contractors are asked to get the safety passports for all their drivers and only the drivers with a Safety Passport are allowed to drive the cabs. This helps in handling the "Badli" drivers.

## **Documentation & Reports**

**Safety Passport :** This is a document issued to every driver which carries all the details like Name , Photograph , Validity etc.

**Safety Training Details :** This report carries details about various training programs carried out. This report can be very useful for audits for safety standards like ISO 14000 or OSHAS 18000 etc.



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