

## Call **Code Red** when you need emergency help, for example, if:



- You or your customers are threatened or are in danger from a violent or aggressive customer or another road user
- A customer is hurt or has been taken ill on your bus
- A customer tells you they have been a victim of a crime such as theft, assault, a hate crime\* or unwanted sexual attention\*\*
- You notice someone committing a crime or acting in a way that causes you concern about the safety of other people
- You feel a customer could be in danger or something about them does not look right. For example, a young or vulnerable person is travelling while dressed in pyjamas, they look visibly distressed or a very young person is travelling on their own late at night or early in the morning
- A Revenue Protection Inspector (RPI), another TfL official or bus operator official asks you to call **Code Red** on their behalf

\* A hate crime is hostility towards someone because of their disability, gender, identity, race, religion or sexual orientation

\*\* Please note, if the suspect is still on the bus, use the code word 'Guardian' when you contact NMCC. If the suspect has gone, you should still contact NMCC and advise the customer to visit a police station or contact the police on 101 to officially report any crime. Victims of unwanted sexual attention can also report to the police by texting 61016

- There is a disturbance on or off your bus – a fight, pickpockets, ticket fraud or other antisocial behaviour
- There is an argument about paying a fare, for example, someone wants to use cash, has become aggressive and refuses to leave the bus (but would not be vulnerable)
- Your bus is badly damaged, has been involved in an RTC or has broken down and is causing an obstruction
- You see an incident that needs the emergency services, even if it doesn't involve your bus
- Someone is vandalising or damaging your bus
- The road ahead is blocked, or you cannot continue your journey safely
- You have been told to go on diversion and are not sure where to go

## Rough sleepers

We know that rough sleepers sometimes seek refuge on your bus as a place of safety and warmth. We are working with the support services to try to help these people.

Report non-threatening rough sleepers on your bus using the pre-loaded SMS text message option on iBus (see page I22). This information is collated and sent to outreach services to help direct their work towards the times and routes where people are sleeping rough. If you have a rough sleeper who is aggressive, needs urgent medical attention or you believe is under 18, call **Code Red** immediately.