

WHEN A CUSTOMER 'ASKS FOR ANGELA'

WHAT TO DO NEXT

If a customer uses 'Ask for Angela' or looks vulnerable, there are a number of steps which you may take to assist them and ensure they are safe.

WHAT TO DO NEXT?

- Invite them to a safe place to wait for 'Angela'
- Inform your manager of the situation
- Ask the customer what they need – do they need assistance leaving the venue safely or to be reunited with a friend?
- If needed security can ask the individual causing the distress to leave
- Consider recording the details of the individual and the incident for reference
- Call 999 if it's an emergency or a crime is in progress

Working in partnership with Safer Sounds and the Met Police, this scheme aims to reduce sexual violence and vulnerability in venues.