








Reference	<ul style="list-style-type: none"> • Security risk assessment • Anti-sexual harassment risk assessment • SOP OF0005 - Accident and Incident procedures • SOP OF0011 - Pub security • SOP OF0012 - Office security • SOP OF0180 - Use of the Edesix CCTV body camera • HSOP MG006 - Hotel security
Equipment	• 'Ask for Angela' POS
VideoSOP	To be used together with this written SOP. Tap here to play 

Step 1	 <p>The poster features the text: "Hi I'm Angela", "Are you on a date that isn't working out? does it all feel a bit weird?", "Is your Tinder or PoF date not who they said they were on their profile?", "If you go to the bar and ask for 'Angela' the bar staff will know you need some help getting out of your situation and will call you a taxi or help you out discreetly - without fuss", "#askforangela", "WWW.NATIONALPUBWATCH.ORG.UK", "ADMIN@NATIONALPUBWATCH.ORG.UK", "ON A DATE THAT ISN'T WORKING OUT?", "FEEL LIKE YOU'RE NOT IN A SAFE SITUATION?", "Go To The Bar And #ASK FOR ANGELA FOR MOORE HELP", and "NATIONAL PUB WATCH".</p>	<ul style="list-style-type: none"> • The safety initiative 'Ask for Angela' is widely used in bars, clubs and other licensed businesses. • People who feel unsafe, vulnerable or threatened can discreetly seek help by approaching an employee or member of the door team and asking them for 'Angela'. • This code-phrase will indicate that they require help with their situation and employees must then look to support and assist them. • This might be through providing a safe haven, reuniting them with a friend, seeing them to a taxi, providing a safe route for them to exit the pub, or by calling the police. • All employees and members of the door team must be made aware of what 'Ask for Angela' is, and must be trained to provide support and assistance when it is requested. • 'Ask for Angela' POS must be displayed in the pub toilets. • Report any 'Ask for Angela' incident via the A&I reporting system. Refer to SOP OF0005 - Accident and Incident procedures.
Step 2		<ul style="list-style-type: none"> • If a customer or member of the public 'asks for Angela', they must be reassured that help will be provided. • Without drawing attention to the situation, the Duty Manager must be informed immediately. • Offer to take the person asking for help to a point of safety. This can be a back of house area, but must not be the pub office, staff room or kitchen. If the vulnerable person is permitted into a designated back of house area, this must be recorded on body camera and in full view of CCTV. Where possible, ensure that the person is accompanied by the duty manager at all times. Refer to SOP OF0011 - Pub security, SOP OF0012 - Office security and HSOP MG006 - Hotel security.
Step 3		<ul style="list-style-type: none"> • Ask the person in distress how they want us to assist them. It might be they just want to alert employees that things are becoming uncomfortable and might need someone to keep watch whilst they collect their possessions from the area. • Offer to call a taxi for the person, or assist them in calling a friend/family member to come and collect them. Advise them to let someone trusted know of their situation, and to confirm with that person once they have arrived safely.

<p>Step 4</p>		<ul style="list-style-type: none"> • Where safe to do so, and once the person asking for help is out of sight and considered safe, if it is deemed necessary, request that the person causing distress leaves the pub. • Activate the body-cam whilst dealing with the person, and then call the police for assistance if required. • If the person causing distress becomes aggressive, manage their behaviour accordingly.
<p>Step 5</p>		<ul style="list-style-type: none"> • Do not allow the person asking for help to leave the pub in sight of the person causing them distress. This could lead to them being followed out of the venue and placed at higher risk.
<p>Step 6</p>		<ul style="list-style-type: none"> • Report any 'Ask for Angela' incident via the A&I reporting system. Refer to SOP OF0005 - Accident and Incident procedures. • Following any 'Ask for Angela' incident, the Security risk assessment and Anti-sexual harassment risk assessment must be reviewed, with additional controls implemented where required.