

**ASK FOR  
ANGELA**

# **ASK FOR ANGELA - KIRKLEES ADVICE FOR STAFF**

## **What to do if a customer Asks for Angela**

'Ask for Angela' is a code phrase someone who feels vulnerable or at risk of harm can use to discreetly ask venue staff for help.

If a customer asks for Angela, for example "Is Angela working?", there are things you can do to ensure they are safe:

- Offer to take the person to a safe place. This should be a part of the venue out of sight of the public, for example a staff room.
- Ask the person what they want to do. They might just want to alert someone they're in a situation which has become uncomfortable or unsafe, and they simply want someone to keep an eye out while they collect their belongings and leave.
- Offer to call a taxi, their family member or friend to come and collect them.
- If the person opts to leave the venue, don't let them leave in sight of the person who has caused the distress. This could lead to them being followed and placed at higher risk.
- If necessary, and safe to do so, ask the person causing the distress to leave the premises. If the person causing distress becomes angry, follow your own business security policy or consider calling the police.
- Inform your manager.

#AskforAngelaKirklees

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