

RUN-HIDE-TELL

The National Police Chiefs' Council has provided advice on the steps to take to keep safe in the rare event of a firearms or weapons attack:

RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.

So Stay Safe, and just remember the words: RUN. HIDE. TELL.

To watch the Stay Safe film, visit www.npcc.police.uk/staysafe

What to do if you see something suspicious

Move away and call 999 or the police antiterrorist confidential hotline on 0800 789 321 if you think you have seen a person acting suspiciously or if you see an unattended package or bag.

If you suspect it, report it.

INTRODUCTION



DON RANDALL MBE Chair, City of London Crime Prevention Association

More than 300,000 people work in the City of London, speaking over 181 languages. With its international reputation, it is a place where history and tradition combine with iconic modern architecture to make it somewhere everyone knows is an exciting place to work. This booklet is for everyone working in the City.

Association You may be located in one of the many international business headquarters, a historic building, a café or restaurant, perhaps a shop or in one of the transport hubs or one of a myriad of other small businesses. Wherever you work in the City, the City of London Crime Prevention Association (CoLCPA), together with the City of London Police, is are keen to keep you safe and maintain the low levels of crime in the City.

This Personal Safety booklet is one of a number of safety booklets that the Crime Prevention Association

has produced; from Travel Safety to Fraud Awareness, the CoLCPA aims to inform people who are working in the City about simple ways to keep safe. This is the second version of this particular booklet, bringing together further topics and up-to-date information from the initial 2012 version. It draws on advice and best practice from a range of organisations, such as the Suzy Lamplugh Trust, Take Five to Stop Fraud and the City of London Police. It covers all aspects of personal safety, with newfound ideas, adapted specifically for those working in the City.

You may have colleagues new to the City who are unfamiliar with the information in this booklet, or perhaps family and friends who could benefit – please share the ideas with them! It is always worth taking a few simple precautions to keep yourself and loved ones safe.

We wish you every success and happiness in your time working in the Square Mile and will continue to ensure that the City of London is a safe, secure and attractive location for everybody.



KEEP SAFE WHILST

Almost everyone working in the City of London will use public transport to get here and the majority of journeys, although crowded, will be incident free. Below are a few tips for avoiding problems when travelling – especially late at night or to somewhere new:

- Be aware of your surroundings the people, the place, the traffic.
- Plan your journey in advance where possible.
 Make sure you know your route and stop.
- If you have restricted movement, make sure where you are going can provide you with the access you need.
- For journey-planning on the go, use the journey planner on www.tfl.gov.uk
- Use a free app, like CityMapper, to find out which public transport link is quickest – and how much a taxi would cost if it's too late.
- Check the times of the last buses, tubes and trains (you can check live updates of bus arrivals by scanning the code at the bus stop).

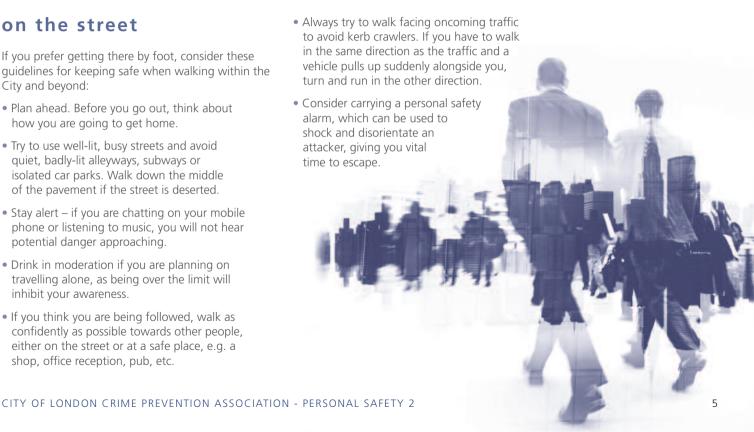
- Always try to wait for your bus or train in a well-lit place.
- Have your Oyster Card, contactless payment card or ticket in your hand so your purse or wallet is out of sight. Keep bags zipped and valuables secure.
- Make sure you have a ticket, or that there is enough to pay on your Oyster card or contactless payment card.
- Look out for Help points and passenger alarms use them if you feel threatened.
- If you feel concerned about your safety on the bus, sit close to the driver. If you are on the tube or train, move to a carriage where there are other people.
- Make sure someone knows when and where you are travelling if alone.

TRAVELLING

on the street

If you prefer getting there by foot, consider these guidelines for keeping safe when walking within the City and beyond:

- Plan ahead. Before you go out, think about how you are going to get home.
- Try to use well-lit, busy streets and avoid quiet, badly-lit alleyways, subways or isolated car parks. Walk down the middle of the payement if the street is deserted.
- Stay alert if you are chatting on your mobile phone or listening to music, you will not hear potential danger approaching.
- Drink in moderation if you are planning on travelling alone, as being over the limit will inhibit your awareness.
- If you think you are being followed, walk as confidently as possible towards other people, either on the street or at a safe place, e.g. a shop, office reception, pub, etc.



KEEP SAFE WHILST TRAVELLING CONTINUED

Trust your instincts – if you are in any doubt, do not get in the vehicle

Using licensed taxis

With the introduction of the Night Tube, taxis may be less in demand at weekends. But if you prefer taxis to public transport, there are some simple ways to keep yourself safe:

- Always use a licensed taxi (black cab) or licensed, booked minicab.
- Book your minicab by phone, email, in a minicab office or via a trusted app. Never approach or accept a journey from a minicab driver off the street. Only taxis (black cabs) can be stopped by customers and can pick up off the street.
- You can pre-book black cabs using apps like mytaxi, Gett and ComCab.
- When your booked licensed taxi or minicab arrives, make sure the driver can confirm your name and your destination. Check this before you get in the vehicle.
- Trust your instincts If you are in any doubt, do not get in the vehicle. If you become worried about your safety, ask the driver to stop, and get out of the car – preferably in a busy area.

- Never risk taking an un-booked minicab.
 You can use trusted apps on your phone to find nearby drivers to pick you up within minutes.
- Check the minicab driver's photo ID. If you can, call a family member or friend and tell them you are in a cab, referencing the driver's details.
- Always sit in the back and, if possible, carry a mobile phone.
- Do not get into an unbooked minicab. The driver is acting illegally, it's dangerous and puts you at risk of attack including sexual assault and robbery.

For more information please visit: www.tfl.gov.uk www.cityoflondon.police.uk

KEEP SAFE WHILST TRAVELLING

CONTINUED

International Travel

Before you leave

Where are you going? Check the Foreign and Commonwealth Office website for the latest travel advice, especially if the country to be visited is politically volatile.

www.gov.uk/foreign-travel-advice

• What is the nature of your trip?

Consider whether your contact will be with local businesses, government or your competitors and how this might impact your risks.

• Have you arranged adequate insurance?

Ensure that you have adequate comprehensive travel insurance cover.

• Have you checked your documentation?

Make sure you have an up-to-date passport, with at least six months until it expires, and the

correct visa, as well as the appropriate vaccinations when visiting different countries. If you are driving abroad, make sure your licence allows you to do so. The FCO website offers country-specific advice to drivers. Make sure you have photocopies of all the important documents you're taking with you and give copies to family or colleagues in case of problems.

Share your plans

It's a good idea to let your family and colleagues know your travel plans, including your accommodation and travel details. If you are travelling to a number of destinations, inform your family or colleagues with details of each new location

Keeping your valuables safe when travelling

You can take simple steps to avoid the loss of your valuables when you are travelling.

 Firstly, consider whether you need to take them at all and, if you do, how you are going to keep them safe.

- When you are travelling, be discreet with your valuables.
- Keep your hand luggage zipped and locked and close to you at all times.
- Be alert to distraction theft, where one person distracts you and another takes your belongings.
- Only use high-value items such as laptops and tablets in secure areas such as banks, departure lounges or access-controlled offices.

Keep your sensitive data safe

Carry as little sensitive data as possible. If you can, leave your computer or tablet at home. If you have to take it, make sure it is running the latest operating system, with all patches and updates installed as well as an updated security solution.

Safe Public WiFi

- Unless you are using a secure web page, do not send or receive private information when using public WiFi.
- Wherever possible, use well-known commercial hotspot providers such as BT OpenZone or T-Mobile.

- Businesspeople wishing to access their corporate network should use a secure, encrypted Virtual Private Network (VPN).
- Ensure you have effective and updated antivirus/antispyware software and firewall running before you use public WiFi.



KEEP YOUR BIC

Bicyle Security

Cycling to work is becoming increasingly popular.

Many City businesses provide Cycle to Work Schemes and cycle parks for their employees – be sure to make use of these if available. Bicycles can be some of the easiest vehicles for thieves and vandals to target. You can protect yourself from becoming a victim by following some simple steps.

- Get a good bike lock (D locks or combination locks are best). Look for Sold Secure approved locks.
 - Lock your bike to something secure, for example to one of the many bike racks around the City. Always lock your bicycle.
 - Try to lock your bike where there is 'natural surveillance' such as office windows overlooking, a nearby café or CCTV cameras.

Avoid isolated places – leave your bike where a potential thief can be seen.

- Make the lock and bike difficult to move when parked – keep the lock away from the ground and keep the gap between the bike and lock small.
- Where possible, lock up removable parts (e.g. wheels) and take light fittings with you.
- Have your bike's frame security-marked or engraved. City of London Police and other police services hold regular events where they mark bikes for free.
- Record and register your bike register your bicycle model, make and frame number with BikeRegister.
- Take a clear colour photograph of your bike and make a written record of its description, including any unique features.
- Keep your bike in a secure garage or shed and keep the door locked.

YCLE, MOPED AND MOTORCYCLE SAFE

- Don't buy a stolen second-hand bike; check the frame number with BikeRegister.
- If your bike has been stolen, contact your local police.

Motorcycle and Moped Security

- Get a Sold Secure approved electronic immobiliser professionally fitted.
- Always put your steering lock on.
- Never leave your keys in your motorbike or scooter.
- Get the main parts of your machine marked and registered.
- Avoid leaving possessions in the panniers.
- Consider the use of a large chain and padlock, disk locker and tracker system.

 Park somewhere your moped/motorcycle can be seen

To help recover your motorbike or scooter if it is lost or stolen, we advise you to:

- Take a photograph of your motorbike or scooter and keep it safe.
- Make a note of the serial number, make and model of your cycle and keep it with the photograph.

For more information on bicycle, motorcycle and moped security, please visit:

www.crimestoppers-uk.org www.met.police.uk www.cityoflondon.police.uk and the London Cycling Campaign at: www.lcc.org.uk

KEEP SAFE WHILST

The City is a great place for a party or a night out, frequently meaning a large amount of alcohol will be available. Try to avoid a hangover or worse, by following these simple guidelines:

Prepare

- Before going out, know how you are getting home and make arrangements in advance, such as booking a licensed taxi or lift.
- Know where you are going and, if possible, make sure someone else knows where you are going too.
- Make sure your mobile is charged. Do you have a licensed taxi number or taxi app on your phone?

Protect your belongings while socialising

- Do you really need to take your wallet or purse? If possible, only take one credit card and any cash that you need.
- Do not take your laptop or electronic equipment with you.

• When in a group, avoid piling up belongings and leaving unattended.

Stay in control of your drinking

- Remember that you are much more vulnerable when you're drunk and some people are prepared to take advantage of this – whether by stealing your bag or wallet or approaching you inappropriately.
- Alcohol dulls your instincts and awareness of danger.
- Think twice about accepting drinks from someone you don't know.
- Watch your drink being poured and do not leave it unattended. That way no one can add more alcohol to it.
- Take a 'spacer' of water every few drinks to keep in control of your alcohol intake.
- Take turns in your group staying sober and be on 'shark watch' for your friends.

SOCIALISING

Top tips for safer party drinking

- Eat before you go out, to reduce the effects of alcohol
- Drinking in rounds often means you drink more – skip some rounds or opt for a soft drink instead
- Don't mix alcohol with drugs it can be deadly.
- Avoid 'top-ups' so you can keep track of how much you're drinking.
- Be aware that many pub measures of wine are very large.

Travelling home

- Don't accept lifts from cruising cabs or touts these are illegal and dangerous. Often the vehicles are in a poor condition, unlicensed and uninsured.
- Try to travel home with a friend.
- If you are travelling alone on public transport, always choose to sit in carriages with other people or downstairs on buses.

- If you have parked a car in the station car park or on the street, ensure it is in an area that is well lit and try to walk with others who are returning to their cars.
- Look confident.
 Perpetrators are less likely to attack someone who appears confident and aware of their surroundings. (Remember, someone clearly under the influence of alcohol inevitably looks more vulnerable.)
- Try hard not to fall asleep on public transport standing rather than sitting may help you stay awake.
- Try not to give away too much personal information about yourself to new acquaintances.
- Trust your instincts they are there to warn you of danger.

For more information on safer partying, visit: www.suzylamplugh.org www.drinkaware.co.uk



KEEP YOUR

Although the number of thefts in the City of London is relatively low, there are still many thefts that could be prevented. Thieves are keen to relieve you of purses, wallets, laptops, mobile phones and iPods.

Thieves operate in crowded areas, particularly:

- Tube stations, around bus stations and in car parks
- Pubs, clubs, cafés and bars
- Cash machines

So when you are in crowded, busy places, take extra precautions to protect your valuables:

 Be discreet with your belongings: displaying expensive jewellery or electronic devices, like mobile phones or laptops, could attract unwanted attention.

- Never leave your bags or other valuables unattended in public places, such as in the pocket of a jacket hanging on a chair, at a bar counter or unattended under a pub table.
- You can use a portable bag hook to secure your bag under a table, or link a bell to your purse or wallet to alert you when it is taken.

A bag can disappear in a matter of seconds and the thieves are often out of sight before you realise it has gone. We want to prevent those who work, live or visit the Square Mile from falling victim to thieves City of London Police

BELONGINGS SAFE

Mobile Phones

Thieves take advantage of those who are distracted or who don't keep a close eye on their mobile phones. Frequently, they are on the look out for the latest model and take note of who is using or carrying the model they are looking for. Phone snatchers on high powered scooters can take advantage if you are distracted and grab your phone from you. Reduce the risk of mobile phone theft by following these simple tips:

- Don't leave your phone on tables in pubs or restaurants
- When you leave a train or tube station, don't use your phone immediately; leave it a while.
- Don't walk and text at the same time: you will be less aware of what is happening around you.
- Keep calls in public places as brief as possible; the longer you talk, the more likely you are to be spotted by a potential thief.

Property Marking and Registering your Valuables

It is recommended that you Property Mark your valuables by permanently and visibly marking the item with your postcode and house number or with a database phone number and unique reference.

This makes the item less attractive to thieves as they know that if the police find them in possession of it, then it can quickly be established whether it is stolen. In addition, the property may be more difficult for them to 'cash in' with another criminal or a willing purchaser.

If the item is registered on a property registry database, it is much more likely you will be reunited with it, if it is recovered. You can use Immobilise to register your property free of charge.

For more information on property marking and property registry databases, please see the websites below, or search for Property Marking on your local police service website.

www.cityoflondon.police.uk www.met.police.uk



Endorsed by Take Five – a national campaign that offers straightforward and impartial advice to help everyone protect themselves from preventable financial fraud.

If you receive a phone call, text or email asking you to hand over personal or financial information, you need to take a moment to reflect and step back from the situation.

Yes, even if they say they're the bank, police or another trusted organisation, you still need to take the time to stop and think about what's really going on. Because, deep down, you probably already know the basic rules on how to beat financial fraud – you just need to take a deep breath and stay calm to remember them.

CITY OF LONDON CRIME PREVENTION ASSOCIATION - PERSONAL SAFETY 2

SELF FROM FRAUD



Never disclose security details, such as your PIN or full banking password

Banks and other trusted organisations will never ask you for these in an email, on the phone, by text or in writing. Before you share anything with anyone, stop. Then pause to consider what you're being asked for and guestion why they need it. Unless you're 100% sure who you're talking to, don't disclose any personal or financial details.

Don't assume an email or phone call is authentic

Just because someone knows your basic details (such as your name and address or even your mother's maiden name), it doesn't mean they are genuine. Be mindful of who you trust – fraudsters may try to trick you and gain your confidence by telling you that you've been a victim of fraud. Fraudsters often use this tactic to draw you into the conversation, to scare you into acting and revealing security details.

Remember, fraudsters can also make any telephone number appear on your phone handset, so even if you recognise the number or it seems authentic, do not assume they are genuine.



Don't be rushed or pressured into making a decision

Under no circumstances would a bank or other trusted organisation force you to make a financial transaction on the spot; they would never ask you to transfer money into another account for fraud reasons. Remember to stop and take time to carefully consider your actions. A bank or trusted organisation won't rush you or mind waiting if you want time to think.



Listen to your instincts

If something feels wrong then it is usually right to question it. Fraudsters may lull you into a false sense of security when you are out and about or rely on your defences being down when you're in the comfort of your own home. They may appear trustworthy, but they may not be who they claim to be.



Stay in control

Have the confidence to refuse unusual requests for personal or financial information. It's easy to feel embarrassed when faced with unexpected or complex conversations. But it's okay to stop the discussion if you do not feel in control of it.



PROTECTING YOURSELF FROM FRAUD AND CYBERCRIME CONTINUED

Online fraud

Online fraud covers everything from online shopping to online banking, but one thing can help prevent both: take the time to install the security software and updates most banks and browsers offer.

Protecting your devices

It is crucial to maintain security on all of your devices, such as laptops, tablets and phones, that you install software updates as soon as they become available and that you use anti-virus software on all of your devices and keep it updated.

Email scams

Fraudsters don't just try to contact you by phone and text, they also 'phish', contacting you by email, usually saying you need to verify or update some details or reactivate an account. So always be suspicious of unsolicited emails that are supposedly from your bank or some other trusted organisation, because the address can easily be faked. To avoid becoming victim to these sometimes very convincing emails, take precaution with these simple guidelines that follow:

- Ensure your spam filtering is switched on with your email and internet provider.
- Do not open attachments or clickon links from any unsolicited emails
- Even if the email appears to be from someone or a company you may know, if the email is unexpected or is not the usual form, ignore it.
- Check the sender's email address: does it contain spelling mistakes?
- Do not respond to emails that request personal information or sensitive data.
- Do not log in to a webpage that you have arrived at by clicking a link in an email.

Social networking

Social networking is a global revolution, enabling around a billion people worldwide to stay in touch with their friends. Unfortunately, social networking carries with it a degree of risk because of the amount of information that is shared through it, including a serious threat from cyber-criminals.



PROTECTING YOURSELF FROM FRAUD AND CYBERCRIME CONTINUED

Password Security

The use of strong passwords is essential in order to protect your security and identity. The best security in the world is useless if a malicious person has a legitimate username and password.

Get started... Choosing the Best Passwords

 To create strong passwords for your most important accounts, simply choose three random words. You can include numbers, symbols and combinations of upper and lower case to further strengthen your passwords.

Consider the following suggestions:

- A line of a song that other people would not associate with you.
- Someone else's mother's maiden name (not your own mother's maiden name).
- Pick a phrase known to you, for example 'Tramps like us, baby we were born to run' and take the first character from each word to get 'tlu,bwwbtr' or perhaps a shorter phrase incorporating numbers and symbols.

Don't use the following as passwords:

- Your username, actual name or business name.
- Family members' or pets' names.
- Your or family birthdays.
- Favourite football or F1 team or other words easy to work out with a little background knowledge.
- The word 'password'.
- A single commonplace dictionary word, which could be cracked by common hacking programs.
- When choosing numerical passcodes or PINs, do not use ascending or descending numbers (for example 4321 or 12345), duplicated numbers (such as 1111) or easily recognisable keypad patterns (such as 14789 or 2580).

www.getsafeonline.org/protecting-your-computer/passwords/

What to do if you think you're a victim of cyber crime or fraud

If you think you have been the victim of fraud – report it immediately to your bank or other financial services provider (if it is financial fraud) and then contact Action Fraud on 0300 123 2040 or at actionfraud.police.uk.

Protecting Vulnerable People

Members of your family or your friends may be particularly at risk to fraud, so where possible, share the information in this section with them.

- Alert them to risks of fraud over the phone, doorstep cold callers and online fraud.
- Remind them to call the police if they have immediate concerns.
- Share the Take Five to Stop Fraud advice.

Further information on Fraud

The Metropolitan Police has produced a comprehensive guide to prevalent fraud types called

The Little Book of Big Scams, available from www.met.police.uk

For more information on fraud, please go to:

takefive-stopfraud.org.uk www.actionfraud.police.uk www.cityoflondon.police.uk



DOMESTIC ABUSE

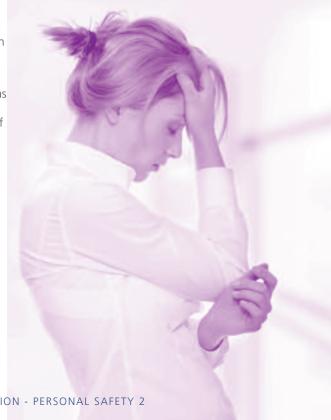
What to do if you are suffering domestic abuse

You're not alone. Domestic abuse does not just mean that your partner is hitting you. The abuse can be psychological, physical, sexual or emotional.

Domestic abuse can also include many things, such as the constant breaking of trust, psychological games, harassment and financial control. It is rarely a one-off incident and is usually a pattern of abuse and controlling behaviour. It can affect adults in all types of relationships and can also involve violence between parents and children.

Do you recognise any of these behaviours:

- Are you afraid of your partner, family member or someone you are in a close relationship with?
- Do you feel isolated?
- Do they make it difficult to see family and friends?
- Are you frequently humiliated or abused verbally?



- Do they hit you?
- Are they jealous and possessive?
- Do they control or restrict your access to money?
- Do they deny the abuse or blame you for their behaviour?

Getting help

This is perhaps the most important thing you can do.

- In an emergency, call 999. Domestic abuse is treated very seriously by the police, and they will take action to protect you.
- The City of London Police Public Protection Unit has specially trained officers that provide advice and investigate cases of domestic abuse.
 Contact them on 020 7601 2940 between 0800 to 1800 hours, Monday to Friday. Outside these hours, call 101 to report a crime and it will allocated to the appropriate unit.
- To find help at work, your manager or Human Resources group could be a good starting point.
- To find medical and psychological assistance, your GP can direct you to groups that work with victims of abuse.

If you don't want to discuss it with the police or your manager or GP, you can contact one of the following:

- The City of London Police has a dedicated Vulnerable Victim Advocate. She is a trained independent Domestic Violence Advocate, who is not a police officer and to whom you can speak in confidence. For free support and advice, contact Ayesha on 07944 634946 or email ayesha.fordham@victimsupport.org.uk
- National Domestic Violence Helpline: 0808 2000 247
- Men's Advice Line: 0808 801 0327
- Domestic Abuse National LGBT Helpline: 0300 999 5428
- Victim Support www.victimsupport.org.uk
- Respect Phoneline for people who are abusive to partners and want help to stop 0808 802 4040
- Forced Marriage Unit 0808 801 0327

Information about services available in the City of London can be found at: www.cityoflondon.police.uk/advice-and-support

PROTECTING YOURSELF FROM STALKING

If you're frightened by someone's behaviour towards you and feel you're in danger, call 999 now.

If you are being stalked (or suspect you are), it is important you seek help. The City of London Police Public Protection Unit on 020 7601 2940 or your local police service has specially trained officers to investigate cases and provide advice. Contact them as soon as you think you are being stalked.

Your manager or HR department may be able to help you. And it is important that the security staff where you work know there is a potential stalker attempting to access the building. They are there to protect you and will be keen to help.

The following tips will help to ensure your personal safety and assist with prosecution:

- Clearly tell your stalker you do not wish to communicate with them in any way.
- Do not engage with your stalker in any way after this. Although it may be hard, try to show no emotion towards the stalker, do not confront them and do not agree to meet them.
- If you do come into contact, aim to get away, ideally into a busy public place.
- Keep a mobile phone with you to contact emergency phone numbers when necessary.
- Be aware of how much information you are posting on social media. Select the highest security settings on these sites, and block your stalker's account from visiting them.

- Consider carrying a personal alarm. This will give you greater confidence, and in an emergency it can be used to shock and disorientate an attacker.
- If you think you are being stalked, phone or visit your local police immediately, no matter how trivial the harassment may seem. This will enable them to record your complaint, log, monitor and build a profile of the offender. Ask for the name and number of the officer you see or speak to.
- Keep a record of all events, telephone calls etc., noting as much detail as possible, including time and date of incidents. Jotting everything down in a diary can be very useful.
- Try to get photographic or video evidence of your stalker's actions, without putting yourself in danger.
- Do not throw away parcels or letters. Try to handle them as little as possible and if possible place them in paper/card envelopes to preserve them (not in plastic sleeves as moisture may mean fingerprints are lost).
- Get to know your neighbours so that they can keep a record of sightings and notify you of anything they may see or notice. Inform work

colleagues about the harassment so they will be able to support and protect you (i.e. prevent calls from reaching you and prevent your stalker from gaining access). Try to alter any daily routines. if possible ask friends to accompany vou and always try to let someone know what your plans are and when they change. Do not carry anything which might be used against you as a weapon. Above everything, trust your instincts. For more information and advice on stalking please visit: www.stalkinghelpline.org or call 0808 802 0300 www.paladinservice.co.uk www.protectionagainststalking.org www.scaredofsomeone.org 25

GUIDANCE ON SUICIDE INTERVENTION

Finding yourself in a situation where you think someone may be likely to take their own life is a frightening prospect. Here is some advice, provided by the Department of Community and Children's Services, City of London Corporation, if you come across someone in a crisis situation.

What you should try to do:

- Think about your personal safety.
- Take the threat seriously.
- Ask the person to remove themselves from or reduce any immediate danger.
- If it's unclear to you whether the person is suicidal or not, ask them; do not be afraid to use the words 'suicide' or 'death'.
- Talk openly about the finality of death. Stress that suicide is only one of many alternatives.
- Allow them to vent their anger and emotions.
- Try and get them to think of positive ways forward and identify a reason to live.
- Explore what is meaningful to them and try to get them to tell you what keeps them going.

What you shouldn't do:

- Use the phrase, 'I understand what you are going through.'
- Go along with last wishes or final demands. It's better to keep open some unfinished business.
- Lie. Be honest with them at all times. They need to trust you before progress can be made.

What to do if you get them to a safe location:

• Call 999 and ask for the police.

What to do if they jump from a bridge:

• Call 999 and ask for the coastguard, giving them all the information you possibly can.

The Samaritans are there for anyone who needs to talk on their freephone number: 116 123.

You can also contact some support forums: www.elefriends.org.uk www.bigwhitewall.com

Remember: Stay safe, Remain calm, Listen, accept and befriend.



RESOURCES AND LINKS

City of London Police

Contact the City of London Police for further advice on all aspects on personal safety or visit: www.citvoflondon.police.uk

Sign up to receive SkyLine, the City of London Police fortnightly community update: http://eepurl.com/cd0Urn

You can follow City of London Police Twitter accounts for regular updates:

@CityPolice @CityCycleCop

Personal Safety

www.suzylamplugh.org

Safer Travel

www.tfl.gov.uk

Bicycle, motor bike and moped security

www.crimestoppers-uk.org

Property marking and property registry databases

www.met.police.uk www.cityoflondon.police.uk

Fraud and Cybercrime

www.actionfraud.police.uk www.cityoflondon.police.uk www.getsafeonline.org

Alcohol and safer drinking

www.drinkaware.org.uk www.nhs.uk

Stalking

www.stalkinghelpline.org or call 0808 802 0300 www.protectionagainststalking.org www.scaredofsomeone.org

Domestic Abuse

www.cityoflondon.police.uk or call Public Protection Unit 020 7601 2940 Mon - Fri 0800 - 1800 hours or call 101 outside these hours The City of London dedicated Vulnerable Victim Advocate: Ayesha Fordham on 07944 634 946 or email ayesha.fordham@victimsupport.org.uk

www.nationaldomesticviolencehelpline.org.uk www.forcedmarriage.net

Counter Terror

Confidential Anti-Terrorist hotline: 0800 789 321 www.cpni.gov.uk www.gov.uk/government/organisations/national-counter-terrorism-security-office

Government Advice

www.gov.uk

The City of London Crime Prevention Association (CoLCPA) works closely with the City of London Police and other law enforcement agencies to prevent and deter crime. It has become a recognised leader in the United Kingdom in the field of harmonisation between the Public and Private sectors of Community Safety and Crime Prevention.

The Association has over 300 members, primarily from the Financial Sector, and holds 10 general meetings a year where guest speakers are invited to speak on topical crime and disorder issues affecting the UK Financial, Retail, Residential and Commercial sectors as a whole.

Knowing the risks, understanding what can be done to tackle the risk, and providing members with a network of like-minded professionals, is the thrust behind our Association.

If you would like further information on how to join the City of London Crime Prevention Association, please email: admin@cityoflondoncpa.org.uk

To receive further information on receiving bulk copies of this booklet for your staff please email: admin@cityoflondoncpa.org.uk

Other CoLCPA Security Booklets in the series are available to view from our website at www.cityoflondoncpa.org.uk/publications

- Fraud Awareness
- Travel Security
- Office Security
- Personal Safety
- Protest & Disorder

www.cityoflondoncpa.org.uk

