



**Safer
Business
Network**

UKH
UKHOSPITALITY

HOSPITALITY SECTOR

VULNERABILITY SUPPORT TOOLKIT



ASK FOR ANGELA



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Introduction from UKHospitality

Supporting the Hotel Sector

Hospitality businesses, such as hotels, are crucial for creating places people want to live and work safely throughout the day and evening. Venues that provide safe spaces have been proven to successfully attract and retain customers as well as maintain their sense of vibrancy into the night. Across hospitality, our businesses work with a diverse range of stakeholders to deliver an environment users feel safe both inside and outside of venues.

The sector has recently worked to support initiatives such as Best Bar None and National Pubwatch which enable businesses to share information and tackle common issues with police and licencing authorities. The hospitality sector is fully committed to ensuring customers safety throughout their experience at the venue with schemes such as Street Pastors and Purple Flag which are aimed at helping those travelling to and from hospitality to feel safe and secure.

UKHospitality is a proud signatory of the Mayor of London's Women's Night Safety Charter which aims at tackling violence against women and girls through an online toolkit, training of staff, and ensuring public spaces are designed to make them safe for women at night. UKHospitality works alongside Safer Business Network, who lead on the charter for London and deliver accredited training including WAVE & Ask for Angela. Safer Business Network have put together a vulnerability brochure to support the hotel sector, in association with UKHospitality.

Working with Safer Business Network, who lead on the charter for London and deliver accredited training including WAVE & Ask for Angela, we have put together this vulnerability brochure to support the hotel sector.

This booklet covers a number of incentives and training available nationally to support the hotel sector in dealing with vulnerability.

UKHospitality is the leading trade body for hospitality, representing every corner of the sector. The association represents more than 130,000 venues, from pubs, bars and restaurants to hotels, indoor leisure and contract catering.



ASK FOR ANGELA

WAVE training: it's not just a course, it's a movement

Our multi-award winning vulnerability programme is a real must for those in a customer facing role.

This course has been designed to help you identify vulnerability and put interventions in place to support those visitors coming to your business. Learners will be taken through modules on spiking and will be able to implement and understand the "Ask for Angela" scheme.

Who should take the programme?

This course is designed for everyone at all levels. This programme has been designed in partnership with security professionals, giving individuals skills, knowledge and confidence in identifying vulnerability and making appropriate interventions either at work, home or socially. This course can be for both professional and personal learning

Course Content

- Definition of Vulnerability
- What makes someone vulnerable
- Identifying vulnerability
- Interventions
- Reporting and Recording
- Spiking Awareness - Watch Out, Listen Up, Act
- "Ask for Angela" Scheme

Method

Both In-house and Virtual can be bespoke to suit your organisation.

In-house training, 2 hours

Virtual training, 2 hours

eLearning - can be completed in 45 mins

Feedback

I learnt so much about spiking and the signs to look out for and what to do.

This has allowed me to make organisational changes.

I found the training really engaging.

I now understand what "Ask for Angela" is and what to do if someone ask me.

Contact the training team at training@saferbusiness.org.uk or visit saferbusiness-training.org.uk





What is **ASK FOR ANGELA**

A customer facing campaign which helps prevent and reduce sexual violence and vulnerability. It's a codeword which can be given to staff when a customer feels unsafe or threatened and allows them to access discreet help.

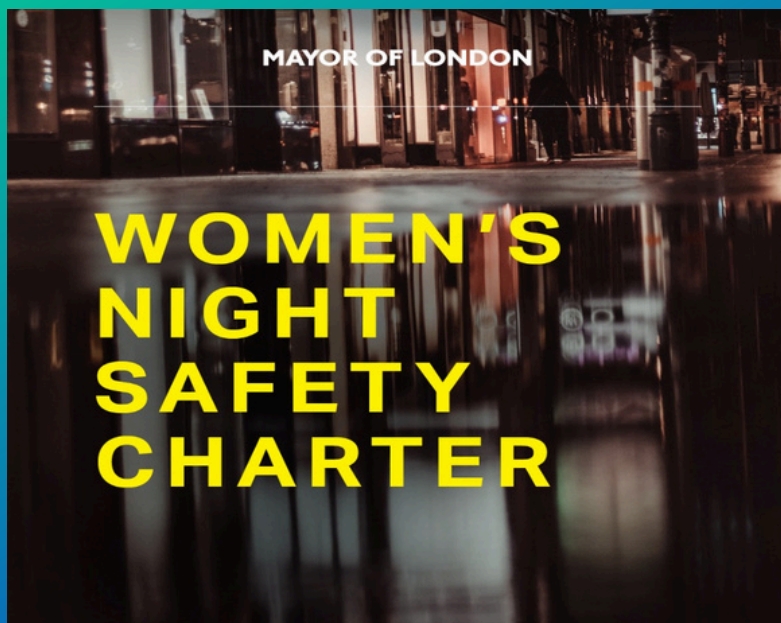
Venue steps to take

1. Invite them to a safe place
2. Tell them your name and your role
3. Inform a manager
4. Ask them what happened?
5. What help do they need?
6. Stay with the person
7. Report it



You may want to complement WAVE and 'Ask for Angela' training with Conflict Resolution training and understanding the laws. Get in contact for more details.

For further information on training please visit:
<https://www.saferbusiness-training.org.uk>



London is a safe city, but too many women feel unsafe when travelling, working, or going out at night. Londoners have asked the Night Czar to prioritise women's safety. That's why the mayor has created this charter: to make London a city where all women feel confident and welcome at night.

The charter is part of the Mayor's Tackling Violence Against Women and Girls Strategy and London's commitment to the UN Women Safe Cities and Safe Public Spaces global initiative.

The Charter Pledges

To support the Women's Night Safety Charter, we ask all organisations that operate at night to sign-up to some simple pledges:

- Nominate a champion in your organisation who actively promotes women's night safety
- Demonstrate to staff and customers that your organisation takes women's safety at night seriously, for example through a communications campaign
- Remind customers and staff that London is safe, but tell them what to do if they experience harassment when working, going out or travelling
- Encourage reporting by victims and bystanders as part of your communications campaign
- Train staff to ensure that all women who report are believed
- Train staff to ensure that all reports are recorded and responded to
- Design your public spaces and work places to make them safer for women at night

Sign up to the Women's Night Safety Charter

To sign your business/organisation up to the charter for access to a wide range of support and best practice please scan the QR code to the right and complete the online registration form.

For further information please contact: Sarah Walker,
Women's Night Safety Charter Project Manager
Sarah.walker@saferbusiness.org.uk





SAFE HAVEN

**“A place of temporary refuge
for a person to facilitate their
onward journey”**



What is a Safe Haven?

Safe Havens are a practical way for businesses to let people know that a form of support is easily available if they need help. Premises such as shops, cafes, pubs, hotels, libraries and other places of interest can register to become a Safe Haven.

At a Safe Haven

- **Provide a friendly face and reassurance**
- **Allowing the individual to charge their phone**
- **Calling a taxi**
- **Contacting family or friends**
- **Signposting to transport**
- **Calling emergency services**

**Free training will
be provided to
individual
businesses.**

The basic criteria in becoming a Safe Haven.....

- **Charging point for mobile phones**
- **Access to water**
- **Access to a toilet**
- **Wi-Fi**
- **Safe Haven logo displayed**
- **Trained staff – training provided**
- **Relevant Public Liability insurance**
- **CCTV**



Culture Bar

My name is Sofia, and I am the founder of Culture Bar. I also work as Head of HR for Hawksmoor, and I sit on the London Mayor's Steering Group for the Women's Night Safety Charter. I've worked in hospitality for over 20 years. I advise businesses across the UK on implementing strategies for a safer working environment for women and how gender equality can be translated into practice and policies.

Through Culture Bar I deliver anti-harassment and culture training, where we focus on how violence against women and girls stems from a pyramid of violence and how to break the cycle. Delegates will develop and practice tools to keep themselves and others safe, including bystander intervention.

We address what third-party harassment looks like and how to deal with abusive and difficult customers/suppliers/clients. The session also focuses on 'Banter', how it can translate into harassment and its impact on Company Culture.

Participants will walk away with an understanding of how to support their teams and themselves in difficult situations, with a toolkit of practical steps in day-to-day interactions at work and how they can help to make their surroundings a safer and better place for everyone.

Culture Bar

 sofia@culture-bar.co.uk

 [@culturebar.uk](https://www.instagram.com/culturebar.uk)



City of Westminster

“The purpose of our Raising Awareness on Gangs & Exploitation (RAGE) training is to equip any frontline professionals, responsible workforce or representatives in the community with baseline knowledge of the principles surrounding gangs and exploitation, and empower them to utilise tools and resources to identify early, intervene sensitively, signpost effectively and discharge the safeguarding duties to support the vulnerable young people, including girls and their families into keeping safe and healthy.

The topics covered are Exploitation (Sexual & Criminal), Grooming, County Lines, Gangs, Consequences, Consent, Support Services, Push/Pull factors, Vulnerabilities, and Resources. Sessions can be tailored to specific business areas highlighting what to look for and how to respond.”



Contact details to direct people to this training:
Emma Murphy, emurphy1@westminster.gov.uk

Supporting the Hotel Sector

Vulnerability Support with imabi

imabi is your essential 'All In One Place' partner for ensuring safety, wellbeing, security and enhancing business operations across the hospitality sector. imabi offers robust capabilities to keep staff, customers and the public, safe, well, connected and informed.

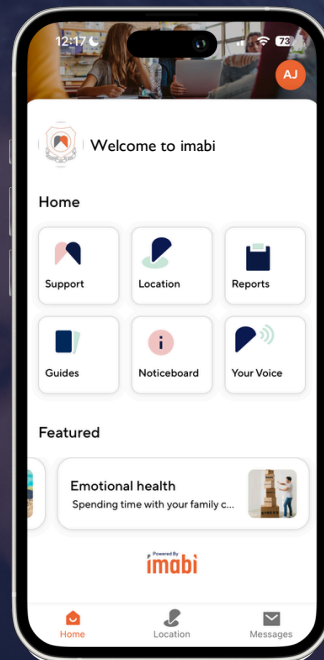
We complement, fully support and ensure compliance with the following key services:

- **Welfare & Vulnerability Engagement (WAVE) Training**
- **Women's Night Safety Charter Pledges**
- **Ask for Angela**
- **Safe Havens**
- **Culture Bar**
- **Rage**

Find Out More!



imabi Pro



What Does imabi Do for the Hospitality Sector?

Adopting imabi across your business provides a secure environment for your staff and customers, ensure's legal, policy and training compliance, enhances customer satisfaction, protects your brand and provides a competitive edge in the hospitality sector.

Proactive Risk Mitigation

Proactive tools to identify & manage risks.

Employee Empowerment & Safety

Avoid unwanted situations & respond effectively to inappropriate behaviour.

Compliance & Legal Obligations

Ensure regulatory compliance to avoid fines, lawsuits, & reputational damage.

Enhanced Public & Customer Experience

Prioritise safety with imabi and show commitment to public & customer wellbeing,

Data-Driven Insights for

Continuous Improvements

Collect staff wellness & safety data to assess risks, & implement measures that improve safety,

Competitive Advantage & Brand Differentiation

imabi sets your business apart as a leader in safety & care, attracting & retaining talented staff & customers.

Brand & Reputation Management

Demonstrate commitment to safeguarding staff, public, & customers, protecting profitability, & long-term viability.



**Visit
imabi.com**



Adopt imabi to ensure compliance, enhance customer satisfaction, and protect your brand, providing a secure environment and a competitive edge in the hospitality industry.