

- Do keep calm if you break down - pull off the road as far as possible and switch on your hazard warning lights. Seek assistance straight away by using your mobile phone or walking to the nearest phone. If on the motorway, you will need to make a decision as to whether you stay on the verge or stay in the car. If you are a woman on your own, let the relevant emergency service know. When assistance arrives, check carefully the identification of the person
- Do always park in busy, well-lit places - park as close to the premises you are visiting as possible
- If you have to use a multi-storey car park, try to use one that is staffed with an attendant. Reverse your vehicle into the space and leave it as close to the exit as possible, near ground level and away from pillars. Make a mental note of where you have parked your car. On returning, have your key ready; check around and inside the vehicle before getting in. Once in, lock all doors immediately and drive off
- Do not, under any circumstances, give lifts to strangers/hitchhikers



especially at night (carry a personal alarm in your hand). Keep away from badly lit areas and avoid risky shortcuts

## Using public transport

- Do wait for a bus or train in a well-lit place, near other people if possible
- Do not be distracted by people at ticket offices, security points etc - watch your luggage at all times
- Do sit near the driver or guard – and avoid empty carriages
- Do look for emergency alarms - try to sit near them
- Do ask someone to meet you if you are going to be alone when you arrive at your destination (e.g. airport, station, bus stop)

## In customers' premises

- Do trust your intuition - if in doubt, leave. Never refuse to leave
- Do avoid 'after hours' meetings if you are on your own
- Do not give personal information to customers
- Do report any concerns or incidents to your line manager or, if necessary, the police



# Personal safety at work

## On foot

- Do remain alert and observant of your surroundings and others at all times - be confident and assertive. Avoid high-risk areas,



### Further advice

The Suzy Lamplugh Trust: [www.suzylamplugh.org.uk](http://www.suzylamplugh.org.uk)  
 Crime Prevention Publicity, The Home Office:  
[www.crimereduction.gov.uk/personal\\_safety](http://www.crimereduction.gov.uk/personal_safety)  
 Streetwise: [www.streetwise.org.uk](http://www.streetwise.org.uk)  
 Foreign and Commonwealth Office: [www.fco.gov.uk](http://www.fco.gov.uk)  
 BSDA leaflet: Work-related transport

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A guide to maximising personal safety in the workplace

# Personal safety at work

This guidance, produced by the British Soft Drinks Association, gives helpful and practical hints for maximising personal safety in the workplace. Although violent incidents occur infrequently at work in the UK, advice on this subject is always useful.



## Contents

- In general
- On the road
- On foot
- Using public transport
- In customers' premises
- Sources of further advice

The following points show how to avoid conflict and risk situations.



## In general

- Do keep others informed of where you are going and your expected time of arrival - ensure your office has a copy of your itinerary
- Do let others know if you change your plans or you are 'running late'
- Do not enter any building or vehicle of which you are unsure
- Do keep all valuables out of sight (in an inside pocket, bag or in the boot of a car)



- Do take note of emergency exit routes (in hotels, customers' premises, car parks etc)
- Do get out of the lift at the next floor, if anyone makes you feel uneasy
- Do try to avoid confrontation with customers and the general public. Keep your distance. Defuse aggressive situations by talking slowly, calmly and clearly
- Do walk away if you feel threatened. Do not look back, and report the incident / sound alarm / attract as much attention as you can

- Do know your emergency service number when travelling abroad - and the number of your hotel and nearest embassy or consulate

## On the road

- Do plan your journey and route - Ensure you have all essential equipment (e.g. mobile phone, safety kit etc) with you. Have you got enough petrol?



- Do keep your doors locked and windows closed whenever you are in the car, whether driving or stationary, using your sunroof or air-conditioning for ventilation
- Always lock your car when paying for fuel
- If you feel threatened whilst driving - take the vehicle's registration number and inform the police if you are a victim of significant aggression
- If someone pulls up beside you and tries to get your attention, ignore them and do not make eye contact



- If someone tries to flag you down, assess the situation. Can you help by stopping or would it be better to report the incident by telephone to the emergency services?