



**What you can do**

* **Take the individual to a place where they feel safe and comfortable, providing a physical safe space**
* **Listen and let them explain why they feel vulnerable or what assistance   
  they need**
* **Reassure them and explain that you will do your best to help them**
* **Provide basic support such as allowing customers to wait inside for a bus, taxi or a safe method of transport or offer the use of the store phone to call someone for support**



**What you shouldn’t do**

* **Don’t take the individual into the ‘back of the store’ it is safer for everybody to remain on the shop floor or in a dedicated room**
* **Don’t make any judgements, stay impartial and listen to the facts**
* **Don’t give advice, offer support instead**
* **Don’t make it personal or use your personal devices, ensure you stay professional and use work devices to make calls or communications**
* **And most importantly, never put yourself or others in danger, safety is always the number one priority**



This store supports Operation Portum, which is an overarching scheme that businesses can sign up to and support creating   
safe spaces in retail premises.

We know that when people feel vulnerable, they will look for   
places where they will feel safe, in our towns and cities this will   
often be recognisable shops or restaurants etc, irrespective if   
they are shown as a safe space or not. When this happens,   
we want to ensure that you as colleagues are prepared to   
deal with the situation and support the individual.

**Here are some guidelines under the scheme:**