

## Advice from The Suzy Lamplugh Trust

The Suzy Lamplugh Trust offers a considerable range of support materials and advice to foster greater public safety. Here is their mobile phone P.L.A.N, which gives advice on keeping your mobile safe and how to avoid drawing attention to yourself when using it.

### Prepare

- Keep your mobile separate from your wallet, ideally in an inside pocket
- Set your mobile to vibrate mode or to beep once
- Use a plain, dark coloured mobile case to disguise what type of mobile you have and to make it less noticeable

### Look confident

- Walk confidently and always be aware of your surroundings especially if you are talking on your mobile
- Look around to see it is safe before you answer your mobile
- Hold your mobile firmly when making a call or use a hands-free set

### Avoid risk

- Be careful that you are not overheard on your mobile giving personal information such as your address or details of your plans

- Set up a pin number for your mobile so other people cannot use it
- In case your mobile is stolen, know the network operator number so the mobile can be disconnected at once
- Keep to well lit areas when out and about – avoid dangerous short cuts
- If you feel threatened, your goal is to get away. Physical self-defence should only be a last resort. Your mobile is replaceable – you are not!

## Never assume it won't happen to you

The Suzy Lamplugh Trust, a registered charity, is the leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms - physical, verbal and psychological.

The Trust works alongside government, the police, the educational establishment, public bodies and the business sector to encourage safety wherever people may be at risk - in the home, at work, in public, in schools and colleges, on public transport and when travelling at home or abroad.

Dedicated to improving personal safety for all, whether female or male, young or old, the Trust undertakes a wide range of research and campaigning, has a nationwide network of trainers and tutors, produces conferences and seminars and supplies resources including guidance booklets, personal shriek alarms, books, videos and teaching resource packs.

## More about The Suzy Lamplugh Trust

Personal shriek alarms can be obtained from The Suzy Lamplugh Trust together with a free booklet containing personal safety advice. Alarms cost £9.50 including postage and packing. To order your alarm please send a cheque made payable to "SLT Training and Resources Limited" to the address below. You can also order alarms by phone (020 8876 0305) using your credit card.

**The Suzy Lamplugh Trust**    **Tel: 020 8876 0305**  
**Training and Resources**    **Fax: 020 8876 0891**  
**PO Box 17818**    **E-mail: [info@suzylamplugh.org](mailto:info@suzylamplugh.org)**  
**London SW14 8WW**    **Website: [www.suzylamplugh.org](http://www.suzylamplugh.org)**

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We hope you have found this leaflet useful. Keep a copy handy and tell your friends, colleagues and family that they can pick up a copy at their nearest O<sub>2</sub> retailer.

Do also visit our website at [www.o2.co.uk](http://www.o2.co.uk) where you will find more details on voicemail, texting, information services and much, much more.

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The Suzy Lamplugh Trust



O<sub>2</sub>

# Your Personal Safety

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## Your personal safety

Three in every four people in this country have a mobile phone. We all recognise the vital role they can play in many kinds of emergency. They are easy to use and in times of need make a unique contribution; in the last year alone, over three million calls were made to the emergency services by O<sub>2</sub> customers using their mobile phones.

Whilst we have become accustomed to the convenience offered by our mobile phones, we believe there are steps you can take to keep you safe when using them. This short leaflet offers some simple tips to help you.

## Low risk

According to the Home Office, the chance of being a victim of violent crime is low. Nevertheless, there remains a small chance that you or someone close to you could become the victim of an attack.

Cutting even further the small risk of attack by taking sensible precautions is something many people do quite naturally as part of their everyday lives.

We believe there are ways to help you to think safe and reduce your chances of standing out as a target in the first place.

## Not standing out in a crowd

The sheer convenience of the mobile phone may mean you end up using it in public at times when it is unwise to draw attention to yourself. In these situations, switch the ring tone off and use the vibrate alert instead. Alternatively, allow calls to go through to your messaging service. That way you can choose not to answer a call, and ring back at a time you feel more secure. Many people have now discovered that texting is a discreet way to let friends know where they are and where they are going, particularly if they feel vulnerable. Leaving a voicemail message can also help. That message could make a huge difference if things do go wrong.

## Phoning not flaunting

It is also important to be discreet about your mobile. Most thieves are opportunists and will steal any items of perceived value including mobile phones, some of which can have tremendous street credibility. Even if you are not hurt, but robbed of your mobile, it is an upsetting and alarming experience. Consider buying a plain black case for extra concealment in public.

Consider using the hands-free earpieces that are available for all mobile phones on the market today. Using one means your mobile is concealed and – importantly – means both your hands are free.



## Keep it separate

Keeping your mobile separate from your purse, bag or wallet is also important. When people are mugged for their money it is an advantage for the thief to steal your mobile phone, leaving you unable to use it to call for help.

## PIN protection

Always set up your mobile phone with PIN protection and, if you are unfortunate enough to have your mobile stolen, remember to call your mobile phone network operator as soon as you can, to bar your number. The O<sub>2</sub> helpline is **08705 214000** or **100** from an O<sub>2</sub> mobile phone.

