

Security guidance for TfL tenants



Importance of security

Security continues to be of paramount importance and as a TfL tenant, you play a key role in keeping London safe. Our guidance applies to all of our tenants, especially those on our operational estate.

1 Observe

2 Monitor

3 Report



1 Observe

- » Visitor passes should be worn inside a TfL station at all times. Don't feel afraid to challenge anyone by asking them who they are and who they work for; just because high-visibility clothing is being worn it doesn't authorise the person to be present in non-public or secure areas
- » Unauthorised people should not try to follow you into non-public or secure areas
- » Any unattended items around your premises are likely to be lost property but should be reported to TfL station staff without delay
- » Look for anyone loitering or acting suspiciously around your premises
- » Be aware of anyone apparently testing doors or attempting to open bulk litter containers without good reason
- » If you are at a TfL station, all tenancy staff must sign in at the station supervisor's office and sign out on departure to make sure we know who is present on the station at all times

2 Monitor

- » Tenancy staff should carry out hourly checks within the tenancy for any suspicious or unattended items
- » Make sure all doors leading from public to non-public areas are closed and secure when not in use
- » Ensure that you have a copy of the fire risk assessment for the premises on site and that all staff are aware of its findings and processes
- » Any tenancy staff members requiring access to operationally secure areas will need a LUAC card. This is a security card we will issue. Without it you will not be allowed into our operational areas



Please contact your property surveyor for details on how you can apply for a card or contact PMQueries@tfl.gov.uk



3 Report

- » Remain vigilant and report anything suspicious to a member of TfL station staff or British Transport Police – don't ignore it
- » Ensure all your staff members know what to do in the event of a serious incident, including firearms or weapons attacks. You and your staff should evacuate if there is an accessible and safe route available, or find a place to hide and immediately report the incident to police



You can contact the British Transport Police by calling **0800 405 040** or texting **61016**

You can also contact the confidential Anti-Terrorist Hotline on **0800 789 321**

In an emergency, please call **999**

Responding to a firearms or weapons attack

Firearms and weapons attacks are rare, however, in the unlikely event of an attack taking place, knowing how to respond is important and could save lives.

1 Run

Run to a place of safety and escape if there is a safe route. Make sure you only go if you can leave without exposing yourself to greater danger.

2 Hide

If your escape route is no longer safe, find an alternative. If you can't move to safety, then you should hide. The best locations will have a solid physical barrier between you and the attacker. Barricade yourself in if you can. Remember to turn your phone to silent and turn off vibrate.

3 Tell

Get as far away from the danger area as you can and tell the police by calling 999 once you are safe. Provide them with information about the location, description and direction of the suspect/s.

Suicide prevention

Sadly, there are vulnerable people who come on to TfL property to harm themselves. As a TfL tenant, you can play a huge part in looking out for and spotting vulnerable people.

1 Spot

The following signs can suggest a person is vulnerable:

- » Standing or sitting alone and/or not boarding trains
- » Remaining near the end wall of the platform, closest to approaching trains
- » Wearing hospital clothing
- » Removing clothing, shoes or bags
- » Visibly upset, holding their head in their hands or crying

- » Wandering around the station and/or seeming withdrawn or distant
- » Asking strange questions or making odd conversation
- » Smoking or vaping

This is not a comprehensive list and often you can get a feeling that something just isn't right.

2 Report

- » Alert station staff immediately if you have spotted someone who looks vulnerable. You can do this by telling them in person or using the emergency button on station Help Points
- » Please remember to give a description of the person and their location. Our station staff are trained to intervene and take appropriate action
- » If you cannot contact station staff, please contact the police on 999, treating the situation as an emergency

Trading guidance

This section shows you how you can set up your business to minimise security risks on your premises.

1 Store layout

2 Signage

3 High value and age-restricted products

4 Outside the building

1 Store layout

- » Make sure your staff have good sight lines across the store through the positioning of your counter, the installation of cameras and concave mirrors
- » Provide adequate lighting to prevent shaded areas
- » Ensure CCTV images are visible to customers, so they can see that CCTV surveillance is being carried out as they enter a premises
- » Keep your store secure by keeping keys and till equipment out of sight and out of customer reach

2 Signage

- » Install clear signage to tell customers where they need to go for checkouts and to ensure they don't enter 'Staff Only' areas
- » If you are licensed to sell alcohol, you must install signage informing customers that alcohol consumption is prohibited across the TfL transport system
- » If you sell tobacco and/or vaping products, you should install signage to inform customers that no person shall smoke or vape or carry a lit cigar, cigarette, lighter, match, pipe or other lighted item on any part of the TfL transport network
- » If you have CCTV you must install signage to let people know that CCTV surveillance is being carried out

3 High value and age-restricted products

- » High value or age-restricted goods should be located in a clearly visible part of the store, away from the exit, on higher shelves, or near/behind the tills where staff can see them
- » Request to see ID of any person purchasing alcohol or tobacco if there is any doubt about their age

4 Outside the building

- » Where accessible, make sure people cannot get access to roof areas by locking away ladders or climbing aids
- » Where it is your responsibility, maintain the exterior of the premises – make it look welcoming to customers and well-managed
- » Consider shutters, security fencing or anti-climb paint with appropriate signage (this is a requirement where anti-climb paint is used) if areas are felt to be vulnerable

Every day 31 million journeys happen in London. At TfL, we know that better, safer journeys make for better lives. That's why every journey matters and we have a vision of everyone home safe and healthy every day.



If you'd like specialist advice, contact TfL Crime Reduction and Operational Security at: **crimereduction@tfl.gov.uk**

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