



### *First page of the manual*

*Title:* Training Manual

*Demandez Angela (Ask for Angela)*

*Subtitle:* A scheme providing assistance to anybody who is being harassed in the street or feels insecure, whatever their age, gender or condition, either during the day or at night.

*Slogan:* Because we can all help someone! Joining the scheme is in itself helping someone. (Original version in French: “*Parce qu’on peut tous aider quelqu’un ! Adhérer, c’est déjà aider.*”)

*Logos:* Nice, Demandez Angela, EU, Efus

### *Second page of the manual*

*Demandez Angela (Ask for Angela)* is a **scheme providing assistance** to anybody who is being harassed in the street or feels insecure, whatever their age, gender or condition, either during the day or at night.

- **Establishment of a safe, caring network of venues** (bars, hotels, shops) that can provide assistance and support to people who are being harassed or feel insecure.
- **With the code sentence “Where is Angela?”** and the sticker displayed by partner venues, anybody who feels in danger, vulnerable or threatened can discreetly ask the venue’s staff for help.
- **A duly trained staff member** will provide assistance in a kind, non-judgmental way, without making any discriminatory comment.

**Together**, let’s adopt an educational, inclusive and engaging approach to:

- Encourage collective commitment to establish a network of assistance, protection and guidance.
- Organise collaboration between local authorities, venues, institutions and associations in order to protect victims of gender-based and sexual aggression in public spaces.
- Raise awareness among staff and customers of participating venues and spread a culture of mutual support.
- Strengthen collective skills.
- Encourage a change in behaviour.
- Develop and promote positive behaviour models.



**Dans le contexte de lutte contre le harcèlement de rue, votre implication va permettre :**



[Cette slide va être adapté par LOBA]

### Local context

“Being safe and protected in order to safeguard and protect” becomes our new challenge

Since 2008, the Nice Municipal Police's department for the Protection of Retailers (*Service Prévention Commerçants*) provides upon request personalised advice and tools to Nice-based retailers: safety audits, alert by SMS, emergency button in shops.

With the *Demandez Angela* scheme, the city of Nice wants to take a step further in protecting public spaces. It is certain it can count on citizens' commitment to help anybody who finds themselves in an insecure situation in a public space, whatever their age, gender or condition, whether during the day or at night.

The city of Nice is rolling out the *Demandez Angela* scheme in a pilot-zone in the centre of the city in order to test solutions to prevent gender-based violence and sexual aggressions and to collectively fight against harassment in the street.

### What the law says

In France, gender-based and sexual harassment in the street (“*outrage sexiste et sexuel*”) is illegal. Two laws target this type of offence.

- **Law n° 2018-703 of 3 August 2018:** it punishes sexist and sexual abuse in public spaces with a 4th class penalty. Such abuse is defined as sexist comments or behaviour that aim to belittle, humiliate or intimidate a person because of their sex.
- **Law n° 2018-771 of 5 September 2018:** it strengthens the fight against sexist and sexual violence and includes public transport as a type of public space where sexist and sexual abuse is considered an offence.

### Definition

**Sexist abuse in public spaces** refers to any unwanted verbal, non-verbal or physical behaviour with a sexual connotation that violates a person's dignity and creates an intimidating, hostile, degrading, humiliating or offensive environment. It includes obscene remarks, comments and gestures, stalking, whistling, exhibitionism and non-consensual rubbing.

**Consent:** it is defined as the expression of an agreement given freely and voluntarily by a person capable of giving consent. Consent must be given without coercion, threat, blackmail or pressure. The person must be able to make a decision without being influenced or coerced. Silence, lack of resistance or absence of protest should not be interpreted as consent. Consent is given with full knowledge of the facts. It may be withdrawn at any time.

**Sexual harassment:** sexual harassment is a form of gender-based violence consisting of repeated comments, behaviour, unwanted advances or pressure of a sexual nature that may undermine a person's dignity and create an intimidating, hostile or offensive environment.

**Sexual assault:** sexual assault refers to any act of a sexual nature committed without the victim's consent using violence, coercion, surprise or threats. This may include touching, forcible kissing, rape or other acts of penetrative sexual intercourse.

**Rape:** rape is any act of sexual penetration of any kind committed against another person by force, coercion, threat or surprise.

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**By becoming a partner of this scheme**, you commit to respecting the 3 following principles: principle of assistance, principle of information, and principle of communication.

Welcome	anybody who seeks refuge in the venue. In case of medical emergency, dial 112 If it is a minor or a case of domestic violence, use the alert button or dial 17
Inform	the person that municipal police can be called through the alert button or that a relative can be contacted
Assist	the victim by adopting a reassuring attitude and providing immediate support (invite the person to sit down, provide something to drink, offer them to charge their phone...)
Support	the victim by respecting their wishes
Refer	to relevant authorities/services and/or relatives
Advise	the victim on the solutions provided by the municipality to help them with administrative paperwork and to assert their rights

## 1. Welcoming the victim

### Accueillir



Lorsque la personne utilise le code « ANGELA » ou demande de l'aide, lui permettre de se réfugier à l'intérieur de l'établissement



En cas d'urgence médicale, faites le 112.



Alerter en activant le bouton d'alerte, en fonction de la dangerosité de la situation :  
Si mineur(e)s ou violences intrafamiliales, appuyez sur le bouton d'alerte



Appelez le 17, lorsque la situation représente un danger grave et immédiat pour la victime et pour vous-même. Soyez aussi précis que possible en indiquant aux forces de l'ordre votre position ainsi que toutes informations qui faciliteront leur intervention

[Cette slide va être aussi adapté par LOBA]

### The specific case of domestic violence and minors in danger

- In case of domestic violence: use the alert button and explain the situation when called back.
- Do not ask the person to remain on the premises if they wish to leave before police arrive, but it's important you gather all the information needed by police to identify the victim.
- If a minor takes refuge in your venue, use the alert button in order for the police to send an officer on the premises and liaise with legal representatives.
- **Do not let an under-age child leave the premises on their own.**

### 2. Inform

and

### 3. Assist

Your behaviour and tone of voice must be reassuring: speak softly, remain poised and if possible take the person to a quiet area of the venue

The person you are welcoming is stressed and hyper-vigilant. They need to know how you can help. What you can do:

- Allow the victim to regain control of themselves. Be there physically, but at a distance. Depending on the situation, you might want to stay silent for a moment.
- Try to bring the victim to an isolated area, but also close to an exit or an opening. Indeed, stress can make one feel out of breath and constricted. Make sure the victim is comfortable: a seat, a glass of water, tissue, a blanket, a jacket. Indeed, stress can make one feel cold.
- Invite the victim to charge their phone and contact someone they trust who could come and offer support.

- Listen without any unsolicited comment or reaction.
- Avoid touching the victim.

It is important that the protection you are giving by being physically present and caring be discreet.

#### 4. Support

- Just ask: “What can I do for you now?” “What would you need?”
- If the person voluntarily tells the facts, just note what they say without commenting or questioning the information. Be mindful of the way the person gives the information (whether they downplay or trivialise the facts, or express feelings of shame or guilt). All this information will be helpful when professionals investigate, but also for the victim if they decide to file a complaint.
- Whether you witness or not the incident, confirm to the victim that harassment is an aggression and an inappropriate behaviour.
- You can show you understand without judging and in a supportive manner. You can tell the victim that, “the law forbids and sanctions such acts and words. The perpetrator of harassment or aggression is the only one responsible, you are not responsible in any way. I am here to assist you so you can get all the help you need. Professionals are here to support you and listen to you.”

#### 5. Refer



Lorsque la victime est prête et vous autorise à engager une action vers les acteurs extérieurs afin qu'ils prennent la suite, prenez le temps et le soin de reformuler, afin qu'elle valide vos propos et actions. Permettez-lui de s'exprimer à nouveau.



Passez le relais (**police, services d'urgence, proches identifiés par la victime**).

#### 6. Advise

Give the person all the available information on the help they can get from victim support

organisations and specialised local associations (flyer).

How to react when confronted with a situation of harassment in the street? The 5D method (which was designed by the non-profit Stand Up together with the Fondation des Femmes in France and L'Oréal Paris)

- **Distract:** if you see somebody in trouble, intervene before the situation gets out of hand by distracting the harasser. Ask them what time it is, or directions, or even pretend you know them.
- **Delegate:** if you feel you cannot intervene on your own, ask for help from passers-by, shopkeepers, bus drivers... They might help you manage the situation.
- **Document:** do not hesitate to record a video or take a photograph of the scene. Discreetly add in the date, time and place of the video. **Careful! Do not post your video on social media.** The video only serves as evidence to be used by the victim if they wish to file a complaint.
- **Direct:** depending on the situation and provided you remain safe, you can directly intervene by asking the harasser to stop and leave.
- **Dialogue:** once the harasser is gone, you may approach the victim and reassure them, tell them they're not alone and ask them if they need anything. Be gentle and tell them the harasser's behaviour is not normal and that they haven't done anything wrong.

Such a method can counter the so-called 'witness effect', as it is proven that the more witnesses there are of a situation of harassment, the less they react. With all this information in mind, it will be easier for you to help a victim.



Learn more about the 5D method →

### Being a witness or providing assistance does take its toll

At the time of the incident or shortly afterwards, you may have feelings of fear, guilt or unease. Being the target of violence is a shock not only for the victim but also for those who help the victim or witness an incident.

If, in the days following the incident, you experience flashes or uneasy feelings, do not hesitate to ask for help. You may contact the Maison d'Aide aux Victimes (+330 4 97 13 52 00 or [accueil-victime@ville-nice.fr](mailto:accueil-victime@ville-nice.fr)). Experiencing such feelings and emotions is normal.

*Last page of the manual*

Thank you for your commitment and for enabling a respectful, safe urban environment in Nice.

For any question or information

About the scheme:

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[QR Code](#)

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