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**Govia Thameslink Railway**

Management Information System (MIS) Report

Railway Operations and Safety Report

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### TACTICS For approaching people in need

If you feel comfortable and it's safe to do so, please start a conversation with the person. The chances are you will help them by giving them an opportunity to talk about their problems or feelings.

- Encourage them to talk. Listen.
- Offer to talk in a safer environment.
- Offer Samaritans support.

In an emergency contact the:

- Signaller
- British Transport Police on 0300 123 9101

 **116 123** FREE  
This number is FREE to call

Please report any intervention you have made to your manager and email [interventions@samaritans.org](mailto:interventions@samaritans.org)

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[Redacted]  
Chief Executive Officer  
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