



Black Friday

Plan, Plan, Plan

What St Moritz employees should know before they start working at the site:

Receive instructions from the client and provide the information to the employees. OSHA has a fact sheet on this subject Crowd Management Safety Guidelines for Retailers

1. What to do in the event of an emergency.
2. Who to contact in an emergency and how to make contact with them.
3. Let each guard know what is expected of them; give the guard an opportunity to ask questions.

Review with employees how to diffuse a tense situation:

Starting at a lower level of response allows you to increase your actions as necessary

1. Give the person causing a problem your focus and attention. Speak to that person in a calm quiet voice.
2. This is not personally directed to you; act accordingly. Don't worry about being right, your main objective is to prevent the situation from progressing.
3. Remove the person from the public area; this avoids having others join in support
4. If you provide them respect and your attention, maybe further aggression will not be necessary.

What to do if the above does not work?

1. Set limits on their actions "Stop pushing of you will be removed from the premises"
2. If it does not stop, take the action you gave them warning of and ask them to leave.
3. Never touch a person who refuses to follow instructions. Have a pre-planned signal/arrangement to another employee or client employee to call a manager.

Final Resolution Step

Emergency-threat of physical harm to you or anyone else, including themselves; has a weapon or behaves in a manner that causes you to fear for your safety or the safety of others.

Follow the emergency plan provided by your client.