



## **SALAM Project - Event Security and Suspicious Activity Playbook**

Have a greeting committee/front desk sign-in to welcome people in. Should they show signs of suspicious activity, take notes. Every staff member should understand procedures and their options. Optionally, you can have someone patrol the facility at regular intervals, known as a CASUAL WALKTHROUGH. This can be as simple as someone walking through around the exits and checking for anything unusual.

Highly suspicious activity should follow an escalation procedure: Team Leads should be notified if the person is acting in such a way that physical harm is imminent, police should be called immediately with details and location information.

A response team should be 3 people: One team member communicates and de-escalates, one team member stands beside to support, another



observes from a distance (video record if possible) will call police if needed. Be polite, respectful, do not accuse or belittle anyone, acknowledge emotions, and offer information.

Learn to LISTEN, this will likely prevent the suspicious individual from getting increasingly incensed. If the interaction is escalating and a teammate is only making things worse, you can try to separate them from the situation and have someone else de-escalate.

If violence is threatened or suspected, all 3 responders should stand shoulder to shoulder.

Note behavior, clothes, shoes, distinguishing features, height, exact quotations that invite suspicion. What time did the person enter and how long did the interaction last?

Every person that enters the event should be going to the brothers' section first to check-in with the greeters. The greeters/ushers can then escort



newcomers to the sisters' entrance. This reduces the needed volunteers and also better protects sisters, as a suspicious individual would have to go through the brothers' section first.

In the unlikely event of an emergency some volunteers need to be tasked with evacuating guests to the nearest emergency exits. Take note of the 3 closest options you have. Other volunteers need to be ready to lock and barricade doors.

Being safe is a personal responsibility which requires some awareness.

Awareness can enhance how safe you are at work, in public spaces whether familiar or unfamiliar.