

## DISRUPTIVE BEHAVIOR

**What are disruptive behaviors?**

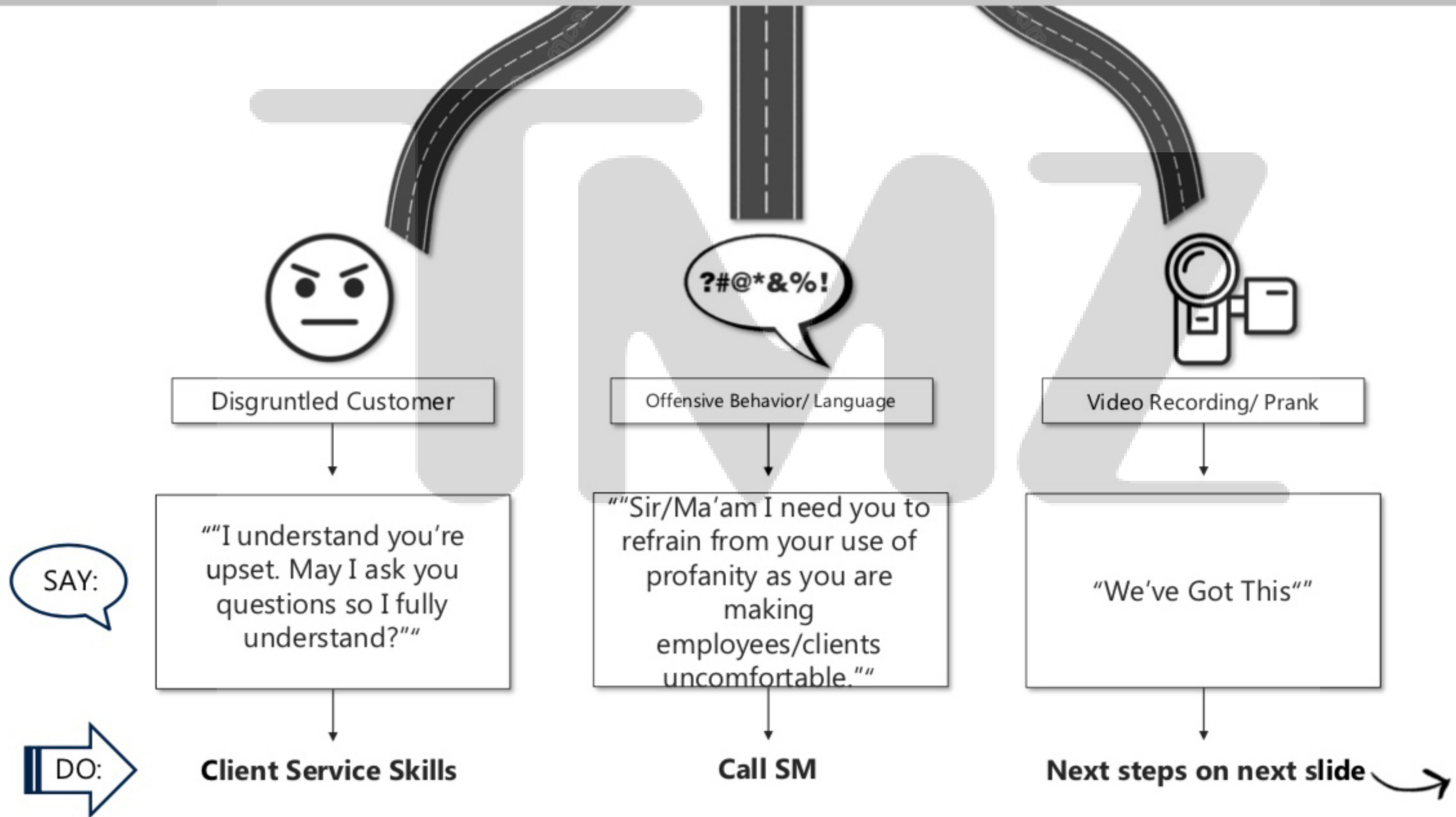
- Filming on premises
- Attempting to conduct a video prank or a protest
- Shouting, throwing or knocking over merchandise, playing loud music on premises.
- Using angry and hostile tones laced with profanity towards staff or in the presence of other clients/employees.

**SAFETY FIRST**

Your safety is most important. Be sure to alert team members, SM and LP immediately if your safety is of concern and follow security protocols, calling 911 if needed.

ALWAYS FOCUS ON DE-ESCALATION. NEVER ENGAGE IN A VERBAL OR PHYSICAL ALTERCATION WITH A CLIENT.

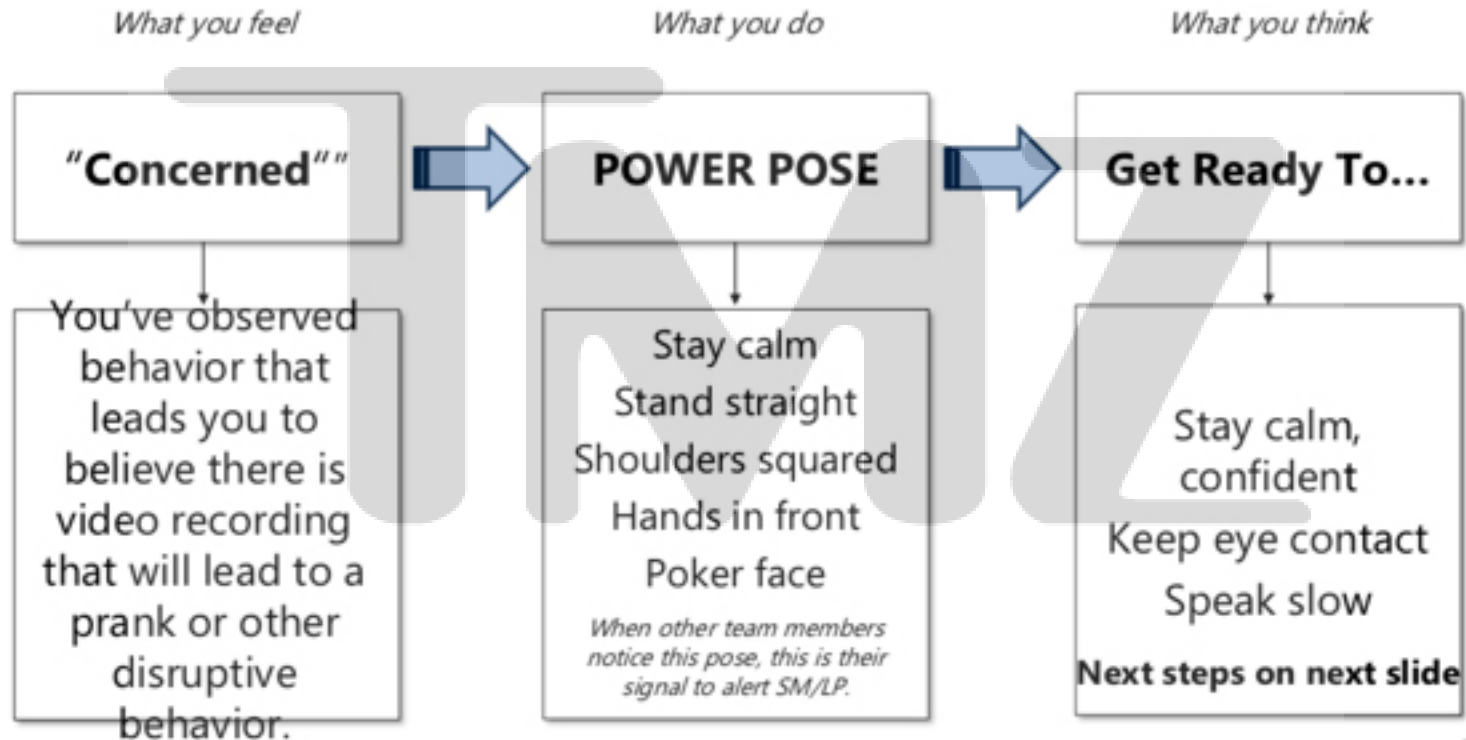
POSSIBLE GUEST SCENARIOS



NOTE: Your safety is our priority. If you feel you or your team are in danger, follow the security protocols and call 911 if needed.

# VIDEO RECORDING

## STEPS TO TAKE



# VIDEO RECORDING

## SCRIPT & ACTION

*NOTE: You can move through each step quickly. You do not need to wait several minutes before asking them to stop and leave. Use your best judgement in each situation.*

INFORM

*"Please be advised the company does not allow video recording in the store."*

ADVISE

*"Kindly refrain from video recording in the store."*

FINAL WARNING

*"If you continue to record, you will be asked to leave."*

SAY:

DO:

**\*\*If wearing glasses or hidden camera, first ask if it is a recording device.**

**Be Firm. Direct eye contact. Use calm tone.**  
Alert SM/LP of possible need for support. Text "P" (closest letter to send button)

**SM/LP present and prepared to manage situation further.**