

Purpose

To ensure staff respond safely and professionally to violent or aggressive behavior from members of the public during activities.

Core Principles

- Safety First – Protect yourself and others. Do not escalate the situation.
- Stay Calm – Maintain a composed tone and body language.
- **Do Not Engage Physically** – Never retaliate or use force unless in immediate self-defense. Do not try to 'break up' a fight/scuffle
- Follow the Chain of Command – Alert supervisors and security immediately.

Step-by-Step Response

Assess the Situation

- Identify if the person is verbally aggressive or physically violent.
- Keep a safe distance (at least 2 meters).

De-escalate Verbally

- Use calm, clear language:
 - "I understand you're upset. Let's step aside and talk."
- Avoid shouting, arguing, or making threats.

Signal for Help

- Use radio or phone to alert:
 - Supervisor
 - Security (if available)
 - Emergency Services (911) if violence escalates.

Protect Players and Spectators

- Move others away from the aggressor.
- If indoors, guide people to a safe area.

Do Not Block Exits

- Allow the aggressor space to leave if they choose.

Document the Incident

- Record:
 - Time, location
 - Description of aggressor
 - Actions taken
 - Submit report to management within 24 hours.