



De-Escalating Discriminatory & Harassing Behavior

Discrimination and harassment of any kind does not align with our values and has no place in our organization. Our top priority is the safety and security of all employees, managers, customers, and suppliers. Please utilize this reference guide as a resource with links below that highlight de-escalation techniques and training beneficial to managers and employees.

Quick de-escalation and training recommendation tips:

- **Remain calm and rational** – Do not match the aggressor’s demeanor – This can escalate the situation.
- **Back away** from the aggressor if necessary and inform the manager on duty.
- **Be aware** of the space between you and the aggressor and your surroundings.
- **Be mindful of your tone of voice** – Speak low and with a controlled tone.
- **Be mindful of your facial expression** – Do not express emotional state (rolling eyes, anger, laughing, etc.).
- **Be mindful of your gestures** – Your mood can be determined through your body language, and gestures.
- **Do not take it personal** – Be genuine and deliver the best customer service; align with your organization’s value to serve.
- **Assess each moment** during a situation and contact local law enforcement if necessary.
- **Recover** – Take the necessary time to regain composure and effectively resume business.

CCTV Camera Systems

- Ensure all cameras are functioning & recording
- Ensure clarity and quality are maximized
- Ensure adequate camera coverage

Travel Paths

- Management should routinely conduct during each shift
- Report anything suspicious to Supervisor and, if necessary, local Police (graffiti, etc.)
- At night, conduct exterior travel paths from inside the restaurant

Resources and Links: FEDERAL PROTECTIONS AGAINST NATIONAL ORIGIN DISCRIMINATION (link here: <https://www.justice.gov/crt/federal-protections-against-national-origin-discrimination-1>)

Disclaimer: The information contained in this material and is offered as a resource and recommendation to restaurants of all types. Subsidiaries, affiliates and licensees are encouraged to adopt appropriate policies and procedures for their businesses and/or restaurants. For any legal issues affecting their businesses, subsidiaries, affiliates, and licensees should consult their own legal counsel.

