



Civil Response Guide

1. Purpose

This guide provides procedures for responding to civil disturbances including protests, demonstrations, hostile crowds, and disruptive events near or on client property. The goal is to protect life, property, and reduce liability while avoiding escalation.

2. Guiding Principles

- ✓ Prioritize de-escalation
 - ✓ Avoid unnecessary physical contact
 - ✓ Remain neutral and non-political
 - ✓ Document all actions factually
 - ✓ Protect property without provoking conflict
- Officers do NOT act as riot police.

3. Threat Levels & Required Actions

Level 1 – Peaceful Gathering:

- Monitor and observe
- Notify Dispatch and leadership
- Stay visible, avoid engagement
- Start documentation if appropriate

Level 2 – Disruptive Crowd:

- Notify Dispatch: “Escalating crowd behavior”
- Increase officer presence
- Redirect patrons/staff
- Maintain distance and avoid confrontation

Level 3 – Hostile or Aggressive Behavior:

- Move to safe position
- Request law enforcement
- Secure entrances and vulnerable areas
- Move people indoors if safe
- Document persons involved

Level 4 – Riot Conditions:

- Retreat to secure location
- Lock down facility if possible
- Notify Dispatch: “Active civil disturbance”
- Protect life, not property
- Await law enforcement

4. Officer Safety Protocols

- Maintain 6 ft reactionary gap
- Avoid being surrounded
- Keep exit routes clear
- Stand at angles, not squared off
- High-visibility gear preferred
- No sunglasses during tense moments

Prohibited Actions:

- ✗ Physical engagement unless in self-defense
- ✗ Arguing with crowd
- ✗ Attempting to detain unless necessary
- ✗ Issuing dispersal commands
- ✗ Using unapproved tools or force

5. Communication Protocol

Officer → Dispatch Report:

- Crowd size
- Behavior level (1–4)
- Property risk
- Weapons seen
- Injuries

Sample Script:

“Dispatch, this is Officer [Name]. Approx. [#] individuals outside [location], disruptive behavior, no weapons seen. Monitoring.”

Dispatch → Leadership:

- Notify client representative
- Notify BFS supervisor
- Prepare law enforcement coordination

6. Protection of Property & Access Points

Officers May:

- ✓ Lock exterior doors
- ✓ Restrict access
- ✓ Redirect foot traffic
- ✓ Close gates (if authorized)
- ✓ Move people indoors

Officers May NOT:

- ✗ Physically block crowds
- ✗ Challenge protest leaders
- ✗ Confiscate signs or items
- ✗ Remove people from public property

7. De-Escalation Tactics

Approach calmly if engaged by a protester.

Recommended phrasing:

“I hear your concern. My role is safety. I’m not here to debate or interfere.”

Posture:

- Hands open, visible
- Relaxed shoulders
- Neutral expression

Avoid:

- ✗ “Calm down”
- ✗ Sarcasm
- ✗ Commands not related to safety

8. Law Enforcement Coordination

When police arrive:

- Provide summary of events
- Give crowd size estimate

- Report weapons or threats
 - Identify property damage
- Then step back unless asked to assist.

9. Documentation Requirements

Complete the following:

- BFS Incident Report
- Timeline of events
- Descriptions of involved persons
- Photos or CCTV references
- Witness statements
- Property damage list

Documentation must be factual and legally defensible.

10. After-Action Steps

- Supervisor debrief
- Update post orders if needed
- File damage reports
- Provide CCTV timestamps
- Recommend improvements in staffing or barriers

11. Quick Reference Summary

- If peaceful: Monitor and document.
- If tense: Increase presence, redirect.
- If hostile: Notify police, secure building.
- If violent: Retreat, protect life, maintain comms.