## Policy:

Civil disorder may be in the form of demonstrations, fights, riots, or any behavior which is severe enough to interrupt the conduct of business or pose a risk to the safety of associates, customers or company property.

**Procedure:**

* The safety of associates and customers is Samsonite’s number one priority and should guide any actions taken during the incident.
* If an individual is **DISTRIBUTING LITERATURE INSIDE THE STORE,** politely ask them to leave.
* If **DISTRIBUTION OF LITERATURE IS OUTSIDE THE STORE** or has the potential to cause a disruption, contact mall management or mall security immediately. Do not leave the store to enter or attempt to break up the disturbance.
* If the situation is not resolved, contact your DM or home office to decide if / when the local authorities should be notified.
* Any **DISTURBANCES,** such as fighting or verbal demonstrations should be reported to mall security and the police.
* Associates should report to their DM whenever they see unusually large gatherings of people directly outside or inside the store.
* Call the Police if the disturbance appears to be more serious or violent, such as a riot.
* In these cases, shut the front doors of the store to deter the gathering from entering. If the gathering appears to be violent, lock the doors.
* “Criminal Flash Mobs” are groups or gangs of people who swarm a store all at once to overwhelm associates and grab as much merchandise or cause other destruction as quickly as possible and then run back out.
* **IF THE GATHERING HAS ENTERED THE STORE**, do not attempt to physically remove anyone from the store, physically stop a fight or detain any individuals. The goal is to have them exit the store as quickly as possible if it is safe to do so; use customer service techniques to try to position associates to deter (non- violent) individuals from coming further into the store and to discourage theft or damage.
* If necessary, to prevent the offenders from injuring anyone, instruct associates and clients to retreat into a secure part of the store and call the police.
* When the threat has subsided, take note of the physical description and clothing worn by each offender. Additionally, take note of property stolen or damaged or any areas or items touched by the offenders.
* If it is deemed necessary to leave or you are instructed to do so by authorities, please do the following**:**
* Take the emergency call list with you and alert any associates who may be en route to the store.
* Ensure no one is left inside the store and when possible, leave as a group.
* Secure all funds in the safe and set the alarms prior to leaving.
* Lock the store as you exit.
* Do not return until instructed to do so.
* Do not speak with the press; refer all inquiries to your DM.