SilentHelp Cards Procedural Guide

IMPORTANT NOTICE
SilentHelp cards do not replace emergency services.
If there is immediate danger, contact local emergency services.

WHEN A SILENTHELP CARD IS HANDED TO YOU

1. ACKNOWLEDGE DISCREETLY
• Subtle nod, eye contact.
• Do not question them in front of others.
The purpose of SilentHelp is to prevent escalation.

2. MOVE THEM CALMLY TO A SAFE SPACE
• Use neutral phrases such as: "Right this way" or "Would you come with me for a moment?"
• Maintain a calm, normalised tone.
• Take them to a designated staff area, side bar, office, or security point.
• These locations should be agreed upon by staff and security in advance.

3. ASK ONLY NEUTRAL SAFETY QUESTIONS
• "Do you need to leave safely?".
• "Is someone here making you uncomfortable?"
• "Would you like security or a friend contacted?"

If the person becomes non-responsive, this may indicate a medical issue. Follow your workplace procedures. If none apply, contact emergency services.

4. SUPPORT THEIR EXIT PREFERENCE SAFELY
Options may include:
• Quiet exit with staff escort
• Calling a taxi or rideshare
• Contacting a trusted person
Involving security if safety concerns escalate

In an emergency DIAL 000

Site Security :
This Address :

SilentHelp Cards Procedural Guide

SilentHelp

5. KEEP THE INTERACTION LOW-PROFILE WHERE POSSIBLE

- No announcements or confrontation.
- Avoid drawing attention.
- Discreet action reduces the risk of escalation.

6. IF RISK ESCALATES

- Follow your workplace safety procedures.
- Notify a manager or security.
- If immediate danger is present, follow critical incident protocols and contact emergency services.

WHAT NOT TO DO

- Do not question them publicly or at the point of presentation.
- Do not return them to the situation.
- Do not minimise their concern.
- Do not force police or security unless requested or if safety is at risk.
- Do not place yourself in danger. Follow safety procedures.
- Do not remain alone in a situation where there is any personal safety risk.

Key Purpose

SilentHelp is not a panic alarm - it is a quiet signal that someone feels unsafe.
Your role is to provide calm, discreet, non-judgmental support and a safe exit.

A.M.A.S

Acknowledge - Discreetly
Move - Calmly
Ask - Neutrally
Support - Safely

REMEMBER

Treat every card presentation as credible | Comfort over confrontation | Safety first, then support.

In an emergency DIAL 000

Site Security :
This Address :