



If Law Enforcement Visits Your Business

6-Step Response Protocol

Stay calm. Know your rights. Protect your team.

1 Stay Calm
Keep the environment professional. Continue normal business operations. Do not panic or alert customers unnecessarily.

2 Do Not Obstruct, Do Not Volunteer
You are not required to assist agents beyond what the law requires. Do not block their path, but do not offer access to non-public areas, employee records, or information they have not requested with proper authority.

3 Ask Agents to Wait
Politely request that agents remain in public areas of your business. Say: *"I'd like to contact my manager or legal counsel before proceeding. Please wait here."*

4 Call Your Point Person
Immediately call your pre-designated point of contact. This person should be identified in advance and their number posted alongside this protocol.

5 Observe and Document
Note the following: number of agents, badge numbers or names, time of arrival, what was requested, what was said. Write it down as soon as possible.

6 Protect Employee Rights
Remind employees: they have the right to remain silent. They do not have to answer questions about their immigration status, nationality, or where they were born. They can say: *"I choose not to answer that question."*

YOUR POINT PERSON: _____

PHONE: _____

LEGAL HOTLINE: [PHONE NUMBER]