

Staff Briefing: What Every Team Member Should Know

A quick guide to your rights and our business's response plan

Why This Matters

During the 2026 World Cup, your city will see unprecedented visitor traffic and increased law enforcement activity. As a hospitality professional, you may encounter situations involving immigration enforcement at work. This guide helps you understand your rights and our business's plan so you can stay safe and confident.

Your Rights at Work

- ✔ **You have the right to remain silent.** You do not have to answer questions about your immigration status, where you were born, or your nationality.
- ✔ **You do not have to consent to searches.** If someone asks to search your belongings, you can say no.
- ✔ **You have the right to a lawyer.** Before signing any document, you can request to speak with an attorney.
- ✔ **These rights apply to everyone** in the United States, regardless of citizenship or immigration status.

What to Say

If approached by an agent at work:

"I am exercising my right to remain silent. I would like to speak with a lawyer."

You can also say:

"I do not consent to a search." • "Am I free to go?"

You do not need to answer any other questions.

What NOT to Do

- ✗ Do not run or physically resist
- ✗ Do not provide false documents
- ✗ Do not sign anything without a lawyer
- ✗ Do not volunteer information about yourself or coworkers

Our Business's Response Plan

Our business has an ICE Response Protocol posted in the break room / at the manager's station. Here's what will happen if law enforcement visits:

- 1 A manager will handle the situation.** You do not need to interact with agents directly.
- 2 The manager will ask agents to wait.** Agents will be directed to public areas of the business.
- 3 The manager will contact our point person.** Legal counsel will be reached immediately.
- 4 You may continue your normal work.** You are not required to stop what you're doing.
- 5 If an agent approaches you directly,** you can say: "I'd like to speak with my manager" or use the statement on page 1.

IMPORTANT NUMBERS

Manager on duty: _____

Business owner / designated contact: _____

Welcome Standard Legal Hotline: [PHONE NUMBER]

After an Incident

If a law enforcement visit occurs:

- Write down what you saw and heard as soon as you can
- Note the time, number of agents, and what was said
- Share this information with your manager
- If you or a coworker were directly affected, call the Legal Hotline — it's free and confidential

You Belong Here

This business is part of the Welcome Standard network because we believe good hospitality means everyone — staff and guests alike — should feel safe and welcome. Knowing your rights is part of being a professional. We've got your back.

✂ CUT HERE — KEEP IN YOUR POCKET

QUICK REFERENCE

SAY: "I am exercising my right to remain silent. I would like to speak with a lawyer."

OR: "I'd like to speak with my manager."

Manager: **Hotline:** [PHONE NUMBER]