This SOP defines minimum safety measures and behavior expectation to protect both guests and staff members.

* All Salaried and Hourly Managers on Duty, and key team members including those stationed at harnessed attractions, front desk staff, and cafe staff will be always on-radio with a walkie talkie while clocked in and on-shift.
* All Salaried and Hourly Managers on Duty will be in a proper approved uniform while in-park and acting in a functional capacity.
* No Salary or Hourly Manager on Duty is permitted to be in functional areas if not in uniform and on-radio.  This includes but is not limited to being behind the front desk and engaging with guests and staff in a managerial capacity during open hours.
* All Salaried and Hourly Managers will utilize de-escalation protocols when handling potentially hostile guest engagements. These protocols include:
  + Do not ever put yourself in between 2 arguing guests.
  + Lead the guest(s) away from high traffic areas, and towards areas of the park that provide a clear camera view of the guest and manager, and that provide quick and easy access to front door exits should the need arise to exit a guest from the building.
  + Everyone has a right to defend themselves when physically contacted by a guest, however no-one representing Urban Air is ever permitted to initiate physical contact with any guest or employee.
  + Managers should always have a backup person assigned and nearby to potentially assist in de-escalation protocols.
* All altercations in-park involving guests and employees must be properly documented according to Urban Air Incident Reporting Standards.
* All altercations in-park involving guests and/or employees will be documented as CIP (coaching for improved performance) events, and follow Urban Air Development Plan standards leading up to and including suspension and/or termination.