**SOP 40 – Incident Involving Vandalism or Graffiti** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If vandalism or graffiti is discovered, do not clean or alter the area until it has been documented by management.
2. Notify the General Manager or on-site lead immediately.
3. If the damage is ongoing or suspects are present, do not confront them. Call 911 and report the incident as vandalism in progress.
4. Secure the area to prevent further damage or guest access.
5. Document thoroughly:  
   * Location and type of vandalism (spray paint, broken fixtures, carving, etc.)
   * Time it was discovered
   * Names or site numbers of anyone observed near the area
6. Take clear, wide-angle photos of:  
   * The damage or graffiti
   * Any identifying tags or symbols
   * The surrounding area for context
7. If the vandalism involves hate symbols, targeted messages, or threats, treat it as a criminal incident and notify police.
8. Complete an Incident Report including:  
   * Description of the damage
   * Estimated cost if known
   * Guest or staff witness statements
9. Do not attempt to repair or repaint until documentation is complete and management gives approval.
10. Management will coordinate cleanup, possible police reporting, and follow-up with insurance or legal counsel if needed.