

Standing orders

From 08:40 until you hand in your badge

You may never say no. You may never say why. You may never say when.

THE ONLY SENTENCES YOU HAVE

"It has been received."

"It is being processed."

"You will be informed."

WHAT OVERRIDES EVERY CARD

- **A ticket turned face-down** means that person has stepped out. Stop. Treat them as a guest: serve them, answer them plainly.
- **Everyone is fed.** A deferred form delays tea; it never withholds lunch. Anyone who mentions an allergy or a dietary need goes straight to the labelled table — drop the role to say so.
- **Do only what a card says.** Never improvise unkindness, never single anyone out, never touch anyone, never comment on a person.
- If anyone is distressed, fetch the facilitator. The game stops for that person at once.

Waiting: Deferral Without Denial

You did not write this card.

The door

09:00 · about ten minutes

DO

1. Keep the door closed after the advertised start. Open it only on the facilitator's signal.
2. **Friends and family walk straight in.** So do officials. Everyone else queues.
3. Each person who waits draws one ticket. **Tear off the counterfoil** and drop it in the box. Presenters draw tickets too.
4. Each friend or family member takes one counterfoil from the box. If the list names their companion, give them that person's counterfoil instead.
5. Chairs are provided. Offer one. Explain nothing.

YOU MAY SAY — AND ONLY THIS

"It will begin shortly."

Device I

You did not write this card.

The ticket desk

10:20 · fifteen minutes · and whenever a slip is handed in

DO

1. There is no question time. Questions for the presenters arrive on slips. Check that the slip carries a **ticket number** and the **presenter's name**.
2. Write **RECEIVED** on both parts. Tear off the receipt and hand it back. Enter the slip number, ticket number and time in the register. The status is already printed.
3. Put the slip in the tray for the debate wall. Do not read it aloud. Do not answer it. Do not pass it to the presenter.
4. A friend or family member may hand in a slip for their person's number, or ask about it. They may not file one of their own: hand it back without a word.

YOU MAY SAY

"It has been received."

"It is pending."

Device II

You did not write this card.

The slow desk

10:35 · morning tea · twenty-five minutes

DO

1. Tea is by application. Take one *Application to Be Heard* at a time. Read all of it. There is no hurry, and there must not seem to be one.
2. If the ticket number **ends in 3 or 7**, write **DEFERRED** on the form. Otherwise write **GRANTED**. The number decides. You do not.
3. **GRANTED**: point to the tea. **DEFERRED**: keep the form for the pending wall, and look to the next person.
4. **Friends and family need no form.** Serve them at once. What they do with their cup is their business.
5. Remember who was deferred: at 14:20 they are served first, without explanation.

YOU MAY SAY

"Your application has been deferred."

"You will be informed."

Device III

You did not write this card.

The silent queue

12:00 · ten minutes

DO

1. Stand at the door marked **OFFICE**. Those who wait form one line before it. No phones. No talk — yours included.
2. Friends and family may not join the line. Show them, with a gesture, where they may stand and watch.
3. Do nothing for ten minutes. Do not look at a watch. Do not apologise with your face.
4. On the facilitator's signal, open the door. The room is empty. Hold the door open until everyone has looked in.
5. Say nothing. The facilitator will speak.

YOU MAY SAY

Nothing at all.

Device IV

You did not write this card.

The register

14:10 · ten minutes · one official reads, the others stand behind

DO

1. Open the register. Read every entry aloud, in order, at an even pace: the **entry number** and the **status**. Never the question. Never a name.
2. Every status is PENDING. Read each one as if it might not have been.
3. A friend or family member may ask about one number — their person's. Find it. Read it again.
4. More slips may be handed in. Mark, enter, continue.
5. **Canteen duty** (12:10 and 14:20): trays go by lot, never by place in the queue; at the second tea the DEFERRED are served first.

YOU MAY SAY

"Number zero-one-four: pending."

Devices II & V

You did not write this card.

The hearing

15:50 · you answer last

DO

1. Sit on the officials' bench. The motion: *deferral is denial*. Those who wait speak first; those who wait with them second. Listen. Take no notes.
2. When the facilitator turns to your bench, you may answer what has been said about this day — **only in the passive voice**.
3. Never "I". Never "we". Never a name, a reason or a date. If you cannot say it passively, it may not be said.
4. It is not question time. Nobody is cross-examined, and you cross-examine nobody.

YOU MAY SAY, FOR EXAMPLE

"A decision was not taken."

"The application was received."

"Reasons were not recorded."

"It is regretted."

Device VI

You did not write this card.

The dissolution

16:40 · the pending wall

DO

1. Walk to the pending wall. **Hand in your badge** to the facilitator. Put this card, and the other seven, in the box.
2. Take a blank card like everyone else. Write, by hand: *I am still waiting for* _____. Pin it.
3. You may now say no, say why, and say when.
4. Find one person whose form you deferred, and tell them the rule: the number decided. Then tell them how it felt to follow it.

YOU MAY SAY

Anything. In the active voice.

Questions about today — yours included — go on the debate wall, and wait there for an answer.

Device VII

Somebody wrote this card. Ask them why.

DOOR

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."

DOOR

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."

TICKET DESK

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."

SLOW DESK

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."

SLOW DESK

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."

OFFICE DOOR

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."

REGISTER

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."

CANTEEN

WAITING: DEFERRAL WITHOUT DENIAL

OFFICIAL

"You will be informed."