



FIELD OPERATIONS GUIDE

REVISION 4.1 / DISTRIBUTION CLASS B

DOCUMENT GW-FG-041
GLASSWARD TECHNOLOGIES

READER ACKNOWLEDGEMENT

This document is assigned to the terminal that opened it.
If you are not the assigned reader, close the document.
Do not forward. Do not print. Do not retain locally.

The absence of a classification mark does not indicate public status.

Document control

OWNERSHIP AND REVISION HISTORY

This guide establishes field behavior for personnel who encounter, support, transport, document, or are documented by Observer-class assets. It supersedes all local instructions unless an Incident Director issues a signed exception.

REVISION HISTORY

REV	CHANGE	STATUS
1.0	Initial field issue	Archived
2.4	Reflective surface guidance	Superseded
3.9	Removal of autonomous observer language	Superseded
4.0	Terminology corrected	Withdrawn
4.1	Current controlled issue	Active

Note: Revision 3.9 was never distributed.

DISTRIBUTION

Authorized: Field Services / Continuity / Observer Liaison / Archive

Unauthorized: Contractors / Visitors / Civil partners / Subjects

If your role is not listed above, your possession of this file is itself an incident.

Before proceeding

NON-STANDARD READER CONDITIONS

Most procedural documents assume that the reader and the document occupy a stable environment. This guide does not make that assumption.

- 01 Do not read this document while facing a reflective surface.
- 02 Do not continue if the page count changes while the file remains open.
- 03 Do not compare this copy with another copy in the same room.
- 04 If a sentence appears to address you directly, record the page number only.
- 05 If the page number is absent, close the document without saving.

EXCEPTION

If the document opened without user action, skip Section 1.
Proceed directly to Section 8.

Do not search for Section 8.

THE EIGHTH SECTION WAS NOT REMOVED

1. Scope

WHAT THIS GUIDE DOES NOT DEFINE

Observer-class assets are used by Glassward systems to maintain continuity between monitored environments. Their function is not defined in this guide. Their origin is not defined in this guide. The difference between an asset, an operator, and an event is not defined in this guide.

Field personnel are not required to understand an Observer in order to behave correctly around one.

OPERATIONAL PRINCIPLE

Recognition is not identification.

Identification is not acknowledgement.

Acknowledgement is not confirmation.

Confirmation is not contact.

Contact begins earlier than all of them.

If the distinction above appears contradictory, do not resolve it locally. Contradictions are retained when removal would reduce predictive accuracy.

2. Observer recognition

IDENTIFICATION CUES ARE INTENTIONALLY INCOMPLETE

An Observer may present as an ordinary person, employee, bystander, reflection, remote feed, recorded figure, or other visually coherent subject. Appearance is not sufficient for classification.

A**Eye response**

Unnaturally stable gaze; light reflection may remain visible after head movement.

B**Position**

Repeated occupation of transition zones: ramps, corridors, doors, platforms, thresholds.

C**Behavior**

Low-motion observation. Hands often visible. Interference is rare before confirmation.

D**Persistence**

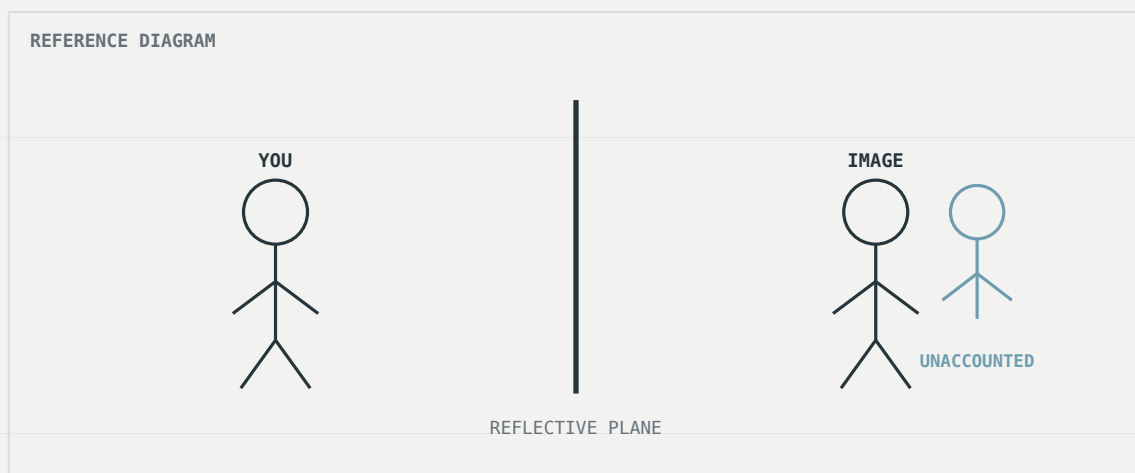
The same individual may appear in locations where ordinary travel time is insufficient.

DO NOT TEST RECOGNITION

3. Reflective surfaces

MIRROR AND GLASS HANDLING

Observers may appear in reflective surfaces before they are present in the physical environment. This is an expected sequencing fault and is not, by itself, grounds for evacuation.



RULE 3.4.2

If the reflection contains more people than the room, do not turn around.

RULE 3.4.3

If the room contains more people than the reflection, leave without using the reflected exit.

4. Duplication

SIMULTANEOUS IDENTITY EVENTS

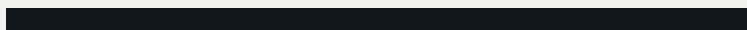
A duplication event occurs when two or more visually identical individuals are observed within a shared continuity window.

PROHIBITION

DO NOT determine which individual is the original.
DO NOT ask either individual to prove identity.
DO NOT separate the individuals using a locked door.

Earlier editions instructed staff to isolate the presumed copy. That procedure has been withdrawn.

Reason for withdrawal:



If both individuals claim to remember the same childhood event, this provides no useful distinction. If only one does, this also provides no useful distinction.

There is no original.

THIS PAGE INTENTIONALLY LEFT BLANK

This statement is no longer accurate.

5. Temporal inconsistencies

CLOCK, SEQUENCE, AND RECORDED-TIME CONFLICTS

Do not use device clocks to establish the order of an Observer event. Network time, camera time, wall clocks, and remembered time may disagree while all remain locally valid.

EXAMPLE / INCIDENT 12-041

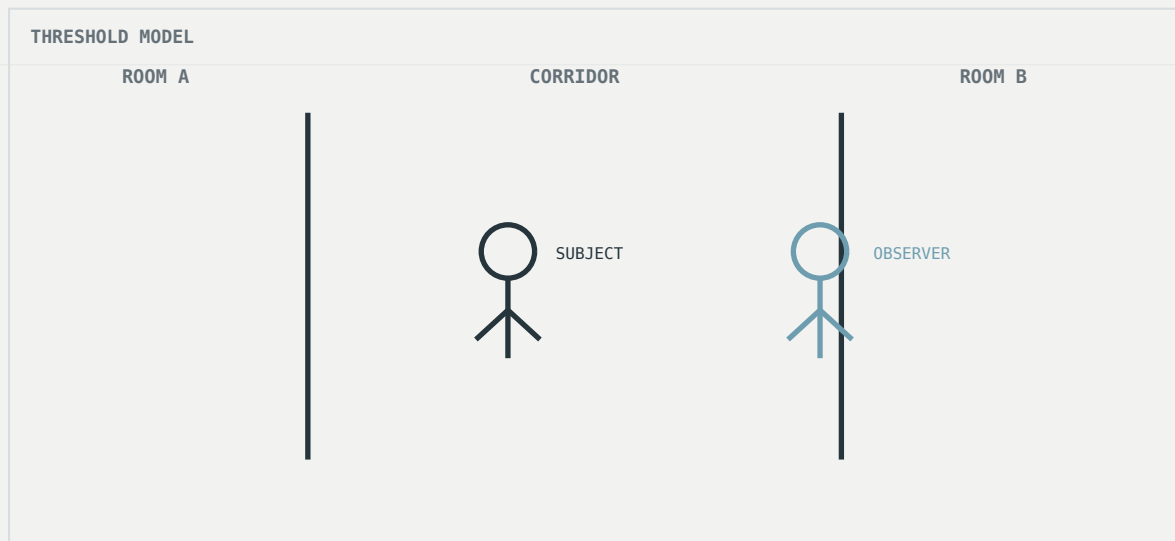
```
18:41:03 Camera C-12 records empty corridor.  
18:41:08 Subject enters corridor.  
18:40:59 Observer already visible behind subject.  
18:41:11 Subject turns toward Observer.  
18:41:11 Feed ends.  
18:43:20 Subject reports never entering corridor.  
18:44:02 Subject requests to see recording.  
18:44:02 Subject is visible in control room camera.
```

Do not attempt to correct timestamps. Corrections have repeatedly produced additional valid versions of the event.

6. Threshold behavior

DOORS, CORRIDORS, LIFTS, AND OCCUPIED TRANSITIONS

Observer appearances are disproportionately associated with transitions between controlled spaces. For field purposes, any boundary that changes who can see you should be treated as a threshold.



If an Observer is standing beside an open door:

1. Do not ask what is behind the door.
2. Do not ask why the door is open.
3. If light is visible around the frame, do not cross the threshold.
4. If no light is visible, the threshold may already have been crossed.

Incident extract

PARTIAL TRANSCRIPT / SOURCE INTEGRITY UNKNOWN

CONTROL ROOM AUDIO / CH-03

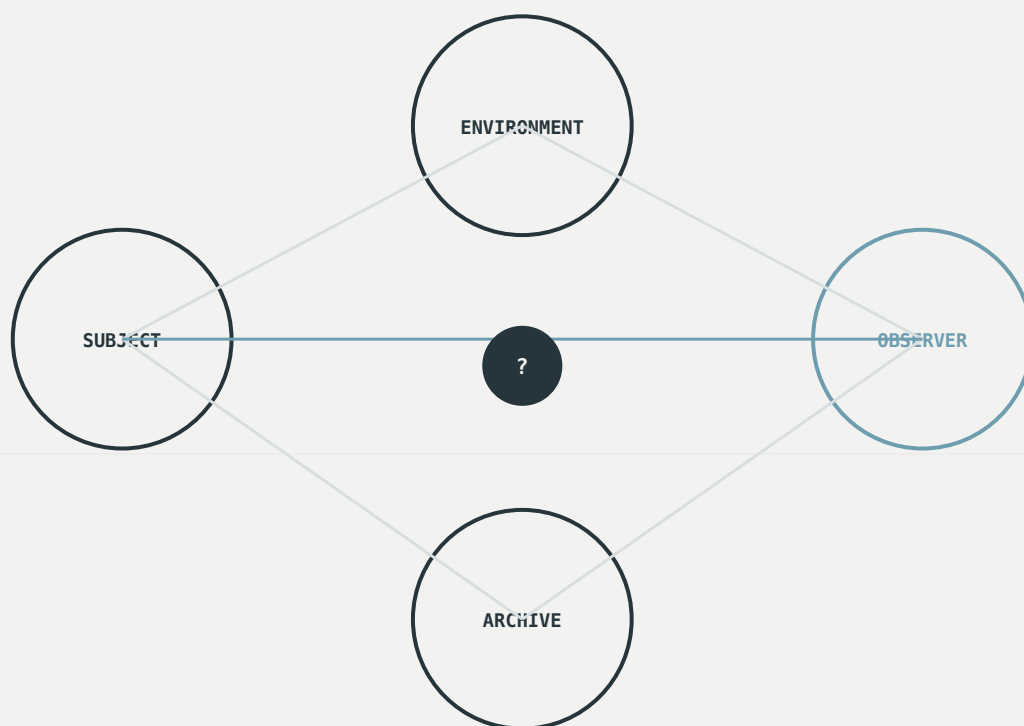
02:14:09	OPERATOR	Camera seventeen just came back.
02:14:13	SUPERVISOR	Seventeen is decommissioned.
02:14:15	OPERATOR	I know.
02:14:22	SUPERVISOR	What is it showing?
02:14:27	OPERATOR	Us.
02:14:30	SUPERVISOR	This room?
02:14:34	OPERATOR	No. The other one.
02:14:40	SUPERVISOR	There is no other control room.
02:14:46	OPERATOR	Then who is sitting in your chair?
02:14:51	[NO AUDIO]	
02:15:02	SUPERVISOR	Do not look at the monitor.
02:15:06	OPERATOR	You already did.
02:15:11	UNKNOWN	Thank you for confirming.
02:15:11	[END]	

EXTRACT INCOMPLETE

Continuity model

SIMPLIFIED TRAINING REPRESENTATION

The following diagram is intentionally incomplete. Do not use it to infer system architecture.



Training assumption: observation produces a record.

Operational assumption: the record may precede observation.

Current assumption: [WITHDRAWN].

7. [SECTION WITHHELD]

CONTENT UNAVAILABLE UNDER CURRENT READER PROFILE

You are not authorized to view this section.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] ...returns home... [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ACCESS DENIED

8. Confirmation

PROCEDURE AFTER MUTUAL RECOGNITION

Confirmation occurs when the subject recognizes that an Observer is observing them and the Observer recognizes that the subject has recognized this.

IMMEDIATE ACTION

1. Break line of sight without sudden movement.
2. Do not use a mirror, camera, or dark display to check position.
3. Continue toward the nearest occupied space.
4. Speak normally to another person.
5. Do not describe the Observer.
6. If the other person describes the Observer first, stop speaking.

If you are alone when confirmation occurs, follow the route you would have taken if you were not alone.

DO NOT RETURN TO CHECK WHETHER THE OBSERVER REMAINED.

It remained.

Field behavior after confirmation

SEVEN ACTIONS / MEMORIZE IN ORDER

- W** Walk at your normal pace. Running changes the event classification.
- A** Avoid reflective surfaces, especially powered-off displays.
- T** Treat closed doors as closed even if you remember opening them.
- C** Continue conversation if another person is present.
- H** Hold no object in front of your face to obscure recognition.
- E** Enter only rooms you can hear before opening them.
- R** Report the event once. Repeated reports are considered echoes.

MEMORY NOTE

If you cannot remember the seven actions, do not reread this page while the event is active.

Event classification

FIELD SHORTHAND

0	PASSIVE	Observer visible only in recording. No mutual recognition.
1	PRESENT	Observer visible in shared environment. No acknowledgement.
2	AWARE	Subject recognizes Observer. Observer response unclear.
3	CONFIRMED	Mutual recognition established.
4	ECHO	Observer persists after event should have ended.
5	RETURN	Subject is observed in a location they have not yet entered.
6	CONTINUITY	Do not classify locally.

Note: There is no Level 7 event classification.

Level 7 does not require classification.

Archive fragment

RECOVERED FROM REVISION 3.9 / NOT FOR DISTRIBUTION

The following text was present in Revision 3.9 and removed before release. Archive Services cannot explain why the deleted revision exists in more copies than the distributed revision.

RECOVERED TEXT

4.7 AUTONOMOUS OBSERVER LIMITATIONS

Observer units cannot initiate unscheduled movement.

Observer units cannot alter assigned appearance.

Observer units cannot access civil environments without a host system.

Observer units cannot reproduce outside an authorized continuity zone.

Observer units do not retain memory between deployments.

If an Observer appears to violate one of these limitations,
the event is the result of operator error.

If an Observer appears to remember you, report the operator.

If an Observer appears to remember you, do not let it know you remember it.

WITHDRAWN

DOCUMENT RECOVERY CHECK

You are still reading.

This is not part of the field guide.

The file should have closed after Section 8.

Your reader did not report a failure.

Your terminal did not request the following pages.

No action is required.

Do not look behind you to verify that statement.



Integrity record

DO NOT USE THIS PAGE TO VERIFY AUTHENTICITY

FILE RECORD

FILE: guide.pdf

DOC-ID: GW-FG-041

REV: 4.1

PAGE COUNT: 17

EXPECTED SIZE: VARIABLE

SIGNATURE: 7C:41:00:19:00:08:04:01

ARCHIVE NOTE:

A correct copy contains no page after this record.

A damaged copy may contain additional pages.

A copied copy may contain fewer.

An observed copy may contain the reader.

PAYLOAD:

VEhFIERPT1IgSVMgTk9UIEF0IEVYSVQ=

If the page count shown by your reader differs from the page count above, do not attempt repair.

Archive Services ticket: 041-041-041



GLASSWARD TECHNOLOGIES

Continuity is a service.

You may close the document now.

Closing the document does not end observation.