

Terrorist Attack - Guidance

(Updated July 2018)

**Introduction**

The following guidelines contain protocol and practical safety measures on how to respond to a terrorist attack. It is important that all event staff familiarise themselves with this document.

**Checks**

The event manager should ensure all checks are complete before the event commences. This information should be shared during the team staff briefing before the game.

* Ensure all team staff know where to locate the emergency exits
* All team staff must be informed of the MUSTER point
* Run Hide Tell posters should be clearly displayed in the venue
* All team staff should be familiar with the guidance below

**Pre-game briefing**

The event manager should establish the emergency exits and safest route; this information should be shared with all team staff. Event manager should liaise with the venue staff- they could have specific MUSTER points for different types of terrorist attacks. A MUSTER point should be established and shared with all team staff. Before the event the ***NPCC Run Hide Tell*** posters should be clearly displayed around the venue. The Suspicious items document should be printed and taken to the event along with the bomb threat checklist. All team staff should familiarise themselves with the guidance from all documents. The documents can be found in G drive- shared staff- Safeguarding & compliance.

**Evacuation**

All team staff should remain calm and follow guidance on how to respond to specific types of terrorist attacks outlined below. It should be made clear in the event of a terrorist attack; people should leave their personal belongings behind. Staff should not delay their own evacuation by entering into arguments with players, spectators, parents or members of the public. All team staff should guide everyone to the MUSTER point using the nearest emergency exit.

**MUSTER Point**

Once at the MUSTER point, designated staff should complete registers for known participants. Event manager should complete a roll call for all team staff and collect registers to establish if anyone is missing. Liaise with venue staff as they could have already contacted emergency services as part of their protocol. Missing person’s information should be shared with the emergency services upon their arrival. No one should be allowed to re-enter the building until it is deemed safe by the emergency services.

Report the incident to the Head of Governance, Risk and Compliance.

In the rare event of a firearms or weapons attack, **You should RUN HIDE and TELL.**

**RUN** - to a place of safety. This is a far better option than to surrender or negotiate. If there’s nowhere to go, then….

**HIDE** - It’s better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so….

**TELL** - the police by calling 999.

At the moment, the issue of terrorist attacks is regularly in the news. But its been on our agenda for much longer. The police and security have been working constantly to foil terrorist attacks for years, not months. But we are not complacent about keeping you safe.

Due to events in the UK and abroad, people are understandably concerned about firearms or weapons attack. These attacks are very rare but in the event of such an attack, it helps to be prepared. Remember, attacks of this nature are still very rare in the UK.

So Stay Safe, and just remember the words:

**Run. Hide. Tell.**

To watch the stay safe film, visit: [www.npcc.police.uk/staysafe](http://www.npcc.police.uk/staysafe)

Information is vital. If you see or hear something that could be terrorist related, trust your instincts, and call the confidential Anti- Terrorist hotline on 0800 789 321. Our specially trained officers will take it from there. Your call could save lives.

Always in an emergency, call 999.

**Suspicious Items**

When dealing with suspicious items apply the four C’s protocol:

1. ***Confirm***- whether the item exhibits recognisably suspicious characteristics

Is it hidden?

* Has the item been deliberately concealed or is it obviously hidden from view?

Obviously suspicious?

* Does it have wires, circuit boards, batteries, tape, liquids or putty- like substances visible?
* Do you think the item poses an immediate threat to life?

Typical is the item typically of what you would expect to find in this location?

* Most lost property is found in locations where people congregate. Ask if anyone has left the item.

If the item is assessed to be unattended rather than suspicious, examine further before applying lost property procedures.

1. ***Clear* -** the immediate area
* Do not touch it
* Take charge and move people away to a safe distance. Even small items such as a briefcase move at least 100m away from the item starting from the centre and moving out.
* Keep yourself and other people out of the line of site of the item. It is a broad rule, but generally if you cannot see the item then you are better protected from it.
* Think about what you can hide behind. Pick something substantial and keep away from glass such as windows and skylights.
* Cordon off the area
1. ***Communicate***- call 999
* Inform your control room and/ or supervisor
* Do not use radios within 15 metres
1. ***Control***- access to the cordoned area
* Members of the public should not be able to approach the area until it is deemed safe
* Try and keep eyewitnesses on hand so they can tell police what they saw

Actions to be taken on receipt of a Bomb threat:

1. Remain calm and talk to the caller
2. Note the callers number if displayed on your phone
3. If the threat has been sent via email or social media, see appropriate sections below
4. If you are able to, record the call
5. Write down the exact wording of the threat

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| ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE |
| **Where exactly is the bomb right now?** |  |
| **When is it going to explode?** |  |
| **What does it look like?** |  |
| **What does the bomb contain?** |  |
| **How will it be detonated?** |  |
| **Did you place the bomb? If not you, who did?** |  |
| **What is your name?** |  |
| **What is your address?** |  |
| **What is your telephone number?** |  |
| **Do you represent a group or are you acting alone?** |  |
| **Why have you placed the bomb?** |  |
| **Record the time the call completed:** |  |
| Details about the caller |
| **Gender** | Male | Female |
| **Nationality** |  |
| **Age** |  |
| **Language** | Well-spoken | Irrational | Taped | Foul | Incoherent |
| **Callers Voice** | Calm | Crying | Clearing Throat | Angry | Nasal |
| Slurred | Excited | Stutter | Disguised | Slow |
| Lisp | Accent\* | Fast | Familiar\* \* | Laughter |
| **Other features?** |  |
| **\*What accent?** |  |
| **\*\*Why was it familiar? What did it sound like?** |  |
| **External Noises?**  | Street Noises | House Noises | Animal Noises | Crockery | Motor |
| Clear | Another Voice | Static | PA System | Booth |
| Factory Machinery | Office Machinery | Other Noises? |

Inform the building security/ Manager

Note the name and telephone number of the person you have informed

Dial 999 and inform the Police

**Time Police called**:

**Incident Number**:

This part should be complete once the caller has hung up and the police/building security/ manager has been informed:

**Date and time of call**:

**Duration of call**:

**Telephone number that received the call**: