

University Health and Safety Service

Security Threats Policy and Guidance

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Contents

1. Policy

1.1 Scope

2. Responsibilities

2.1 Chief Operating Officer

2.2 Heads of Schools

2.3 Director of Facilities Management

2.4 Director of Student Services

2.5 University Health, Safety & Risk Manager

2.6 Security Manager / Deputy Security Manager / Senior Duty Security Manager

Appendix A: Flow chart showing Loughborough University's procedures

Appendix B: Actions to be taken on receipt of a bomb threat via phone, email or social media

Appendix C: University Security staff bomb threats - procedures

Appendix D: University mail delivery procedures

Appendix E: Weapons threats - Run Hide Tell

1. Policy

Security threats such as bomb threats, suspicious packages and weapon attacks are rare and the risk of one occurring at Loughborough University is low. However, there is a foreseeable potential for harm to people and severe disruption to University business that could be caused by hoaxes, malicious and real threats or acts of violence. It is the policy of Loughborough University to put in place procedures that minimise the risk to the safety of staff, students, visitors and others from bomb and weapons threats and other suspicious activity on campus. This policy provides a framework for the University to manage threats to security on campus. (Please note the attached appendices which provide guidance to staff, including Security officers on procedures to be adopted in case of a serious security incident).

If a mass evacuation, (one involving one or more zones), is required due to a major incident, e.g. major power outage or flood, then please refer to Loughborough University's Mass Evacuation Plan.

1.1 Scope

This policy shall ensure that an appropriate response shall occur following a bomb or weapon threat or other act against the University and the activities it hosts or undertakes. All students' halls of residence are covered by the policy, including the accommodation managed by external service providers. The policy covers all activities on campus, whether organised by the University or by other organisations.

The policy covers to the whole of the University campus including all areas, buildings, etc under the control of the University.

Tenants located on campus are expected under the terms of their leases to have business continuity plans in place to manage any significant threat to their business but relevant sections of these plans should be shared with the University to coordinate arrangements for the safety of any person on campus.

This policy excludes the Loughborough Students' Union – see the University Major Incident Plan (MIP) for further details.

2. Responsibilities

2.1 Chief Operating Officer

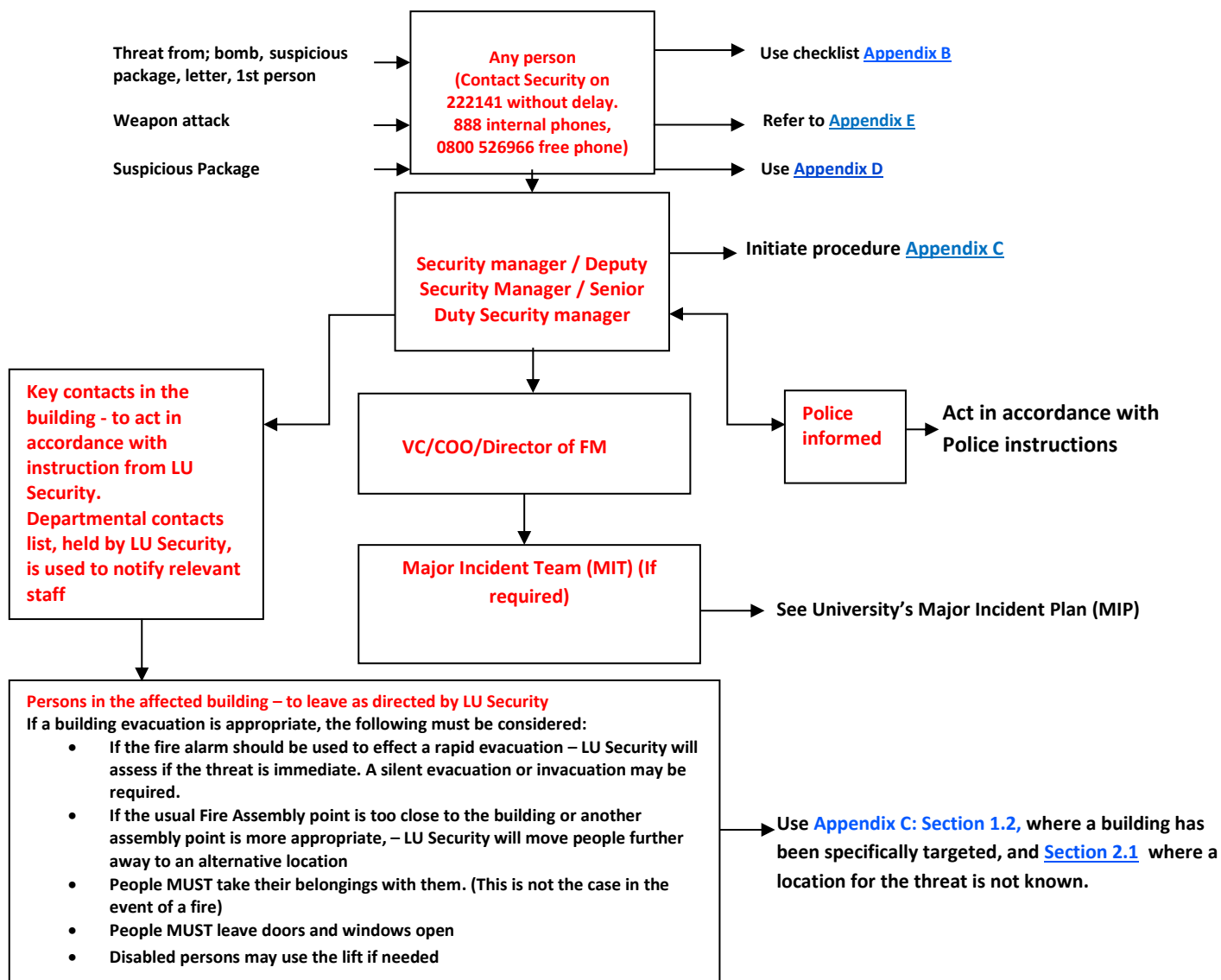
- Decides whether to invoke the MIP and calls in the Major Incident Team (MIT) providing details of time and location of meeting(s)
- Chairs the MIT
- Decides on when the team is to be stood down.
- Responsible for organising a review meeting after the incident and instigating any reviews of policies and procedures required.
- Ensures that any activities and events on campus which may be disrupted are quickly identified and relevant people made responsible for managing the impact which may include co-option to the MIT.
- Liaises with the Police and takes advice from them on the level of evacuation needed.

2.2 Heads of Schools

- Decides how the School can assist the affected department.
- Liaises with other Heads of Schools re possible assistance depending on the location of the department
- Decides on how best to manage the impact of the incident on teaching, research and enterprise.

- Identifies any contractual agreements to external partners which might be affected by the incident
- 2.3 Director of Facilities Management
- Responsible for all operational matters relating to the site and premises.
 - Setting up of information point for displaced Departments / Professional Services.
 - Recommending actions regarding replacing premises and equipment to ensure business recovery.
- 2.4 Director of Student Services
- Responsible for managing aspects of the incident which affect students of the University.
 - Liaising with emergency services regarding students
 - Contacting parents as required
 - Putting in place appropriate support services
- 2.5 University Health, Safety & Risk Manager
- Responsible for all health and safety matters in respect of the incident.
 - Liaises with the Health and Safety Executive and Environment Agency as appropriate.
- 2.6 Security Manager / Deputy Security Manager / Senior Duty Security Manager
- Takes control of real time emergency, managing the activities of LU Security staff dealing with the incident.
 - Liaises with the Police and the MIT.

Appendix A: Flow chart showing Loughborough University's procedures



Appendix B:

**ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT
VIA PHONE, EMAIL OR SOCIAL MEDIA**

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

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

**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, 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 time call completed: _____

**INFORM LOUGHBOROUGH UNIVERSITY SECURITY; (222141 or 888
internal phone, 0800 526966 free phone)**

Name and telephone number of the person informed: _____

Time informed: _____

This part should be completed once the caller has hung up and the Security Manager, Deputy Security Manager or Senior Duty Security Manager or the Police (999), have been informed.

Date & time of call: _____

Duration of call: _____

The telephone number that received the call: _____

ABOUT THE CALLER

Male _____ Female _____ Nationality _____ Age _____

THREAT LANGUAGE

Well-spoken _____ Irrational _____ Taped _____ Foul _____
Incoherent _____ Message read from a script _____

CALLERS VOICE

Calm	Crying
Clearing throat	Angry
Nasal	Slurred
Excited	Stutter
Disguised	Slow
Lisp	Rapid
Deep	Hoarse

What accent? _____

If the voice sounded familiar, who did it sound like? _____

BACKGROUND SOUNDS

Street noises _____ House noises _____

Animal noises

Motors

Voices / shouting

PA system

Music

Factory machinery

Other? (Please specify) _____

Crockery

Clear

Static

Booth

Office machinery

ANY OTHER REMARKS? _____

Signature; _____ Print name; _____ Date; _____

**SAVE AND PRINT - GIVE THIS DOCUMENT TO UNIVERSITY
SECURITY SERVICE OR THE POLICE**

**ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT
SENT VIA EMAIL OR SOCIAL MEDIA**

1. Do not reply to, forward or delete the message
2. If sent via email note the address
3. If sent via social media what application has been used and what is the username/ID?
4. SEND THREAT TO LOUGHBOROUGH UNIVERSITY SECURITY.

(Email: Security@lboro.ac.uk, Tel: 222141 or 888 internal phone, 0800 526966 free phone)

5. Preserve all web log files to help the police investigation (as a guide 7 days prior to the threat message and 48 hours after)

**SAVE AND PRINT - GIVE THIS DOCUMENT TO UNIVERSITY
SECURITY SERVICE OR THE POLICE**

Appendix C: University Security staff bomb threats - procedures

This document sets out the procedure to be adopted in the event of a bomb threat or the discovery of a suspicious package or known Improvised Explosive Device (I.E.D.) on Loughborough University campus, or at any of its managed buildings or Halls of residence. The following guidance should be followed by LU Security staff in order to:

- Prevent loss of life and injury to persons on campus.
- Minimise potential damage to University property.
- Obtain as much information about an incident as is possible.
- Safeguard property which may have been abandoned.
- Preserve the incident scene and any evidence contained therein.

The following procedures are based on the four C's;

- **CONFIRM**
- **CLEAR**
- **CORDON**
- **CONTROL & CHECK**

1. ACTION TO BE TAKEN UPON RECEIPT OF BOMB WARNING – Security manager / Deputy Security Manager / Duty Senior Security manager

- a) Inform Leicestershire Police, (if the information has not been relayed through them), of as much detail as is known about the warning or threat. Telephone 999 as appropriate.
 - b) Inform the Vice-Chancellor, Chief Operating Officer (Chair of MIT), and the Director of Facilities Management.
 - c) If for any reason the MIT has not been convened but it has been established that there is a real threat, inform the Director of Student Services. This will allow relevant staff to be alerted should they be needed.
 - d) Inform Schools and Professional Services within the threatened building(s) by telephone. A mechanism exists within the FM Helpdesk office to facilitate this. (Telephone; 222121, Fax; 223924 or email; fmhelp@lboro.ac.uk), for all secretarial and clerical staff to perform this task.
 - e) Inform Schools, Departments and Sections within buildings, adjacent to the threatened building, the procedure at (c) above. The relevant Building Manager or their deputy should also be contacted.
- 1.2 If a building has been specifically targeted, ensure that LU Security staff have been despatched to the threatened building(s). **Unless otherwise advised by the Police as a result of consultation, buildings should only be evacuated after all the circumstances have been assessed and all other options, such as a search, have been considered.** Buildings will be evacuated using the Fire evacuation procedures which are posted in each building and the fire alarm will be used. Where the threatened building is a Halls of Residence, the Hall Warden should be contacted immediately to support students and assist them in the evacuation. Where staff and students

are evacuated, Campus Living, as well as the MIT may need to be contacted to invoke their MIP's with respect to loss of premises.

Unlike a fire evacuation, personnel should take their belongings with them. All windows and doors should be left open and disabled persons may use the lift if one is available. If not, the emergency evacuation chair should be used to evacuate those with mobility problems and who can not use the stairs.

Upon reaching the Assembly point, further instructions will be given to persons by the person in charge, e.g. Police officer, LU Security officer, Fire Safety Co-ordinator etc.

(Note; the procedure to be followed for bomb warnings where the threat is imprecise can be seen at 2.1).

- 1.3 While LU Security staff will be expected to take the lead at incidents of this type, prior to the attendance of police officers, the initial action should be confined to gathering information and maintaining a secure cordoned area, before any attempt at rescue or recovery is attempted.
- 1.4 Upon the attendance of Police officers, they will take charge of the scene, and LU Security staff should make themselves available to assist in whatever way is requested of them.

2 ACTION TO BE TAKEN UPON RECEIPT OF BOMB WARNING/ FINDING OF A SUSPECT PACKAGE - Security Control Room and Patrol Officers

- 2.1 On receipt of a message concerning the possibility of a suspicious package/device, the Security Control Room officer will commence a message log, despatch a Supervisor and Patrol Officer to the scene if involving a University location, and inform the Leicestershire Constabulary. (See 1 a) above). Where the threat is imprecise and is not directed at a specific building or buildings, they will only be evacuated after a risk assessment has been concluded by LU Security and / or the Police. Where such evacuations are deemed necessary, they will be undertaken as directed by the LU Security and the Police and may be done without recourse to the use of the fire alarm. This will be an on the spot operational decision. If designated assembly points are unsuitable, immediate instructions will be given and those who have evacuated the building will be conducted to a safe alternative area under the supervision of the LU Security. (See 3 below). Care should be taken to avoid panic and all should proceed in an orderly manner.
- 2.2 Any telephone call or other message received which gives notice or warning of this type of incident, should be recorded verbatim, particularly if originating from a source outside the University and/or involving a location other than on the University campus. (See Appendix B; ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT VIA PHONE, EMAIL OR SOCIAL MEDIA).
- 2.3 The identity of the caller, together with the location of the suspected device should be recorded in detail and passed to the LU Security staff directed to

the incident, and to Leicestershire Constabulary. (See Appendix B; ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT VIA PHONE, EMAIL OR SOCIAL MEDIA).

2.4 The Security control room staff and the LU Security officers directed to the scene should, between them, carry out the following actions in relation to LU property;

- **B** BUILDING: What type, and the type of activities associated with the building. Are there security as well as fire alarm systems installed?
- **O** OCCUPIERS: Is it occupied or empty, who has access and how is access controlled?
- **M** METHOD OF SEARCH: Contact a responsible staff member (refer to building call out list), and have them initiate a preliminary search of the building, if time allows. (They know what should be there and what should not).

***NOTE:** If a detonation time has been stated in the originating message, consider an evacuation of the target building and any others close by. Use the fire alarm to evacuate occupants. Do not allow anyone to re-enter or remain in the building until clearance is received from the Senior Police officer at the scene.*

- **B** BACK OFF: Consider personal safety of all persons present. Be observant for other possible devices close by. Remember that the fire evacuation point may not be suitable as a holding area. (**Refer to Section 3; “Personal Safety”**).
- **A** ACCURATE INFORMATION: Inform the LU Security control room of all actions taken, the description of any device, and details of any cordons, traffic diversions or evacuations instigated or still required to be undertaken. If the suspect package consists of a letter or postal delivery item, it should be left in-situ and staff directed away from the vicinity. Consider possible chemical contamination and ensure that any person who may have been in contact with the package is isolated until they can be properly dealt with. **Remember, if the package has successfully traversed the postal system, it is unlikely to detonate until tampered with. LEAVE IT ALONE.**
- **L** LOCATE: Informants, possible witnesses or suspects. Obtain their personal details and ensure that they move to a safe location. Do not let them wander away.
- **E** EVACUATE: Consider whether an evacuation of building(s) is warranted. Often it is better to allow people to remain in buildings not directly affected but advise them to move away from windows and to use entrances and exits not overlooking the building or scene in question.). If a mass evacuation, (one involving one or more zones), is required, then please refer specifically to the Loughborough University Mass Evacuation Plan (LUMEP).
- **R** RENDEVOUS POINT (RV): Establish a safe RV Point and inform the LU Security control room of its location. If staff are available, this point should be staffed and used as a contact point, a Security vehicle acting as a reporting office.

- **T** TAPE OFF: Use cordon tape to establish a sterile area, and do not let ANYONE inside the cordon until authorised by the Senior Police officer present. No one should re-enter buildings, even to collect personal belongings, until the final clearance has been given by the Security Service and the Police. This will be determined after consultation between all parties.

3. PERSONAL SAFETY

3.1 If you think you are dealing with a suspect package or other explosive device, move away to an area which is:

- **NOT** in direct line of sight.
- **MORE** than: 100 metres away (small package)
200 metres away (large items e.g. suitcase)
400 metres away (vehicle involved)
- **AWAY** from glass and parked vehicles.
- **AWAY** from secondary hazards e.g. gas and electrical installations.
- **BEHIND** hard cover, a solid wall etc.
- **UPWIND**. Particularly in incidents possibly involving chemical and/or biological agents.

Remember the possibility of other devices and booby traps.

4 INFORMATION

4.1 When you have identified a safe location, establish your RV point there and inform the LU Security control room.

4.2 Establish safe access routes to the RV point for the emergency services and inform LU Security control room of those routes.

4.3 Now concentrate on the details of the incident:

- **WHAT** is involved (size, shape, electrical components, package, colour etc)?
- **WHERE** is the EXACT location of the suspect package or device?
- **WHEN** was it found, has it been handled, moved, or otherwise disturbed?
- **WHY** does anyone think the object is suspicious?
- **WHO** are the witnesses, and have they credibility?

4.4 Prepare a sketch plan of the location and of the location of the device. ***Your experience and knowledge of the University campus will be second to none. Use it to good effect, it may save lives.***

5 UNATTENDED ITEMS

5.1 If the suspicious package has been discovered unattended by someone, a few simple questions can assist to establish the seriousness or otherwise of the incident, and it's likely long-term effect on the University. The following questions will assist officers in reaching a reasoned conclusion:

**WHAT IS YOUR LEVEL OF SUSPICION?
HAVE ANY BOMB THREATS MADE?
HAS THERE BEEN ANY SUSPICIOUS ACTIVITY?
IS THE ITEM UNUSUAL / UNTYPICAL?
HAS THE ITEM BEEN HIDDEN?
IS THE LOCATION SIGNIFICANT?
CAN SECURITY EXAMINE FURTHER?**

6 RE-OCCUPATION OF EVACUATED BUILDINGS

Following evacuation and after the building has been searched, confirmation that the building may be reoccupied should be sought from the Police attending the incident. In the event of the Police initiating an evacuation, they will remain in control and declare the building safe for re-occupation. Where a building evacuation has been initiated by the University, (not under Police instruction), it will fall to the University to decide if the building is safe to reoccupy.

Throughout the progress of the incident the Senior Duty Security Officer should be in contact with the Chief Operating Officer or other members of the MIT, Director of Facilities Management, Security Manager or Health, Safety & Risk Manager.

A full report of the incident must be prepared by the responsible person in charge, normally the Security Manager and sent to the Chief Operating Officer (Chair of the MIT).

Appendix D: University suspicious packages procedures

Introduction

The University receives a large amount of mail on a daily basis which offers an attractive route in which to mount an attack upon our organisation or individuals. Mail can be received via many routes. Through the LU Mailroom or delivered direct to Schools and Professional Services, including individuals.

Letter bombs, which include parcels and packages or anything delivered by post or courier, have been a popular terrorist device for many years.

Letter bombs may be explosive or incendiary (the two most popular kinds), or chemical, biological or radiological (CBR). Anyone receiving a suspicious item is unlikely to know which type it is, so procedures have to take into account every eventuality.

A delivered item will probably have received fairly rough handling in the post, so any device is unlikely to function through being moved, but any attempt at opening it may set it off. In contrast, even gentle handling or movement of an item containing CBR material can lead to the release of contamination. Unless delivered by courier, an item is unlikely contain a timing device.

These devices can come in a variety of shapes and sizes. A well-made letter bomb or package will look innocuous but there may be tell-tale signs for staff who are alert to the possibility of attack. These are listed below. Bulky deliveries (e.g. office equipment, stationery and catering supplies), are also a potential vulnerability. This risk can be reduced through measures such as matching deliveries to orders, only accepting those which are expected, using trusted suppliers wherever possible, maintaining vigilance and inspecting deliveries.

General protective measures

Whilst this advice applies particularly to staff in the main mailroom, it is also relevant to any staff who may be the recipients of such items, as well as staff who may receive hand and courier delivered items. Any suspect item should be treated seriously, however the great majority will be false alarms and a few may even be hoaxes. A suitable and sufficient risk assessment of the risks to Schools, Departments or Support Services from bombs or suspicious packages, will identify the likely threats to each site and the appropriate protective measures to be taken.

Staff who handle and open mail and other deliveries should be aware of the indicators that a delivered item may present and the appropriate action to take in an emergency. (See below).

How to identify a suspicious package

The first ten points may help to indicate the presence of materials for a Chemical or Biological device. Note however, that Anthrax letters sent in the United States in the Autumn of 2001, were conventional in external appearance, and although the return addresses were false, they appeared legitimate on superficial examination. The letters were not bulky or in any way distinctive until opened.

1. The item is unexpected or of unusual origin or from an unfamiliar sender.
2. There is no return address or the address cannot be verified.
3. The item is poorly or inaccurately addressed e.g. incorrect title, title but no name, spelt wrongly or addressed to an individual no longer with the organisation.
4. The address has been printed unevenly or in an unusual way e.g. by dry transfer instant lettering such as "Letraset" or "Uno Stencil".
5. The writing is in an unfamiliar foreign style.
6. There are unusual postmarks or postage paid marks.
7. A "jiffy" bag, or similar padded envelope, has been used.
8. The item seems unusually heavy for its size. (Most letters weigh up to about 28g or 1 ounce, whereas most effective letter bombs weigh 50-100g and are 5mm thick).
9. The item has more than the appropriate value of stamps for its size and weight.
10. The item is marked "personal" or "confidential".
11. The item is oddly shaped or lopsided.
12. The envelope flap is stuck down completely (a harmless letter usually has an un-gummed gap of 3-5 at the corners).
13. There are protruding wires.
14. There is a pin-sized hole in the package wrapping or the envelope.
15. There is a smell – particularly of almonds or marzipan.
16. The item feels and looks like a book.
17. There is an additional inner envelope, and it is tightly taped or tied.

How to identify a suspicious package; (Chemical / Biological device).

The effects of chemical agents may be immediate within a few hours, while those of most biological agents may not be apparent for several days. A small radiological device (i.e. a letter or small package) is unlikely to cause immediate ill effects and people may not realise they have been exposed to it until sometime afterwards.

It is difficult to provide a full list of possible Chemical / Biological products because of the nature of the materials. However, some of the more common and obvious indicators are as follows:

- Warnings on the letter or package.
- Unexpected granular, crystalline or finely powdered material (of any colour and usually with the consistency of coffee, sugar or baking powder), loose or in a container or leaking.

- Unexpected sticky substances, sprays or vapours.
- Unexpected pieces of metal or plastic, such as discs, rods, small sheets or spheres.
- Strange smells, e.g. garlic, fish, fruit, mothballs, pepper, rotten meat, faeces, urine. Remember, if you detect a smell, do not sniff it. Remember to, that some threat objects and materials are odourless and tasteless.
- Stains or dampness on the packaging.
- Sudden onset of illness or irritation of the skin, eyes or nose.

What action to take when a suspicious package is identified

If you discover a suspect package please follow the following emergency procedures.

- Stay calm and contact LU Security; (222141, 888 internal phones, 0800 526966 free-phone). Report all details of the item, it's location and what it looks like, what the item is doing; e.g. ticking, leaking, smelling etc, and if the item has been opened prior to it being deemed suspicious.
- If you are holding the item, put it down on a cleared, easily accessible flat surface.
- Keep it separate so it is easily identifiable.
- Do not move it, leave it where it is.
- Clear the immediate area and each adjacent room, including rooms above and below. The quickest means of doing this may be to use the fire alarm. To avoid unnecessary panic, to move from room to room, asking people to leave with their belongings. All occupants should gather at the designated assembly point for the building.
- If the item has been opened and a suspected chemical compound is released which contaminates people, do not allow them to leave the building, move those directly affected to a safe location near to the incident and keep those individuals separate from those not involved. Ensure all doors and windows are closed and any air conditioning or air circulation units and fans are turned off in that location.
- Those contaminated, must keep their hands away from their nose or mouth. Emergency medical advice must be sought immediately if individuals start to display health effects. Thorough washing is only advised where an individual suffers acute discomfort quickly after exposure. Copious amounts of water must be used.
- Witnesses and informants must remain available to give their accounts to the police. The accuracy of observations must be preserved and witnesses must be encouraged to record their observations in writing. They should be discouraged from discussing the incident or observations with others prior to the arrival of the police

Emergency contacts

LU Security (24 hour); (01509) 222141.

888 (internal phones)

0800 526966 (free phone)

Leicestershire Constabulary; 999

**East Midlands Ambulance Service and Leicestershire Fire and Rescue Service;
999 (prefix external calls with 9 from an internal line).**

Appendix E: Weapons threats - Run Hide Tell

RUN

Your priority action should be to remove yourself and any others in your area from close proximity to the offender, or areas that they have or may be able to access. Your ability to safely escape and your available options may be determined by the following considerations:

Under immediate gunfire or attack from other weapons – Take cover initially, but attempt to leave the area as soon as possible if safe to do so. Try to confirm that your escape route is safe.

- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation or fire assembly points.
- Provide guidance to people that might be unfamiliar with the area.

Nearby gunfire or attack from other weapons – Leave the area immediately and move quickly away from the area that the threat is coming from, if it is safe to do so.

In both situations you should try to maintain cover and concealment (see below).

Cover from gunfire;

- Brickwork or concrete walls
- Vehicles (engine block area)
- Large trees & fixed objects
- Earth banks/hills/mounds

Concealment from view (in addition to above options);

- Building walls and partitions (internal and external)
- Vehicles
- Fences and other large structures
- Blinds/curtains

HIDE

If you don't believe you can safely evacuate, or this may not be the best option, then you may need to consider sheltering in place, (providing there is a suitable option available).

- Avoid congregating in open areas, such as corridors and foyers.
- Consider locking / barricading yourself and others in a room or secure area.
- Secure your immediate environment and other vulnerable areas.
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Try to contact police (999) or University Security (222141, 888 internal phones, 0800 526966 free phone), to advise of your location / situation.
- Choose a location which may enable access to a more secure area.

Constantly re-assess the situation and your options based on the best available information.

These situations are very dynamic and often involve a moving threat.

- Consider whether a safe escape route might now be possible if the circumstances have changed.
- Assess better options for sheltering in place either within your current location or at an alternative location.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

TELL

The more information you can pass on to police and Security the better, but NEVER risk your own safety or that of others to gain it.

If it is safe to do so, think about obtaining the following information:

- exact location of the incident.
- description of the offender and whether moving in any particular direction
description of the offender and whether moving in any particular direction.
- details of any firearm/s being used.
- number of people in the area and any that have been injured.
- the motive or intent of the offender(if known or apparent).

Provide this information immediately to the police via 999 (and Security) if this can be achieved safely. You may be asked to remain on the line and provide any other information or updates that the operator requests or if the situation changes. Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

Police response

In an attack involving firearms a police officer's priority is to protect lives. One of their priority actions to achieve this will be to locate the offender and effectively manage that threat as quickly as possible, which could mean initially moving past people who need help. As more police resources become involved they will attempt to quickly provide support and guidance to persons affected by the incident. At some stage they will generally conduct a 'clearance' search of the location to ensure that all persons involved or impacted by the incident are located, and to make the scene safe.

Please remember:

- At first police officers may not be able to distinguish you from the gunman.
- Police officers may be armed and could point guns in your direction.
- Avoid quick movements or shouting and keep your hands in view.
- Police officers may initially move past you in search of the gunman.

- Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.
- Promptly follow any instructions given by emergency responders.