

# Incident Support Document



Following on from the awful incident in Manchester two weeks ago and London just yesterday, the safety of our colleagues, customers and the communities is, as ever, of the utmost importance to us. The threat currently remains at 'Severe'.

The threat levels were put in place in 2006 to provide transparency on how government departments react to each threat level. It's important to note that since then, the UK has mostly been at Severe or Substantial but colleagues should be reassured that the types of attack we've seen in the last few weeks are very rare.

We should all remain alert but not alarmed and refresh ourselves using the following guidance. And after a tough couple of weeks it's worth a reminder that we all have access to free and confidential support from our Employee Assistance programme run by Validium. It's available 24/7 on the following numbers:

From UK landlines: 0800 970 1030

From mobiles: 0330 332 9996

Critical	An attack is expected imminently
Severe	An attack is highly expected
Substantial	An attack is a strong possibility
Moderate	An attack is possible but not likely
Low	An attack is unlikely

The two major scenarios which could impact our colleagues are from firearms or a bomb / suspicious items.

### **Firearms and Weapons Attack**

These are rare in the UK. The Stay Safe Principals give some simple actions to consider and the information the police may need in the event of an attack.

#### **RUN**

- Escape if you can
- Consider the safest route
- Is there a safe route and can you get there without exposing yourself to danger?
- Insist others leave with you
- If this isn't possible HIDE

#### **HIDE**

- If you cannot RUN, HIDE
- Find suitable cover
- Remember if you can see the attacker they might be able to see you
- Be aware of your exits and try not to get trapped
- Be quiet, silence your phone and turn off vibrate
- Lock / barricade yourself in and move away from the door

#### **TELL**

Call 999 – What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the operator

- Location – where are the suspects
- Direction – where did you last see the suspects
- Descriptions – describe the attacker, numbers, features, clothing, weapons etc.
- Further information – casualties, type of injury, building information, entrances, exits, hostages etc.
- Stop other people entering the building if it is safe to do

There is a small government video on YouTube that maybe worth watching called RUN HIDE TELL. Can also be accessed by [www.gov.uk/government/publications/stay-safe-film](http://www.gov.uk/government/publications/stay-safe-film)

### **Suspicious Item**

If you think an item is suspicious it needs to be checked out don't leave it thinking somebody else will.

When dealing with suspicious items apply the 4 C's protocol:

CONFIRM / CLEAR / COMMUNICATE / CONTROL

#### **Confirm**

The HOT protocol may be used to inform your judgement

#### **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
- Do you think this item poses an immediate threat to life

#### **Typical**

- Most lost property is found in locations where people congregate, ask if anyone has left the item
- If H-O-T leads you to believe the item is suspicious apply continue to apply the 4C's

#### **Clear the Immediate Area**

- Do not touch it
- Take charge and move people away to a safe distance. Even for a small item such a briefcase move at least 100m away from the item
- Keep yourself and other people out of the line of sight of the item. It is a broad rule, but generally if you can't see the item then you are better protected from it, think about where you hide, pick something substantial and keep away from glass
- Cordon off the area

#### **Communicate – Call 999**

- Also call Store Down and your AM
- Do not use any radio communications / mobile phones within 15m

#### **Control Access**

- 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 the police what they saw

#### **Bomb Threats**

The vast majority of bomb threats are hoaxes designed to cause alarm and disruption. As well as the rare instances of a valid threat, terrorists may also make hoax calls to intimidate the public to draw attention to cause and to mislead the police. Whilst many bomb threats involve phone calls and increasing number are sent electronically using email and social media.

No matter how ridiculous or implausible the threat may seem, all communications are a crime and should be reported to the police on 999.

#### **So as a store what can we / should we be doing**

One of the most disruptive measures to counter terrorists, as with the common criminals, is to be vigilant and proactively engage with the public. They don't want to be spoken to by any member of staff and will actively avoid engagement – this should be polite and professional. If they are spoken to it is likely to make them feel very uncomfortable and exposed.

Other preventative measures that should be taken are:

#### **Communication**

- Brief all store colleagues, do they understand any additional roles and responsibilities they may have

- Are you able to alert all colleagues and customers in an emergency
- Provide colleagues of any enhanced security measures, encourage them to arrive for their shift in plenty of time and they bring minimal possessions
- Monitor news and media channels
- Set up a good working relationship with the police, make sure they can always have a cup of tea at the store

#### **Colleagues**

- Maintain an up-to-date list of all colleagues, is MyHR up to date with contact details?
- As Store Manager do you have a means of contacting all your staff in an emergency
- Consider cancelling non-urgent visitors if appropriate
- Do all staff understand how to respond effectively to reports of suspicious activity, behaviour and items and who they should report to as well as notifying the police on 999?
- Do all staff know the H-O-T principle mentioned earlier?

#### **Physical Security**

- Ensure your CCTV is working correctly
- If you have a tannoy, is it working correctly?
- Where possible close unnecessary entrances to prevent unauthorised access and make sure all doors have security seals on them

#### **Housekeeping**

- Are your bins emptied regularly?
- Are all external areas, entrances, exits, stairs, reception areas and toilets kept clean and tidy and well lit?
- Where possible reduce areas where items can be concealed
- Is your first aid kit in date and complete?
- Have you taken into account the location of street vendors, so as not to impact upon evacuation routes, assembly points, exits or entrances?

At the end of the day, be vigilant, be safe and if in doubt report it to the police.