

Personal or Terror Threat Emergency



Civil Disorder Procedure

GENERAL

There have been many examples where unrest, an emotional situation or an unpopular decision have led to civil disorder.

Chief Warden Duties:

1. Notify the Police and request assistance.
2. Alert other members of staff/Wardens.
3. Initiate action to—
 - (i) restrict access to and egress from the building,
 - (ii) confine presence to the ground floor; and
 - (iii) restrict contact between the demonstrators and the building occupants.

Warden Duties

1. Ensure the withdrawal of their staff/visitors where necessary, supervising the locking up of offices, securing records, files, cash and other valuable property while at the same time promoting an air of confidence and calm.

Armed Hold-Up Procedure

- In the Event of an Armed Hold-Up or Physical Threat the personal safety of staff is and must remain the first consideration.
- Try not to panic and do not attempt to defy the law-breaker in any way. Hand over requested items.
- Try to observe as much as possible about the law-breakers appearance to assist the Police later.
- As soon as practicable after the event, fill in the checklist.
- Should you observe a situation occurring in a different part of the complex or depending on its nature, you should attempt to contact the Chief Warden immediately (via two-way radio).

Armed Hold-Up Checklist

KEEP CALM

Recipient

NAME OR NICKNAME USED:								SEX:	
APPROX AGE:		NATIONALITY:				HEIGHT:		WEIGHT	
COMPLEXION:	fair	dark				BUILD:	thin	stout	
	fresh	pale					medium	nuggetty	
	ruddy	sun-tanned				WALK:	quick	slow	
VOICE:	clear	loud					limp	springy	
	thick	slangy				EYES:	colour		
HAIR:	colour						starry	squint	
	curly	wavy				GLASSES:	colour		
	thick	straight					shape		
	bald	long				NOSE:	size		
	crew						shape		
EARS:	size					GLOVES:	type		
	shape						colour		
LIPS:	size					SCARS:	tattoos		
	shape						scars		
TEETH:	good	uneven				HANDS:	size		
	spaced	bad					callused	soft	
	missing	protruding					hairy	missing	
JEWELLERY:								deformed fingers	
							BEARD:	colour	
								type	
DISGUISE:									
MOUSTACHE:	colour								
	type								
CLOTHING	hat		tie		shirt		coat	trousers	
	dress		skirt		shoes		sweater	shoes	
DIRECTION OF TRAVEL					VEHICLE TYPE/COLOUR				

Suspicious Behaviour

Staff must be vigilant in relation to people behaving suspiciously in or around the CLAC. In the end the process of dealing with a suspicion is straightforward:

1. SEE SOMETHING

What to look for?

- Keep in mind that the CLAC has a large physical area, with multiple "blind spots". If you hear unusual noises, such as glass breaking or banging noises, this might mean people are up to no good.
- Watch for groups "hanging around" the CLAC grounds. This should not occur and can be one of the starting points for crime to occur.
- Look for vehicles parked at the CLAC at unusual times (particularly when opening/closing the venue)
- Look for person(s) behaving strangely, doing something unexpected, or someone whom you don't know somewhere that only people you know should be.
- Be aware of any person who appears to be taking photographs or video of competitors which might be considered 'unwarranted or obtrusive'.

2. TELL SOMEONE

- Within the CLAC there may only be one staff member on duty (possibly female) consideration should be given to gaining assistance from CLAC staff or Police (see Emergency Contacts) rather than approaching a suspicious person alone.
- Management need to be informed if 'actual' criminal activity has occurred so that a decision made as to whether or not Police are notified.

3. DO SOMETHING

- Staff should not endanger themselves and care should be taken in approaching a suspicious character.
- If you decide to approach the person to enquire what they are doing you should at all times behave courteously in these situations and not make presumptions.
- If person refuses to leave premises after being requested to do so then notify the Venue Delivery and Operations Manager who may call Police (not 000 unless it is an emergency).

Any suspicious behaviour should be recorded, in detail, on an Incident Report Form.

Active Shooter Procedure

CLAC's strategic approach to counter-terrorism is to:

- Prevent,
- Prepare for,
- Respond to, and;
- Recover (PPRR) from terrorist attacks.

Prevention

Not all risks or emergencies can be prevented, however for hostile attacks, prevention activities should aim to:

1. **Deter a would-be attacker** - By providing obvious physical and electronic security measures, coupled with good risk management processes.
2. **Detect an intrusion** - By providing alert and visual detection systems.
3. **Delay or limit the intrusion for a sufficient period to allow a response force to attend** - By having measures in place to limit the movement of the offender.

Preparing

Preparedness activities include:

1. Emergency planning
2. Resourcing
3. Capability development
4. Testing of preparedness arrangements

Responding

1. Escaping

- Determine the safest route to evacuate,
- Evacuate if safe to do so,
- Leaving behind all belongings and;
- Remaining as concealed as possible.

2. Hiding

If you cannot evacuate safely then:

- Try to find a secure area i.e. lockable room,
- Barricade the door and turn off any lights and;
- Turn your mobile phone to silent mode.

3. Taking action

- Continue to re-assess the situation and secure yourself and;
- Consider options to deter or incapacitate the shooter if confronted. **Only take this type of action as a last resort.**

1. Public information

- Agencies must only release information for which they have responsibility.
- A log of public information activities and decisions should be maintained.

2. Crime scene and investigation activities

- Police will conduct forensic and criminal investigations.
- Police will seek assistance from employees to help identify potential sources of evidence or witness i.e. CCTV, decision making logs.

3. Business Continuity

- Depends on how effectively organisations implement their BC requirements.
- Establish communication channels between CLAC and the police.

Fire arm attack – response priorities

Primary management response priorities:

- 1. Saving and protecting lives.**
- 2. Facilitating the evacuation of those at risk.**
- 3. Containing the incident or threat.**
- 4. Supporting emergency response and investigation activities.**

Primary individual response priorities:

- 1. Escape.**
- 2. Hide.**
- 3. Act.**
- 4. See/tell.**

Code Black Scenarios

The following terror threat scenarios are to be followed in response to a security incident or security-related emergency including a terrorist attack.

1. Suspicious Behaviour

Chief Warden will advise of course of action

- See something
- Tell someone
- Do something

2. Armed Hold-Up

- Try not to panic
- Observe as much as possible
- Fill in checklist ASAP following event

3. Personal Threat

- Stay calm
- Advise Code Black over 2-way radio
- Move to safer location
- Contact police

4. Active Shooter

- Chief Warden will advise of course of action
- Run
- If you can't Run, Hide
- As a last resort Take Action
- Tell – Call 000

5. Vehicle Ramming

- Move as quickly as possible away from vehicle
- Avoid open spaces and do not stay stationary
- Warn those around you
- Follow police and emergency services instructions

6. Improvised Weapon Attack

- Evade the attacker to maintain distance and do not stay stationary
- If evacuation is not possible initiate dynamic lockdown procedure
- Immediately notify police and provide as much information as possible

7. Hostage/Siege

- If evacuation is not possible, hide and silence your mobile phone
- If taken hostage cooperate and do as instructed
- Observe as much as possible
- Try to remain calm as the situation is being resolved

The above is a summary on what actions to take.

As the national terrorism threat level for Australia is currently PROBABLE it is important to be aware of the contact number to report suspicious incidents - **National Security Hotline 1800 123 400**