



PROTECTIVE SECURITY OPERATIONS

MPS ADVICE TO PRIVATE SECTOR AND LOCAL EVENTS

Further more detailed advice can be obtained using the following links:

<https://www.nactso.gov.uk>

<https://www.cpni.gov.uk/advice>

Good House Keeping

- **Venue Security Sweeps** – Venues should ensure that staff and security regularly walk through the venue checking for any suspicious items. This should include searching both the inside and outside of venues before, during and after opening hours.
- **Consideration to removing street clutter** - The removal of litter bins, skips and other clutter can help remove opportunities for placed improvised explosive devices to be secreted. Any rubbish bins should be emptied regularly and if possible clear plastic bags should be used to assist in identifying anything suspicious.
- **Venue Waste** - Review the use and security of compactors, wheelie bins and metal bins to store rubbish within service areas, goods entrances especially those near to where crowds congregate.
- **Ownership and Personal Responsibility** - Encourage staff to take ownership of the environment they are working in to reduce the risk of suspicious items being left. This also makes searching easier in the event of a bomb threat being received.
- **Vegetation** - Work with Local Authorities to ensure that any surrounding vegetation is pruned to enhance surveillance and searching to reduce risk that explosives being secreted
- **Has an evacuation area been identified for the event?** - The ability to move people to a place of safety following an emergency need to be carefully managed in all circumstances, but especially from a counter-terrorism viewpoint.

- **Evacuation responsibilities and roles** - Responsibilities and roles must be clearly communicated to staff, routes and exits must be well defined and evacuation plans exercised regularly.
 - Remember it may be safer to stay inside the building if the threat is outside.
 - Consider the possibility of a multiple attack and the need to move people away from other areas of potential danger, which may include glazing.
 - Consider how to communicate a decision to evacuate to both staff and customers.
 - Warn / inform messages should not be the same as fire and security.
 - Consider being able to broadcast security messages on the 'big' screen.
- **CCTV:**
 - Ensure that all cameras are working and fields of view unobstructed
 - Images should be clear (recognition)
 - Time and date correct

Crowded places (Travel to and from venues)

- Extra vigilance should be taken when travelling to and from venues. Always be aware of your surroundings and avoid using smartphones or other electronic devices.
- Be aware of anything that may stand out from the ordinary, for example people or vehicles acting suspiciously, large delivery Lorries that may appear out of place.
- If possible alternate routes to and from venues to reduce predictability.
- ALWAYS be aware of your surroundings and report anything suspicious to a police officer immediately.

Access Control

Reception Area - An efficient reception area is essential to controlling access, with side and rear entrances denied to all but authorised people.

Access Points - Keep access points to a minimum and make sure the boundary between public and private areas of your building is secure and clearly signed. Ensure there are appropriately trained and briefed staff to manage access control points or alternatively invest in good quality access control systems operated by magnetic swipe or contact proximity cards supported by PIN verification.

CCTV - Access Control and searching regimes should be supported where possible by permanent or temporary CCTV.

Defined Area – Ensure you are aware of the area you have responsibility for outside the venue and that you have adequate measures for controlling this space in terms of access and security. Areas such a smoking points should form part of any outside security checks and monitoring.

Security Culture

- **Effective Stewarding – Trained and motivated** stewards are vital to the success of any event. Check with staff to make sure they are aware of their roles and responsibilities and there is an affective plan in place.
- **Overt Security Activity** – Security around and inside the venue should be made as visible as possible to deter any potential attackers. Giving the perception of a strong security regime can be a strong deterrent.
- **Effective Staff Briefings** - Venue stewards and staff should be briefed effectively as to their responsibilities in relation to identifying suspicious persons, vehicles and bags. They should be reminded to stay vigilant during opening hours.
- **Rotation** - Organisers should consider rotating stewards periodically to reduce threat fatigue and complacency.
- **Security is everyone's responsibility** - All staff should be encouraged and empowered to report anything they consider to suspicious. Ensure that staff know how to effectively report their concerns and feel supported when doing so.
- **Can people move freely through the space reasonably unhindered?** - This is important especially when looking at entering or leaving the area of the event. In an emergency the ability of people to leave the scene quickly is vital.
- **Staff pass system** - If one is in place, insist that staff wear their passes at all times and that the issuing is strictly controlled and regularly reviewed. Visitors to private areas should be escorted and should wear clearly marked temporary passes, which must be returned on leaving. Anyone not displaying security passes in private areas should either be challenged or reported immediately to security or management. Consider recommending a pass system if they do not already have one.

- **Review security measures and rehearse and review security and contingency plans.**
 - You should regularly review and exercise your plans to ensure that they remain accurate, workable and up to date.
 - Rehearsals and exercises should wherever possible, be conducted in conjunction with all partners, emergency services and local authorities.
 - Make sure that your staff understand and accept the need for security measures and that security is seen as part of everyone's responsibility, not merely something for security experts or professionals.
 - Make it easy for people to raise concerns or report observations.

Searching

- **Search and Screening (Bags / Persons)** – Organisers should consider use of a search and screening regime by event organisers as a condition of entry any events where appropriate. **Search and screening is an important security feature but should be balanced with the need to avoid pinch points that could leave people vulnerable.**
- **Queuing** - Where possible Security Staff and CCTV should be considered to provide additional formal surveillance to provide additional security to crowds queuing in advance of the formal access control regime.
- **Suspicious / Prohibited Articles** - Staff deployed to search and screen need to be properly briefed and given guidance on what to do in the event they find any suspicious or prohibited articles.

Suspicious Items

Venue advice for dealing with suspicious items

- Do not touch suspicious items.
- Move everyone away to a safe distance.
- Prevent others from approaching.
- Communicate safely to staff, business visitors and the public.
- Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item.
- Remain out of line of sight of the suspicious item and behind ballistic cover.
- Notify the police.

- Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

REMEMBER - H.O.T. principles in the assessment of whether an object is suspicious or not:

- HIDDEN
 - OBVIOUS
 - TYPICAL OF WHAT SHOULD BE FOUND IN THE ENVIRONMENT
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- Consider providing organisers with cordon tape in the event of a bomb threat of suspect device being identified. Cordon tape can also assist in preserving a crime scene, i.e. assaults
 - Note: It is recommended that Staff are also subject to a search regime in order to reduce the insider threat.

Delivered Items

- **Indicators of Suspicious Deliveries/Mail:**

- It is unexpected or of unusual origin or from an unfamiliar sender.
- There is no return address or the address cannot be verified.
- It is poorly or inaccurately addressed e.g. incorrect title, spelt wrongly, title but no name, or addressed to an individual no longer with the company.
- The address has been printed unevenly or in an unusual way.
- The writing is in an unfamiliar or unusual style.
- There are unusual postmarks or postage paid marks.
- A Jiffy bag, or similar padded envelope, has been used.
- It 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 or more thick.
- It is marked 'personal' or 'confidential'.
- It is oddly shaped or lopsided.
- The envelope flap is stuck down completely (a harmless letter usually has an ungummed gap of 35mm at the corners).
- There is an unusual smell, particularly of bleach, almonds or marzipan.
- There is a pin sized hole in the envelope or package wrapping.

- There is an additional inner envelope, and it is tightly taped or tied (however, in some organizations, sensitive or 'restricted' material is sent in double envelopes as standard procedure).

Although any suspect item should be taken seriously, remember that most will be false alarms, and a few may be hoaxes. Try to ensure that your procedures, while effective, are not needlessly disruptive. Take the following into account in your planning:

- Seek advice from their local police Counter Terrorism Security Advisor (CTSA) on the threat and on defensive measures.
- Consider processing all incoming mail and deliveries at one point only. This should ideally be offsite or in a separate building, or at least in an area that can easily be isolated and in which deliveries can be handled without taking them through other parts of your premises.
- Ensure that all staff who handle mail are briefed and trained. Include reception staff and encourage regular correspondents to put their return address on each item.
- Ensure all sources of incoming mail (e.g. Royal Mail, couriers, and hand delivery) are included in your screening process.
- Staff need to be aware of the usual pattern of deliveries and to be briefed of unusual deliveries. Train them to open post with letter openers (and with minimum movement), to keep hands away from noses and mouths and always to wash their hands afterwards. Staff should not blow into envelopes or shake them. Packages suspected of containing biological, chemical or radiological material should ideally be placed in a double sealed bag.
- Consider whether staff handling post, need protective equipment such as latex gloves and facemasks (seek advice from a qualified health and safety expert). Keep overalls and footwear available in case they need to remove contaminated clothing.
- Make certain post handling areas can be promptly evacuated. Rehearse evacuation procedures and routes, which should include washing facilities in which contaminated staff could be isolated and treated.
- Staff who are responsible for mail handling should be made aware of the importance of isolation in reducing contamination.
- Prepare signs for display to staff in the event of a suspected or actual attack.

Firearms Advice to Venues and Security Personnel

Venue Advice to Staff:

RUN – 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 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 – Tell the police by calling 999

Consider the following under the HIDE advice:

There are two types of cover:

- Cover from view.
- Cover from fire (ballistic cover).

Cover from view means that the gunman cannot see them, but they could still fall victim to a gunman because they may not have effective ballistic protection. For example, hiding behind a wooden fence may keep them out of sight, but bullets can pass easily through a wooden fence because it provides no ballistic cover. Ballistic cover can provide them with the protection they need from the lethal effects of firearms. Examples of good ballistic cover could be:

- Behind substantial material: brickwork, reinforced concrete and steel.
- Behind the engine block of a motor vehicle.
- Behind a substantial living tree at its base.
- If in the open look for undulating ground and seek out hollows or mounds that provide substantial protection.

Consider the following under the TELL advice:

Confirm – It is a firearm incident.

- The exact location of the firearm incident.
- The number of gunmen.
- The type of firearms. Are they handguns or long-barrelled?

This is important, as long-barrelled weapons are generally effective over a very long distance, unlike a handgun that is effective over a much shorter distance. The police and others will need to know the potential firearms capability of the terrorists and this information will assist them.

- The direction of travel of the gunmen.
- Be prepared to answer other questions the 999 operator may ask you.