

G20 TERRORIST THREAT PROCEDURES

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INTRODUCTION

The purpose of this policy is to establish effective arrangements to deal with explosive/chemical/biological and firearm threats on the basis of an assessed risk and applies to all County Council Directorates and their Establishments.

OBJECTIVES

To give advice and guidance on measures that reduce the likelihood of establishments becoming a terrorist target and protect occupants in the event of terrorist attack.

The intention is to avoid undue fear and complacency by increasing employee vigilance against criminal intent and to reduce spending unnecessary time and resources on innocent objects, letters and hoaxes.

ROLES & RESPONSIBILITIES

Directors and Assistant Directors

Establish effective arrangements in their establishments to reduce the likelihood of their establishments becoming a terrorist target and to protect occupants in the event of terrorist attack.

Nominating responsible people and deputies to carry out the duties detailed within the Application section.

Ensuring regular effective training and no advance notice drills are carried out.

Manager/Team Leader/s are responsible for

Ensuring all employees within their responsibility are made aware and understand the RHT (Run, Hide, Tell) & HOT (Hidden/Obviously Suspicious/Typical) communications & posters To ensure posters are prominently displayed to employees but away from public view. Make sure all employees are familiar with the premises evacuation plan for the place/s where they work.

Employees receive training to use of the bomb threat checklist when threats are received by phone, email or social media.

Prepare & record a risk assessment (**for premises other than County Offices**) occupied by their employees and an evacuation plan is produced. Ensuring the significant findings of the risk assessment are brought to the attention of their employees. Periodic evacuation drills are undertaken & recorded.

Appoint a responsible person/s for contacting the police via the 999 system in the event of a threat is received or a suspicious object/letter is discovered and completing the checklist.

Corporate Health & Safety Adviser

Periodic review and revision of the policy when appropriate.

LCC Property Services

Establishing thorough and effective arrangements in relation to office complexes at Lincoln, Sleaford, Boston and all other centrally managed offices in multiple occupation.

Providing advice on property-related considerations.

Employees

Immediately reporting any suspicious communications or packages to the designated officer or officer in charge.

Evacuate premises in accordance with the planned arrangements.

Application

WHO MAY POSE A THREAT

- Any organised terrorist groups that wish to disrupt the operation of local government or adversely affect the moral of local government employees.
- A person that has a grievance against the council and may wish to take revenge against a decision taken. This threat is Medium to all council occupied premises and private residences where council employees can be identified as living and is to included working from home.

TYPES OF WARNING

There may or may not be a warning of a terrorist attack.

If a warning is given it may come in one of the following forms.

- A phone call warning of an imminent or future attack
- A letter delivered to a building or person giving a warning a future attack
- Electronic communication

All warnings of attack must be taken seriously and should it should never be assumed that it is a hoax.

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TYPES OF DEVICES

Explosive/incendiary/biological/chemical threats are extremely rare but can expose persons to life threatening situations e.g. explosions, fire, or contamination from anthrax or chemical substances.

Explosive devices are easily disguised and powerful devices can be concealed quite easily in a briefcase, bag or inside a parked car.

Incendiary devices are small and designed to create a limited explosion, which will start a fire. These can be made to fit inside a cigarette packet or other similar small container and terrorists will carry these on them until a place is found to conceal it.

Anthrax or chemical substances can be secreted in packages/letters and persons handling them can be exposed to contamination via inhalation and skin absorption. If the threat from these substances increases special procedures may be required for handling mail. The emergency services will provide detailed advice if this situation arises.

RESPONSIBLE PERSONS

When a threat is received or a suspicious object/letter is discovered the responsibility for contacting the police via the 999 system should be designated to a responsible person

Please note: some LCC phones require a (9) to be pressed for an outside line, on these systems the number to call in emergencies is 9-999 (AVAYA telephone system 9-999# will speed up the connection with emergency services).

The responsible and/or the properties nominated person will be required to give information to the police over the telephone to enable a risk assessment to be carried out and action to be decided.

In single use establishments the responsible person will be the Officer in Charge. In establishments where more than one group of employees/occupiers are present or where establishments are grouped together, a Co-ordinator should be appointed to take charge and call the police. Deputies must be identified to cover absence in all situations. In smaller establishments it is likely that each employee could at some time be the person responsible for contacting the police. Training on the general guidance for terrorist attacks will be given / included within general fire awareness and H&S induction training.

An assembly point is to be identified for each premise. This is not be the fire assembly point because of the risk of secondary devices and must not be marked. It must be a minimum of 200mtrs away from the premises and out of line of sight. This assembly point must be made known to all employees only. This location **should not** be displayed in public areas i.e. receptions, waiting/interview room, etc or placed on public access pages on the LCC web site.

See Posters A to D.

BASIC SECURITY

Good locks and bolts should be fitted. These should be difficult to overcome without leaving obvious signs of forced entry.

The installation of an alarm system should be considered. The Police must be kept advised of the name, address and telephone numbers of 'out of hours' key holders in order to assist them in responding to incidents.

The most effective control is an efficient reception area through which all visitors must pass and identify themselves. It is important that this control cannot be by-passed.

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Visitors & members of the public should not be permitted to proceed beyond reception unaccompanied. Ideally, the person they are visiting, who will assume responsibility for them until they leave. Visitors must not be allowed to leave their personal items unattended in particular bags and cases. This level of security can be further enhanced by recording details of visits - especially arrival and departure times. Extra security can be gained within car parks and/or car parking spaces by controlling them with either card access barriers or a parking permit system to reduce the risk of authorised vehicle access/usage. A system for monitoring and dealing with unauthorised vehicles will need to be implemented.

The use of identity cards for employees and visitors will help. Anyone **not** displaying an identity card immediately becomes a suspect. Managers should encourage a culture where staff can challenge, if safe to do so, people who are not wearing I.D badges and where staff won't hold security doors open for people they don't know.

Follow the link below for further guidance:

http://george/search_results.asp?catId=10523&q=Safe+and+secure

GOOD HOUSEKEEPING

Good housekeeping, both inside and outside your premises, will further reduce the opportunity for an explosive/incendiary/biological/chemical device to be planted undetected.

All rooms, stairways and halls should be kept clean and tidy. Any unoccupied rooms and store cupboards should be kept locked. In public areas, the furniture should be kept to a minimum, again reducing the number of places to hide an explosive device. Consideration should be given to sealing up unnecessary building cavities.

The areas outside should be kept as tidy and clean and free of rubbish as possible. Rubbish provides an ideal hiding place and means that anybody searching will be reluctant to search because it is dirty and unhygienic.

Industrial bins should be clearly marked for LCC use and secured to prevent unauthorised access/usage i.e. locked lid, in a secure bin store, and where possible bins should be located away from habited buildings.

Shrubberies should not be allowed to become overgrown as this also provides ideal cover.

A survey should be carried out of the inside and outside of each building so as places that could easily hide a device can be identified and where possible changed so as not to afford a hiding place for devices. Where "hiding" areas cannot be altered they must be checked on a regular basis. General terrorist precautions for a building/property should be checked / audited within the general H&S inspections/audit process.

EMPLOYEE COMMUNICATIONS, TRAINING AND CONSULTATION

Good communications and training is essential so that every employee will know what to do and what not to do.

All employees should be encouraged to know their building intimately so that they can immediately report any interference with its fabric that may point to terrorist activities, e.g. suspicion that panelling or screws have been removed or replaced, surfaces newly painted, or unexplained scratching or markings to surfaces. This guidance will be included within the terrorist section of the general fire awareness training.

Employees and their representatives should be consulted on the arrangements made to deal with terrorist threats.

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ACTION IN THE EVENT OF DISCOVERING A SUSPICIOUS OBJECT/LETTER

Priority must be given to the preservation of life and prevention of injury to staff, members of the public and visitors.

If the owner of the suspicious item cannot be immediately identified the area around it must be evacuated to a distance of 200mtrs out of line of sight. Properties with insufficient space should determine & use a pre-arranged place of safety wherever possible.

In the event of a suspicious object/letter or other threat the Police must be notified immediately via the (9)999 system (AVAYA telephone system use 9-999# it will speed up the connection). Initially the Police will carry out a risk assessment over the telephone to decide on a course of action to take. Where necessary a trained police officer will be sent to the establishment to assess the threat further and to call upon other emergency services where necessary such as the Fire and Rescue Service and the nearest Military Explosive Ordnance Department.

See GUIDANCE C - Hazardous Mail poster that gives general advice for handling mail and guidance on what to look for and what action to take. These posters should be displayed where mail is opened and brought to the attention of the employees involved. Staff who open mail should also be made aware of procedures to follow if powder is discovered with mail.

See GUIDANCE D for Powder in Mail Guidance.

In the case of suspicious objects/letters etc. the police will require the following information:

Has the package been opened?

Why is it suspicious?

Who is it addressed to?

Is the person/organisation significant? (Why would they be a target)

Has the recipient made any enquiries themselves?

Details of the packaging of the object/letter may also be required:

Is it substantial?

1. Rough size i.e. A4, shoe box, etc
2. Rough weight i.e. bag of sugar, need a "sack" trolley to move, etc
3. Rough shape i.e. box, long & thin, etc

Does it look as though it has been purposefully packaged?

Description/smell (consider emailing a digital photograph/video if possible)

Significant date of posting or country of posting

Method of delivery

Was the package expected?

Is the origin of the package significant?

Is it one of a series?

Have the police been involved previously?

For suspicious letters and packages they should not be put in water but where possible be left on the floor in a clear area where they can easily be seen and accessed by the Military Explosive Ordnance Department. The person that found and placed the item should be readily available to the Military Explosive Ordnance Department to answer questions & possibly identify the item to them.

RECEIVING OTHER TYPES OF THREAT:

In the case of threats received via a telephone call, the police will require the following information:

How was the threat received?

What does the caller/communication threaten will happen?

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How did the caller/communicator seem? e.g. were they agitated or calm, did they have frightening commanding manner or were they hesitant, unsure or flippant.

Did they appear to be reading from a script?

How old did the caller sound?

Did the caller sound male or female?

How did their voice sound? i.e. high/low pitch, deep voice

Did the caller have a speech impediment? i.e. lisp/stutter

Any particular accent?

Any mention of a password?

Was there any background noise i.e. road or railway sounds, children?

See [APPENDIX D](#) for the bomb threat checklist.

The Police will require to see any communication that was sent (written/electronic)

Do not delete or alter any electronic communication

Do not handle and written communication once it has been identified

Keep notes on anyone that has handled the written communication.

Keep the original envelope

Inform the local post office sorting office that there is a possibility of a bomb being delivered by post.

Where the police assess the threat to be extremely low and most likely a hoax, volunteers may be asked for to help search buildings. In these cases specific instructions will be given at the time.

ADDITIONAL GUIDANCE

Run, Hide, Tell

The following guidance is taken from the Run, Hide, Tell film and advises those who get caught up in an incident to 'run, hide and tell' – this guidance can be applied to any place. We know that from case studies and real life testimony based on the experiences of people who have survived attacks the advice given in the film has saved lives. Please see [GUIDANCE B](#)

RUN

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN if not HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind

HIDE

- If you cannot RUN, HIDE
- Find cover from gunfire
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone and turn off vibrate
- Lock / barricade yourself in
- 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 call taker

- 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 so

ARMED POLICE RESPONSE

- Follow officers instructions
- Remain calm
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat
- Keep your hands in view

OFFICERS MAY

- Point guns at you
- Treat you firmly
- Question you
- Be unable to distinguish you from the attacker
- Officers will evacuate you when it is safe to do so

You must STAY SAFE

- What are your plans if there were an incident?
- What are the local plans? e.g. personal emergency evacuation plan

The film has already been delivered and widely used across industry as part of police-led counter terrorism security advice sessions for their own staff. In the same way people plan how to respond to a fire it also makes sense to plan the response to a firearms or weapons attack. These are emotive subjects but experience shows by becoming more alert to surroundings and plan and think ahead people have far greater chance of surviving.

The intention of the film is not to unnecessarily scare the public but to ensure that they know what steps to take in the unlikely event of being involved in a firearms or weapons attack. It is only responsible that the police issue this public safety guidance as they would do with any other personal safety issue.

HOT

Are unattended item lostor suspicious

H = Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations that are busy where unattended items will be noticed quickly

O = Obviously suspicious?

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

T = Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate.

If after applying the HOT protocols you still believe the item to be suspicious, call 9-999.

PREVENT

Prevent Strategy

The Counter-Terrorism and Security Act 2015 (Section 29) places a duty on specified authorities, including Lincolnshire County Council to have 'due regard to the need to prevent people from being drawn into terrorism'. These duties include responding to the ideological challenge we face from terrorism and aspects of extremism. It also provides practical help to prevent individuals from being drawn into terrorism and ensure individuals are given appropriate advice and support through specialist intervention.

What is Prevent?

Prevent provides a safe, non-criminal space to have difficult conversations and debates with communities with different views with the aim of us being able to understand those that are different from ourselves and by doing so improve tolerance, ensure the rights and Freedom of Speech and strengthen Community links.

Prevent strategy has specific strategic objectives:

- To safeguard and support those vulnerable to radicalisation, to stop them from becoming terrorists or supporting terrorism.
- Focus activity and resources in those locations where the threat from terrorism and radicalisation is highest.
- Expand the Desistance and Disengagement Programme with an immediate aim over the next 12 months to more than double the number of individuals receiving rehabilitative interventions.
- Focus our online activity on preventing the dissemination of terrorist material and building strong counter-terrorist narratives in order to ensure there are no safe places for terrorists online.
- Build stronger partnerships with communities, civil society groups, public sector institutions and industry to improve Prevent delivery.
- Re-enforce safeguarding at the heart of Prevent to ensure our communities and families are not exploited or groomed into following a path of violent extremism.
- Prevent operates in the NON-CRIMINAL space. This means that individuals are supported to move away from terrorism, rather than being criminalised. It seeks to stop individuals from going to the extreme of committing or encouraging violent activity. This is a multi-agency process called 'Channel'.

What Prevent is not

It is important to be clear that Prevent does not target one particular ideology, it is not about tarnishing or labelling any religious or faith groups and it is certainly not about Policing people's views. It is essential that we have the trust of communities and therefore Prevent cannot be used to gather intelligence or criminalise vulnerable people.

For more information on the Prevent Duty, please contact:

LCC Prevent Support Officer, Paul Drury, Prevent@lincolnshire.gov.uk

Lincolnshire Police, prevent@lincs.pnn.police.uk

Reporting Process – Channel

If you have concerns about an individual, please refer to your own safeguarding process in the first instance. Where this isn't possible you can contact the Lincolnshire Police Prevent team directly at email:

prevent@lincs.pnn.police.uk or Channel@lincs.pnn.police.uk

Alternatively you may wish to complete a Channel Referral form, these can be found at:

[Lincolnshire Police Webpage
lincolnshire.gov.uk](http://Lincolnshire Police Webpage lincolnshire.gov.uk)

Channel is a programme which focuses on providing support at an early stage to people identified as being vulnerable to being drawn into terrorism. The programme uses a multi-agency approach to protect vulnerable people by:

- Identifying individuals at risk.
- Assessing the nature and extent of that risk.
- Developing the most appropriate support plan for the individuals concerned.

OTHER LINKS

Run Hide Tell Leaflet

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/595437/RHT_A5.pdf

Run Hide Tell – webpage/video

<https://www.gov.uk/government/publications/stay-safe-film>

NaCTSo page -

<https://www.gov.uk/government/publications/recognising-the-terrorist-threat>

bomb check list -

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/563351/Bomb_Threat_Actions_Checklist.doc