COUNTER TERRORISM AWARENESS

for Security Industry Personnel

Government of
South Australia

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INTRODUCTION

The South Australian Government has developed a Counter Terrorism Action Plan which introduces a broad suite of measures to keep the South Australian community safe. One of the measures is specific to the security industry, item 4 – additional training for security guards.

The following information will inform security personnel about best practice techniques to prevent, prepare for and respond in the immediate aftermath of a terrorist incident while waiting for emergency services to arrive.

Australian Standards and Work Health Safety legislation sets out requirements for venue owners/operators to have emergency plans such as fire evacuation plans, alarms, specific command and communication structures (chief wardens, wardens, first aiders) for incident response. This includes those who manage pop up events in public spaces with no permanent infrastructure.

Security personnel may be responsible for all or some aspects of these plans and required actions, as part of their employment/contract. It is therefore imperative to know these local plans, along with national strategies for prevention, preparedness and response to terrorism incidents to minimise impact.

Naturally, the community will look to and expect security personnel to keep them safe. The following information will assist security personnel in fulfilling their role to deter, detect, respond appropriately and support emergency services.

OUR CURRENT
SECURITY
ENVIRONMENT

Credible intelligence, assessed by our security agencies, indicates that individuals or groups continue to possess the intent and capability to conduct a terrorist attack in Australia.

Australia's National Terrorism Threat Advisory System is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia. When the level changes, the Australian Government provides advice on the new level, what the level means, potential targets and how a terrorist attack may be carried out. The level is regularly reviewed in line with the security environment and intelligence.

If the threat level changes, SA Police will communicate the new level and relevant information.

For further information, including a video overview about the National Terrorism Threat Advisory System please visit the Australian National Security website (**www.nationalsecurity.gov.au**).

Australia's National Terrorism Threat Level is currently listed as

CERTAIN

EXPECTED

PROBABLE

POSSIBLE

NOT EXPECTED

WHAT IS BEING DONE TO COUNTER TERRORISM?

The Australia-New Zealand Counter Terrorism Committee (ANZCTC) coordinates counter-terrorism capability and arrangements across Australia. In August 2017 the ANZCTC released Australia's Strategy for Protecting Crowded Places from Terrorism as a nationally consistent, best practice approach to keep Australians safe.

Venue owners/operators, private security providers, local, state/territory and commonwealth governments along with the community, all have a role to play in identifying suspicious behavior and working together to prevent terrorism.

This document is supported by the following guidelines for crowded places:

→ **Active Armed Offender**

→ **Improvised Explosive Device**

→ **Chemical Weapon**

→ **Hostile Vehicle**.

These documents provide guidance to owners/operators and stakeholders in relation to each threat along with initial actions which should be undertaken if any incident occurs.

These documents, along with Escape, Hide, Tell advice, are all available on the **National Security** website.

A Security Audit and Self-Assessment Tool is also available to help identify vulnerabilities to terrorist attacks at your site. If you are responsible for security planning/mitigation, you may be required to complete these.

In South Australia, an online **guided Self-Assessment for Crowded Places and Events** is available via the SA Police website. Once completed it is automatically sent to SAPOL for notification and assessment.

WHAT IS MY ROLE IN COUNTER TERRORISM PREVENTION & PREPAREDNESS?

Security personnel play a valuable role in preventing terrorist or criminal acts.

The physical presence of security often provides a level of deterrence as this heightens the risk of detection and intervention and can minimise the impact of an incident by preventing or controlling where an attack occurs (e.g. outside a venue rather than inside).

The physical presence of security also provides reassurance to the public.

Screening and access control by security provides an additional opportunity for detection through bag searches, metal detection and restricting access where possible.

Observations by security, either through CCTV or crowd monitoring is vitally important. By watching for and challenging unusual, out of place or suspicious behaviours security officers are able to establish if an individual or group poses a threat and/or report the behaviour for further investigation.

The United Kingdom's **Eyes Wide Open** video is a useful reference about suspicious behavior and response actions for security.

Security officers undertake white level searches so they are familiar with their environment and able to identify if something is amiss or out of place. It is recommended that these searches are included in normal duties. *More information about this and assessing unattended or suspicious items can be found on pages 9-11 of the* **Improvised Explosive Device Guidelines for Crowded Places***.*

Security also provide initial response, coordination and leadership until emergency services arrive and assume control. This may include lockdown/in-vacuation or evacuation depending on the presenting incident.

Evacuation is the decision of the venue owner/operator.

Finally security also play an important role in emergency and security planning and policy development which is critical for preparedness. This includes preparation, review and practising emergency plans, liaison with emergency services and command/reporting structures.

It is important that you know the emergency plans and arrangements for your site. You should know what your company arrangements are to ensure you are able to support an emergency response if required. This will ensure your safety, assist you in providing safety for others and minimise the impact of an incident.

REPORTING
INCIDENTS

Police

Non-life threatening situations where you still require police to attend.

📞 Call 131 444

Crime Stoppers

Non-urgent matters and where the caller may wish to remain anonymous.

📞 Call 1800 333 000

National Security Hotline

Suspicious incidents of a national security nature not requiring urgent police attention may be reported.

📞 Call 1800 123 400

Life-threatening situations should be reported to the police by calling

📞 Triple Zero (000)

ETHANE

This mnemonic may assist to relay the important information required by emergency services.

Exact location

→ Confirm nearest junction or exact address

→ Geographical size of the incident

Type of incident

→ Explosion, building collapse, firearms incident etc

Hazards

→ Identify the hazards present or suspected (such as number of hostiles, types of weapons etc)

→ Consider potential or secondary devices

→ Is evacuation or in-vacuation necessary and safe?

Access routes

→ Update with routes that are safe to use

→ Clarify routes which are blocked

→ Nominate and search the rendezvous point

Number of casualties

→ List type and severity

→ Approximate number of dead, injured, survivors and witnesses

Emergency services

→ List those services present and those required

→ Conduct a joint dynamic hazard assessment with the emergency services

IF AN INCIDENT OCCURS

Your response will depend on the circumstances of:

→ **the incident**

→ **your venue/site**

→ **the immediate risk to public safety**

→ **your local site emergency plans.**

Ensure you are aware of any designated roles and responsibilities in the local plan which you are expected to fulfill such as warden duties.

These plans should include nominating an appropriate person to coordinate the implementation of the emergency plan and be a contact point for the responding emergency service.

You may be required to assist staff, visitors or members of the public to **Escape, Hide, Tell**.

Life-threatening situations should be reported to the police by calling

📞 **Triple Zero (000)**

Non-life threatening situations where you still require police to attend

📞 **Call 131 444**

The following provides advice for owners/operators of crowded places, which includes security personnel working on their behalf, on priority actions in response to an active armed offender:

1. **Saving and protecting life**

2. **Facilitating the evacuation of those at risk**

3. **Containing the incident or threat**

4. **Supporting emergency response and investigation activities.**

For more information please refer to:

→ **Appendix B: Active armed offender attack – advice for owners/operators of crowded places**

→ **Appendix D: Improvised explosive device attack – advice for owners/operators of crowded places**

It is important to regularly practice local plans and any additional initial response activities so that key staff clearly understand the priority actions and are able to perform these actions in a high-stress and dynamic environment.

Depending on the incident and what else is occurring at the same time, it may be necessary for sites to 'self-manage' incidents for a period of time as emergency service response time may be impacted. To enable this, it is recommended that a command structure is established to ensure resources are coordinated.

WHEN
EMERGENCY
SERVICES ARRIVE

Upon their arrival, responding emergency services will seek to obtain up to date information about:

→ **what has occurred**

→ **the nominated person coordinating the local emergency response**

→ **what actions have been taken**

→ **what actions are still to be completed**

→ **any hazards or safety risks.**

Following this briefing, you should record the details such as time, location, who was present and what was said. This should be done as soon as practicable following the briefing as this will be needed for the investigation at a later time.

You (or the venue) are likely to be asked to provide an appropriate liaison person who can provide ongoing support to the control agency managing the incident. For an incident of terrorism, this will be police. This may be the person coordinating the local emergency plan or another person like yourself.

Other support roles may include:

→ **providing maps/plans of the site, along with an appropriate person to interpret these**

→ **provide CCTV support including an operator, or retrieval of historical footage**

→ **outer cordons or pedestrian management**

→ **first aid support**

→ **activate or support business continuity activities around the incident**

→ **statements to assist investigation**

→ **assist/support with recovery activities.**

SUMMARY

The nature of terrorism is constantly evolving.

It is important you:

→ **are well informed - know the current risks and environment (refer regularly to 'other resources' at the end of this document to stay informed)**

→ **know your role - what are your business as usual duties and how you can deter, detect, delay or respond**

→ **know local emergency plans including where to find them and actions and responsibilities that may be applicable.**

In doing this, you are contributing to keeping South Australians safe from terrorist attack or minimising the impact.

OTHER RESOURCES

SA Police

www.police.sa.gov.au/your-safety

Business & Government Liaison Unit

www.bglu.asio.gov.au

Australian and New Zealand Counter Terrorism Committee

Strategy and guidelines

www.nationalsecurity.gov.au

SA Government

Preparing for emergencies

www.sa.gov.au/topics/ emergencies-and-safety/prepare- for-an-emergency

Australian Standards

www.standards.org.au

AS 3745-2010 Planning for emergencies in facilities

www.standards.org.au/standards- catalogue/sa-snz/publicsafety/ fp-017/as--3745-2010

SafeWork SA's library also has copies of this standard.

SafeWork SA

www.safework.sa.gov.au

Code of practice re emergency plans

www.safework.sa.gov.au/ resources/managing-work- environment-and-facilities

Australian Institute for Disaster Resilience

www.knowledge.aidr.org.au

Safe and Healthy Crowded Places Handbook

www.knowledge.aidr.org.au/ resources/handbook-15-safe- and-healthy-crowded-places