

MARAUDING TERRORIST ATTACKS

Supplementary Guidance: Announcements

National Protective Security Authority

COUNTER TERRORISM POLICING

EDITION 3
MARCH 23



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INTRODUCTION

Intended audience

This document is most useful for:

- Physical Security Managers
- Security Control Room Managers
- Security Control Room Supervisors
- Training managers.

Scope

Marauding Terrorist Attacks (MTAs) are fast-moving, violent attacks where assailants move through a location aiming to find and kill or injure as many people as possible. Most deaths occur within the first few minutes, before police are able to respond.

This document is supplementary to *"Marauding Terrorist Attacks: Making your organisation ready"* which discusses the importance of the use of announcements. It provides more detail in relation to how announcements may be used to improve your organisations response.

The response of the police, and other emergency services, to such attacks is detailed within national guidance (Operation Plato). That guidance refers to a wide range of attack methods, from attacks of low sophistication, such as those using bladed weapons or vehicles, through to more complex attacks involving firearms or explosives. The emergency services' response to an Operation Plato declaration is supported by a set of agreed principles. These Joint Operating Principles (JOPs) have been developed by the Home Office and the emergency services community in order to ensure that there is an interoperable response.

This document discusses:

- How Public Address and Voice Alarm (PA-VA) systems can be used to support the response to an attack
- How the type of PA-VA system deployed, and numbers of Security Control Room operators will influence the type of announcements made
- How people's location will influence their response to announcements
- How the style and content of announcements can influence actions
- The importance of training, practice and rehearsal.



AN INTRODUCTION TO PUBLIC ADDRESS AND VOICE ALARM (PA-VA)

The main guidance, "Marauding Terrorist Attacks: Making your organisation ready" sets out the importance of communicating to building personnel and members of the public in the immediate vicinity during an MTA. This document provides guidance as to how building operators can configure and use their Public Address Voice Alarm system to:

- Save lives by informing personnel and members of the public that an attack is underway and provide them with basic information on what to do
- Alter people's behaviour by providing current, relevant information such as the location of attackers or there is a fire in the building
- Reassure personnel and members of the public, and where appropriate, ensure they remain hidden during an attack.

Enabling Security Control Room (SCR) operators to make concise and effective announcements is very difficult and this challenge must not be underestimated. The design and functionality of the PA-VA system, what is said, how it is said, and the ability of the operator to deliver a clear confident message will determine the impact of the announcements.

PA-VA systems are used for making announcements or providing public information and delivering automatic alarm and emergency messages. Public Address (PA) systems (often known as Tannoy Systems) and VA (Voice Alarm) systems provide a quick and simple means of direct and clear communication. Voice Alarm (VA) or Voice Evacuation Systems are used for delivering pre-recorded emergency messages.

Live announcements by a security officer are most likely to result in the provision of timely information to personnel and members of the public, allowing them to take action in the event of an attack and consequently reduce the loss of life. However, their effectiveness is critically dependent on the configuration of the equipment and the competence of the operator. Improving competence will require training and practice.

Many SCR operators do not make live voice announcements as part of their day to day activity and certainly not under pressure. Being able to hear and understand announcements is not by itself enough. For announcements to direct people's actions, they need to inspire confidence. Poorly delivered announcements may be ignored. **Training and rehearsing of SCR operators on how to deliver the message is critical.**

To be most effective, announcements need to be delivered by a dedicated SCR operator. In the event of an MTA, SCR operators must also have the authority to make immediate decisions and act on them.



THE TYPE OF ANNOUNCEMENTS

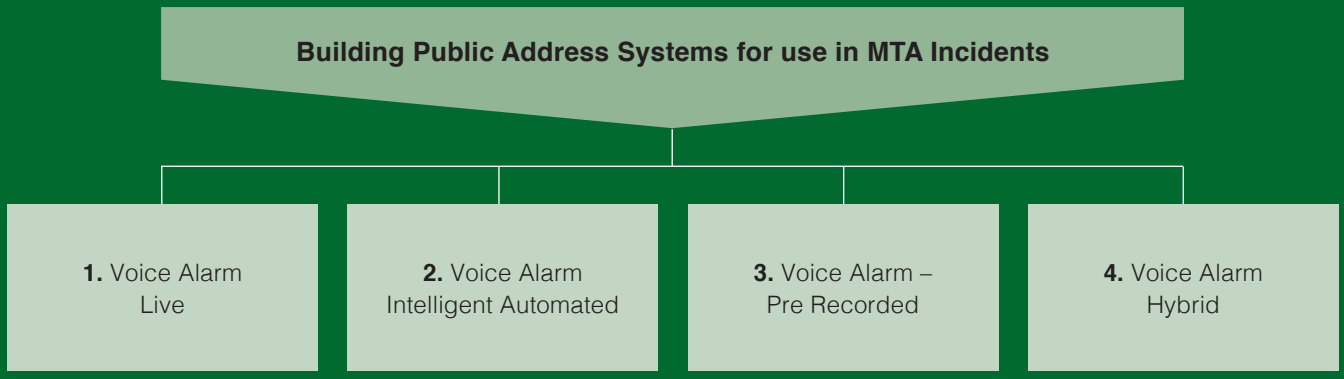
Assess the nature of the attack

It is important that as an attack is detected and prior to any announcements being made, SCR operators make a rapid assessment of the situation, to enable them to decide on the most appropriate type of information to be given. It takes time to assess the situation and then issue an informative announcement. Team work and good communication within the control room is critical to bring together all the available information and make the best assessment of the situation. A response plan must then be rapidly implemented which will include the use of announcements.

Announcements can be delivered in different ways. Figure 1 summarises, at a high level, the four ways to deliver announcements. The information in this document provides details of the circumstance in which each is likely to be most effective and will allow the reader to assess how they can most effectively use announcements within and around their site. More detail is provided in Annex A of the ways to deliver announcements, the circumstance they are suited to and the detail of what is considered to be a good announcement.

It is important to note that in the examples provided at points 2 and 4 below, that consider integration to other security systems such as Gun Shot Detection systems (GDS), GDS will only assist providing alerts to attacks during which a firearm is discharged and NOT low sophistication attacks. Other sections of this guidance are applicable regardless of the weapon used.

Figure 1: Ways to deliver PAVA announcements



1. Voice Alarm – Live

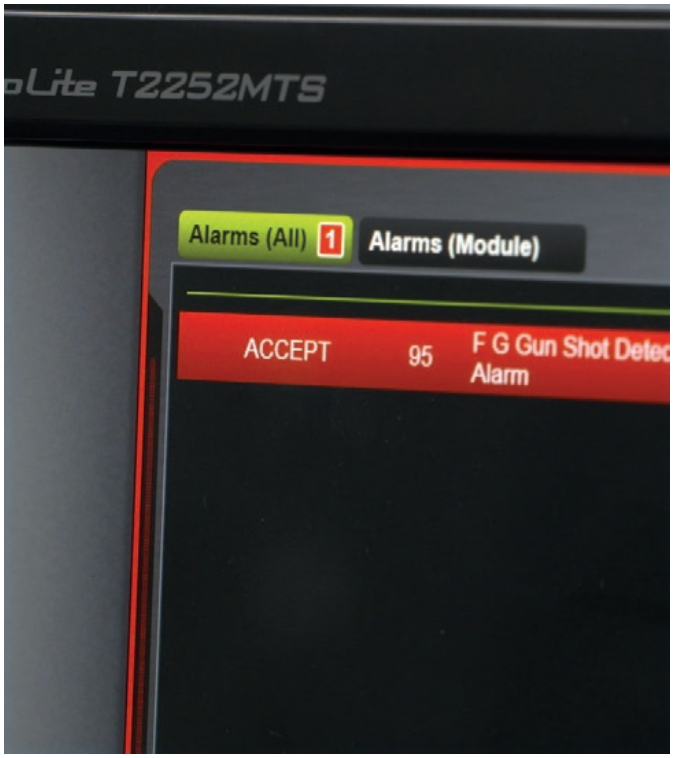
Live voice announcements made by operators deployed in a SCR. Live announcements are most effectively deployed as an MTA is discovered and develops but are difficult to deliver and will require SCR operators to be given additional training and provided with the opportunity to practice and rehearse making announcements.

2. Voice Alarm – Intelligent Automated

Intelligent Automated announcements are pre-recorded announcements made automatically in response to an alert generated by another security system, such as a National Protective Security Authority (NPSA) approved Gunshot Detection Systems (GDS). Automated announcements will immediately alert personnel and the public in the immediate vicinity to the gunshots having been fired in a certain location and the action to be taken, this may be to evacuate the building. They will also allow SCR operators to rapidly assess the situation and focus on priority tasks, until such time that they have capacity to provide live updates.

A GDS can only provide location information when a shot is fired, it can't provide updates when an attacker is moving but not firing. A security officer, using CCTV, may be able to provide additional updates on attacker location between shots being fired.

A GDS providing intelligent automated announcements can be very effective. It simply is not practical to achieve the same outcome using pre-recorded or live voice alarms, even when a SCR comprises two personnel.



3. Voice Alarm – Pre-recorded

Pre-recorded announcements (where there are no technical links between the PA-VA and any attack detection sensors (such as GDS) or the attack is not firearm based) will be most effective in any combination of the following circumstance:

- There is only one person deployed to a control room
- Operator training is limited
- There is a low level of situational awareness of the attack that is taking place.

In this situation the most critical task for the operator will be to call the police.

The limitations of pre-recorded announcements are that the messages are:

- Generic and can't detail the location of attackers
- Repeating the same message constantly loses the effect/impact on the target audience
- Pre-recorded announcements are not considered as credible or as effective as live announcements
- As the situation develops pre-recorded announcements may become out of date.

4. Voice Alarm – Hybrid

A combination of live announcements and either pre-recorded or intelligent automated announcements. Suitable for a control room with experienced operators supported by a sophisticated PA-VA system that is integrated to other security systems.

The factors that will help determine when each is used are:

- The number of SCR operators deployed
- The competence and training that has been given to operators
- The sophistication of the PA-VA system
- How it is integrated to other security systems.



THE TARGET AUDIENCE

It is important to understand the target audience for announcements. The reasons for making announcements will be:

- To advise personnel in a building how to respond
- To instruct people who may be entering an attack site to keep away.

Figure 2 illustrates the zones of influence that have been identified.

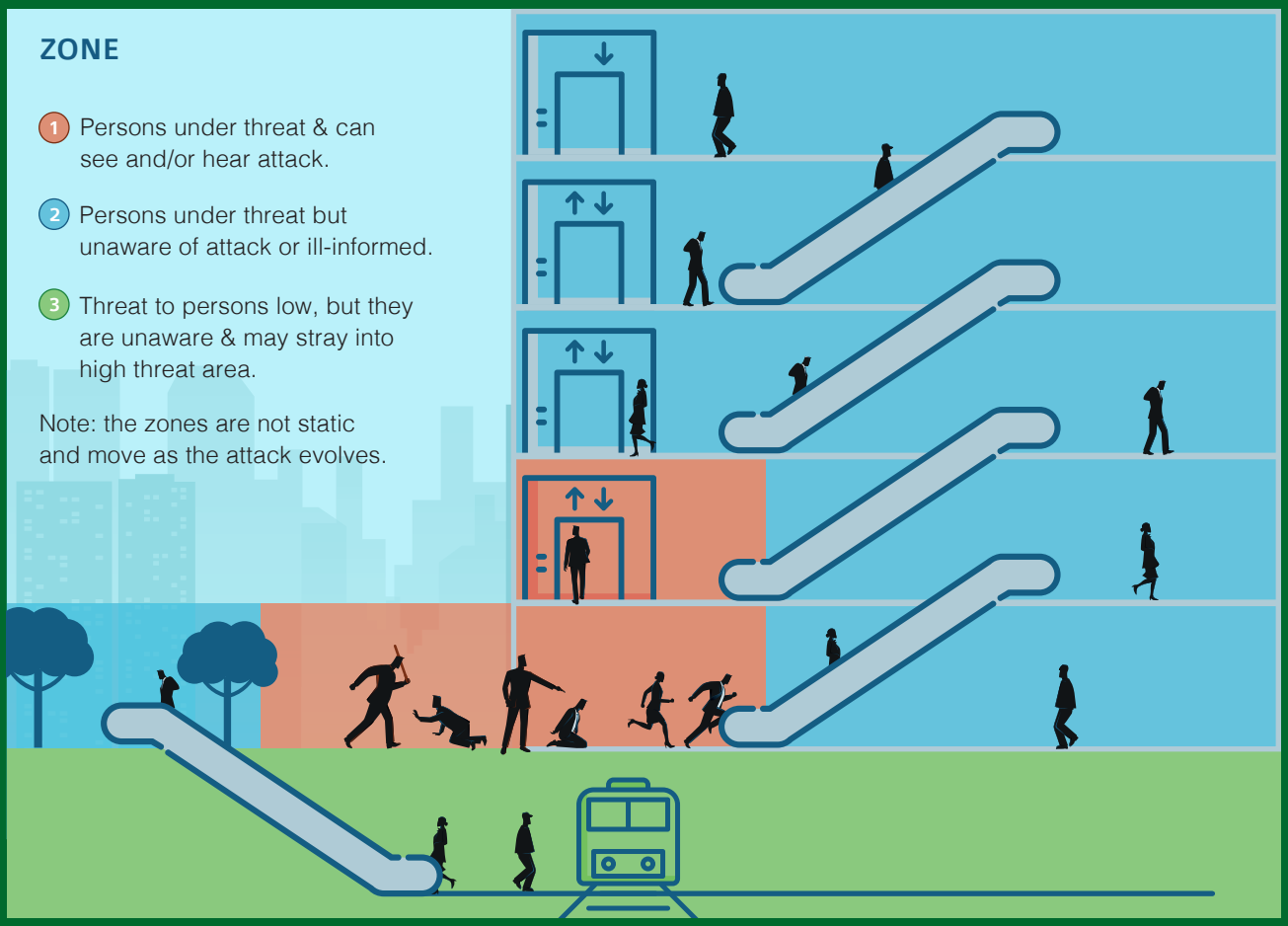
At a high level a building can, be broken down into three key zones of influence.

Announcements should be aimed primarily at people who are at high risk but may not be aware of the attack (those in zone 2 in Figure 2 below) and secondarily at people who are at lower risk but may stray into a high-risk area (those in zone 3 in Figure 2).

Personnel and members of the public who are already in the midst of the attack (those in zone 1 in Figure 2) will gain more value from their own senses and until they escape the immediate threat are likely to ignore announcements.



Figure 2: Zones of influence in relation to Public announcements



ZONE 1	Persons are being attacked or are close enough that they can either see or hear the attack. Communications to this group is important, but many will be distracted and their ability to act on information given impaired.
ZONE 2	Persons are under imminent/approaching threat, but they are unaware of the attack or ill informed. In this diagram, all persons within the building are under threat. Communications to this group is vital as there is a good opportunity to reduce their exposure to harm and they are likely to listen to PA-VA announcements.
ZONE 3	Persons in this area are not directly exposed to the threat, but may wander into the area of attack, putting themselves at risk. Communications to this group is also vital to minimise their exposure to harm.



HOW ANNOUNCEMENTS SHOULD BE DELIVERED

Announcements **should** be:

- Authoritative
- Specific
- Frequent
- Concise
- Repeated
- Reassuring

Announcements **should not** be:

- Rambling, taking people's focus away from their surroundings
- Vague or confusing, leaving listeners unable to decide upon appropriate action, for example:

  using the word "firearm" which may be misheard as "fire alarm"

  don't use "security incident", be specific about there being an attack
- Helpful to attackers, for example by announcing that the police have arrived, allowing attackers to prepare or by telling personnel and members of the public to evacuate using a particular exit, allowing attackers to target that exit
- Preceded by unnecessary alert sound or superfluous words such as "may I have your attention" or "ladies and gentlemen".
- Continuous, preventing personnel and members of the public from hearing the attack or other instructions

The Kerslake report into the Manchester Arena attack highlighted the following issues:

- Playing a continuous automated announcement, that SCR operators did not know how to turn off, hindered communication
- The importance of using announcements to provide, reassure and direction.

Announcement content

The following section provides detail on some key areas that need to be considered when preparing and making live announcements.

The type of threat

People need to understand the nature of the threat they face. Be specific about the nature of the attack.



Whether there are multiple attackers

Provide detail of the number of attackers. Whether there is a single or are multiple attackers is an important piece of information to convey since it will change how people respond.

Attack location information

Providing information about the location of an attack is valuable since it assists people in choosing their escape route. It also impacts the confidence and focus of attackers.

However, when there are multiple attackers in different locations, providing information on multiple locations can lead to long, confusing announcements.

Announcements must enable personnel and members of the public to recognise which part of a building/exit/stairwell is being described. Careful consideration needs to be given to describing locations accurately in a manner that is easily understood. Choose simple, more general descriptions that are applicable to all locations of the attackers such as “on the second and third floors” or even “inside the building” trusting that people will use their senses to more precisely locate the attackers.

It is important that the content should not alert the attackers to the locations that personnel and members of the public are being advised to move to.

Further consideration is being given to the development of guidance in relation to this issue.

Action to be taken

Provide simple instructions on the action that people should take such as “move to the third floor” or “evacuate the building or hide if you can’t”.

Tell people what to achieve, not how to achieve it.
For example, when telling people to evacuate the building, do not tell them which route to use, since this may guide the attackers towards a crowd of people. Instead, trust that by telling them where the attackers are located people will choose appropriate escape routes.



When making announcements it is very important to make sure that if only one word or part of that announcement is heard, that it can't be misinterpreted as an action. Examples of this are locksafe and firearm, where people only hear one part of the word and think they were "safe", or that there was a "fire". Use of "Exit Only" may confuse personnel and members of the public as they may only hear "exit".

Considering the impact of messages on crowd safety

People make decisions during an attack, based on available information. Organisations should assess the likely impact of messages relayed by PA-VA announcements or by other methods, including in-person via the guard force. The assessment should particularly look to identify and prevent circumstances that may lead to injury and the blocking of escape routes, and:

- Consider how the message is likely to impact on the mass movement of people in different circumstances.
- Identify any areas where high crowd density is likely (e.g. entrance/exit areas) and where the impact of messages may result in overcrowding and/or risk of crush.
- Consider whether occupants have been trained using fire drills and how this may impact their response to alarms and messages during an attack.

Lockdown and monitoring lockdown

Instigating lockdown may significantly alter the best course of action for personnel and members of the public. It is therefore crucial that personnel and members of the public are aware that lockdown is in effect. Public voice announcements are the best way to achieve this.

If the site is in lockdown, announce this as soon as practical since it will change people's best course of action. Provide key information whilst keeping the announcement concise. For example: "The building is in lockdown. Do not leave locked areas."

This message should not be complicated by providing information about different types of lockdown. Such messages have been seen to cause confusion amongst personnel and members of the public.

SCR operators need to continually monitor the status of the lockdown. They need to deliver announcements every minute to reassure personnel and members of the public that the lockdown is still in place and they should remain hidden. Alternatively, they must inform personnel and members of the public immediately if the attackers breach the lockdown

See the supplement *"Marauding Terrorist Attacks, Supplementary guidance: Lockdown"* for more information on lockdown and monitoring lockdown.

Mobilise first aid

In the immediate aftermath of an attack it will be important for the SCR to consider how they can identify the location of seriously injured casualties. They will need to tell the emergency services where they are and get help to them as soon as it is safe. When the immediate threat has passed make announcements to ask staff to contact the SCR if they have seriously injured casualties with them. Announcements can then be made to request people to take first aid equipment to these casualties. If people deploy to provide first aid to casualties make announcements to update them as to the status of the attack.

Unless delivering first aid people should be told to keep out of the attack area.





Arrival of police

It is recommended to continue to announce, "police have been called". Continue to issue announcements, noting that providing the location of attackers will be useful to police, particularly if communication with the SCR has not been established. Continue to announce that the police have been called.

Live announcements can be used for providing information to the police once they arrive. Messages should be delivered as if to inform personnel and members of the public, so as not to alert the attackers of the police presence.

Police messages

Once communications have been established with the police, they may ask for certain types of announcements to be made on their behalf. The type and nature of this will depend on the circumstance of the incident.

Repeating messages

When first given, messages should be repeated immediately several times. This allows the listener to confirm what they heard and consider that action to take in response. However, messages should not be continually repeated, over and over again, as they rapidly lose credibility. **It is particularly important not to leave pre-recorded announcements on a continuous repeating cycle.** They will soon be ignored and then interfere with other messaging or prevent personnel and members of the public hearing other key activity in the building, to which they need to be aware.

It is better to for repeated messages to sound slightly different, with minor changes to the wording so that they sound human and current. Consider abbreviating repeated messages, to deliver just the most pertinent points.

It is important to provide sufficient announcements to allow the listeners to be kept informed of significant activity taking place in the building. Equally if there is no change, the listeners should be updated with key instructions and advice every minute.

Pre-recorded announcement templates.

In the planning phase you should:

- Spend time considering the number and content of each pre-recorded announcement
- Decide in what circumstance each should be used
- Establish how operators then select them.

It is recommended that numbers should be kept to a minimum as it will be very difficult for SCR operators to select which to use during an attack. Additional risk will come from using the wrong announcement.



SYSTEM TECHNICAL DESIGN CONSIDERATIONS

Existing building fire safety PA-VA systems may be sufficient to support the announcements that will need to be made to alert and influence the behaviour of personnel and members of the public during an MTA.

The location of equipment in the SCR should allow for SCR operators to make announcements from each workstation. This will save time, as operators will not need to change desks to initiate the announcements.



The system should also be able to transmit both live and pre-recorded announcements.

It is important that the system should allow for automated messages to be overridden with live messages. All SCR operators should be able to turn automated systems off.

Careful consideration will need to be given as to the location of PA-VA system speakers. This should include areas outside your building where it may be necessary to direct people away from the building that is under attack. It may be beneficial to split the system into zones so that messages can be directed to specific areas, such as different floors, public or private areas and internal or external areas. Whilst technically achievable this is very difficult to deliver for the SCR operator and further research is required in this area.

Gunshot Detection Systems (GDS) and PA-VA systems.

Detailed advice will be provided elsewhere by NPSA on the deployment of Gunshot Detection Systems (GDS) which are deployed to provide an immediate indication that a firearm has been discharged. Consideration should also be given as to the technical integration of your PA-VA system into the GDS. This will enable the making of automated pre-recorded announcements in the event of a GDS activation and so reduce the time for SCR operators to identify the location of an activation and make an announcement manually.

The deployment of the GDS without PA-VA integration is technically achievable but the subsequent operator actions are difficult to deliver and require a high level of understanding of the system. Operators must also be trained to assess and respond to activations.

It is also important that the SCR operators can interrupt any automated announcements generated by the GDS and provide additional more detailed and specific information. They should also be able to switch off the GDS system if required by the police.



TRAINING, PRACTICE AND REHEARSAL

The overarching guidance, *"Marauding Terrorist Attacks: Making your organisation ready"* informs the reader of the importance of training, practising and rehearsal. It is likely that SCR operators will require a considerable amount of training, practice and rehearsing the use of PA-VA. It is important that this is not done in isolation and must be linked to other response components.

Training should be given to SCR operators in:

- The technical use of the equipment
- The most effective way to make announcements
- The importance of the contents.

Practice and rehearsal are key to ensuring announcements are delivered well when it matters. Time should be provided, when your building is empty or at low occupancy, to all SCR operators to develop confidence and competence in the use of the system.

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ANNEX A

The table below summarises the four ways to deliver announcement. Against each type it provides examples of good announcements, explains why they are good, identifies key dependencies and identifies phrases to be avoided.

1. VOICE ALARM LIVE

LIVE VOICE ANNOUNCEMENTS MADE BY SECURITY OFFICERS IN SECURITY CONTROL ROOM

This is the preferred and most effective approach to saving life, but requires investment, training and regular practice for it to have intended effect.

Example of good announcement made by a person:	Why is this a good announcement?	Being able to make this announcement depends on...	Phrases or communications to avoid
First announcement: • The building is under armed attack • There is a single/multiple attackers • They are located at …... • Basic action to be taken, such as: • Evacuate the building or hide if you can't (if internal threat), or Personnel on the ground and 1st floors should proceed immediately up to level X. All personnel to stay away from external windows and doors	People need to react quickly and need to understand the type of threat they face. Being explicit will assist this. Single/multiple attackers is an important piece of information if attempting to provide any form of location. If multiple groups, multiple locations may be given which was found to be confusing. Location information assists people with deciding their own plan of action. We have found it also affects attackers, impacting both their confidence and focus.	SCR Operators need to be well practised and exercised in giving such announcements (e.g. clarity, delivery, tone, pace, etc.). Not all operators will be suitable for this role. Public address system needs to be controlled from SCR. Public address needs to be able to override any other sirens, alarms or pre-recorded announcements (such as fire) Requires good situational awareness, particularly CCTV or other systems such as NPSA approved Gunshot Detection Systems.	"Firearm" as we found this can be misheard as fire alarm. "Security incident" rather than "armed attack"; security incident is a common term used to cover situations and we found it was less effective at getting people to quickly mobilise. "Bing Bongs" at the start of the announcement – this simply takes up time. Every second counts. "Attention" or "this is Security Control" – takes up too much time. Every second counts. Credibility of message comes from use on PA-VA system, what is said and how it is said.

• Note: if building has been put into lockdown then this should be communicated with any further key information. Eg. "The building is in lockdown, do not leave locked areas. Stay away from doors and windows." See. Guidance on Lockdown Announcements • Whole announcement to be repeated immediately.	Location information can also assist police response once they arrive, particularly if they have no direct communication with the SCR.	Language used to explain locations need to be easily understood by personnel and members of the public – work would be required to prepare SCR operators and also develop easy to understand terms for parts of buildings. Requires a sufficient number of SCR operators.	Using language that personnel and members of the public will not be able to understand/or action. Most commonly, how to describe a stairwell in a building – do personnel and members of the public know where Stairwell 1 is? "Exit only" as this can be seen to mean all personnel and members of the public should exit.
Subsequent / further update announcements to be given thereafter (e.g. 1 minute pause) *(a) If single attacker or multiple attackers staying as a single group:* • Armed attackers are located at xxxx • Basic action to be taken (including if building is in lockdown) • The police have been called • The above should be given, irrespective if the situation remains unchanged. *(b) If multiple attackers have split/more than one group:* • There are multiple armed attackers (confirm if inside or outside the building) • Basic action to be taken (including if building is in lockdown) • The police have been called.	Central to this message is whether there are multiple attack fronts/groups. If there is more than one attack front, then it is too confusing (for personnel and members of the public) if multiple locations are given. Regular updates will assist people to revise their plans Regular updates were found to be reassuring for personnel, particularly those hiding. Without updates, people tended attempt to come out of hiding too soon. "Police have been called" was found to be reassuring to personnel. However, the phrase "Police have arrived" or "Armed Response is on scene" (or words to that effect) should not be used, as this is likely to complicate response. Continue to announce "Police have been called" after the police have arrived.	As above.	As above. Do not use a sounder/ alarm continuously between voice announcements, as this hinders people's ability to listen for the threat and communicate.
Announcements once police arrive and have established communication: The police may require certain announcements to be given to assist their response. These will be case specific.	Frequency of delivery is very important: continuous broadcast is very onerous for the SCR and also hinders members of the public ability to listen for the threat. To far apart means people are more likely to come out of hiding. Frequency of about 1 every minute was found to be about right.		

2. VOICE ALARM - INTELLIGENT AUTOMATED

PRE RECORDED ANNOUNCEMENTS *(MADE IN RESPONSE TO A GUNSHOT DETECTION SYSTEM ACTIVATION)*

Announcements to be triggered automatically in response to an alert being triggered by the Gunshot Detection Systems

Example of good announcement:	**Why is this a good announcement?**	**Being able to make this announcement depends on...**	**Phrases or communications to avoid**
• There is an armed attack • Gun shots detected at xxxxx (states brief location of detection system) • Evacuate the building if you can • Or hide if you cannot. Announcement to be immediately repeated twice and then repeated after 30 and 60 seconds. After 90 seconds SCR takes control of announcement informing the building "police have been called".	Provides most basic form of information and guidance. Short and specific. Location of activation must be clear to alert personnel and members of the public as to the area they should avoid. Immediate repetition required to help personnel and members of the public understand and act to message	Initial announcement has been pre-recorded and is triggered automatically by the GDS activation.	See Live Announcements.

3. VOICE ALARM - PRE RECORDED

PRE RECORDED ANNOUNCEMENTS (EXCLUDING THOSE MADE WITH THE ASSISTANCE OF GUNSHOT DETECTION SYSTEMS)

Best for situations where staffing levels are very low, a low level of PA-VA training and/or situational awareness is extremely limited

Example of good announcement:	Why is this a good announcement?	Being able to make this announcement depends on...	Phrases or communications to avoid
• The building is under armed attack • Action to be taken e.g. "evacuate the building or hide if you can't" • Stay away from windows". Announcement to be immediately repeated twice and then repeated at set intervals – e.g. every minute. Messages will be generic and brief	Provides most basic form of information and guidance. Short and specific. Supporting RUN, HIDE & TELL principles. Being silent, combined with keep calm, are intended to improve the chances of personnel and members of the public being able to hear the threat and take avoiding action and avoid detection by hostile(s). Immediate repetition required to help personnel and members of the public understand and act to message.	Requires a PA-VA system that will permit multiple types of announcement (e.g. fire, bomb evac, etc.). Users need to be competent in use.	See Live Announcements. Repeating further messages continuously, without a gap, inhibits occupant's ability to listen for threat and plan their escape. Continuous announcements.

4. VOICE ALARM - HYBRID

COMBINATION OF LIVE ANNOUNCEMENTS AND EITHER PRE-RECORDED OR INTELLIGENT AUTOMATED

Suitable for a Security Control Room with experienced operators supported by sophisticated PA-VA and detection systems

Announcements will combine those highlighted at 1, 2 and 3 above. See above for detail.

It must be possible to override automated announcements to deliver live voice announcements.



ACRONYMS

AACS	Automated access control system
ADS	Active Delay Systems
ARV	Armed Response Vehicle
CBRN	Chemical, biological, radiological or nuclear
CCTV	Closed Circuit Television
CNI	Critical National Infrastructure
CSO	Chief Security Officer
CTSA	Counter Terrorism Security Adviser
FCP	Forward Command Point
GDS	Gunshot detection systems
HART	Hazardous Area Response Teams
HM	Her Majesty's
JESIP	Joint Emergency Services Interoperability Programme
JOP	Joint Operating Principles
LED	Light emitting diode
LRF	Local Resilience Forum
MERIT	Mobile Emergency Response Incident Team
MTA	Marauding Terrorist Attack
MTFA	Marauding Terrorist Firearms Attack
NaCTSO	National Counter Terrorism Security Office
NCTP	National Counter Terrorism Policing
NHS	National Health Service
NPSA	National Protective Security Authority
PA-VA	Public Address - Voice Alarm
PHE	Public Health England
PPE	Personal Protective Equipment
PTZ	Pan Tilt Zoom camera
RVP	Rendezvous point
SCR	Security Control Room
SMS	Short Message Service - Text
SOPs	Standard Operating Procedures
STAC	Scientific and Technical Advice Cell
TIC	Thermal Imaging Cameras
TCG	Tactical coordination group
VAW	Vehicle as a Weapon attack



GLOSSARY

Airsoft weapons	Airsoft guns are replica weapons used in sports and firearms training. They are essentially a special type of very low-power smoothbore air guns designed to shoot non-metallic spherical projectiles which are typically made of plastic or biodegradable resin materials. The pellets have significantly less penetrative and stopping powers than conventional air guns, and are generally safe for competitive sporting and recreational purposes if proper protective gear is worn.
ASCEND	NPSA's MTA work involves the repeated physical simulation of an MTA in a building environment – Project ASCEND. This involves subjecting a building population to a simulated attack and looking at factors that can either improve or reduce survivability before the arrival of an armed police response.
CitizenAID™	CitizenAID™ empowers the general public in situations of emergency and allows them to be effective in aiding the injured with medical support prior to the arrival of emergency services. It is comprised of simple and logical actions and is designed to guide the public to react safely and effectively as well as communicate correctly with emergency services. The powerful combination of organisation and treatment will save lives in dangerous situations.
Exercises	Allow personnel to validate plans and readiness by performing their duties in a simulated operational environment. Activities for a functional exercise are scenario-driven. A full-scale exercise would involve a live time simulation of a potential real event and involve multi-agency participation.
Hostile Incursion	As per MTA however the intent of those involved may be broader than terrorism.
Hostile reconnaissance	The information gathering phase by those individuals or groups with malicious intent, is a vital component of the attack planning process.
JESIP	A programme created specifically to further improve the way ambulance, police and fire and rescue services operate together on scene in the early stages of their response to major incidents.
Lockdown	Lockdown means locking doors and other physical barriers (such as turnstiles) to restrict entry to and/or exit from a site or one or more zones within a site. It is sometimes referred to as `dynamic lockdown'.
Maglocks	The Magnetic lock or mag lock uses an electrical current to produce a magnetic force. When a current is passed through the coil, the magnet lock becomes magnetised. The door will be securely bonded when the electromagnet is energised holding against the armature plate.
Marauding	As defined by Cambridge Dictionary - Going from one place to another killing or using violence, stealing, and destroying.



GLOSSARY

MTA	Marauding Terrorist Attacks can take many forms. • A lone attacker, multiple attackers or multiple groups of attackers • Arrival at a location on foot, in a vehicle or an attack perpetrated by insiders • Entering without using force or forcing entry using an explosive device, a vehicle, coercion of someone with access or a combination thereof • Attackers armed with bladed weapons, guns, pipe-bombs, petrol bombs or multiple weapons.
PA-VA	PA-VA systems are used for making announcements or providing public information and delivering automatic alarm and emergency messages. Public Address (PA) systems (often known as Tannoy Systems) and VA (Voice Alarm) systems provide a quick and simple means of direct and clear communication. Voice Alarm (VA) or Voice Evacuation Systems are used for delivering pre-recorded emergency messages.
Personnel	Used to describe any member of staff, contractor, visitor or other occupant to a building
RUN HIDE TELL	The National Counter Terrorism Policing's Stay Safe campaign to advise the public how to respond if they are caught up in an firearms or weapons attack.
Security Control Room	The hub of a site's security, continuously receiving information from a range of security staff and systems. Many of the principles of an SCR can be carried over into an event or operations control room.
Security Management System	Integration of technical security systems, such as access control and CCTV, into a single management platform.
Security Fog	Thermally generated white smoke specifically used as a security measure. Current security smoke machines use glycol or glycerine mixed with distilled water to produce a dense white fog which obscures vision and presents a confrontational barrier to any intruders.
Situational Awareness	Being aware of what is happening around you in terms of where you are, where you are supposed to be, and whether anyone or anything around you is a threat to your security and health and safety.
Table top exercise	Discussion based sessions where team members meet to discuss their roles during an emergency and their responses to a particular emergency situation. A facilitator guides participants through a discussion of one or more scenarios.
Vulnerable people	Those who may need to be provided with assistance or special arrangements made, such as children and people with health conditions or impairments.