WESG

West End
Security Group

CIVIL UNREST TOOLKIT

This guidance is designed to help businesses prepare for and manage civil unrest affecting their premises. It is divided into 2 sections.

Simple and practical actions to reduce the likelihood and impact of civil unrest on your business.

Information on how to respond should your business be subjected to civil unrest.

The toolkit can be stored and accessed on your mobile device, tablet or desktop and/or can be printed and kept in an accessible location in your premises.

Please note the information does not constitute legal or other professional advice. It is provided free and without the intention of creating a contract or explicitly establishing any legal responsibility. All other legislation including health, safety and fire regulations, where applicable should be adhered to.

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ACTION TO TAKE BEFORE ANTICIPATED CIVIL UNREST

PREPARE YOUR STAFF

Follow the guidance below to help ensure employee and customer safety.

Make staff aware about the possibility of civil unrest, volatile demonstrations and public disorder. Be cautious about acting on the information provided by informal social media channels.

Encourage staff to remain vigilant and ensure they know how to report suspicious activity.

If you have security staff, brief them on the possibility of disruptions and be clear about their response and personal safety.

Ensure staff are briefed on the emergency/evacuation procedures in this toolkit and any other local emergency plans.

Ensure employees update their contact information so they can be easily reached.

Anticipate travel disruption which could impact staff resources (see Further Information)

Consider virtual meetings where possible and ensure details relating to suppliers, customers (where appropriate) are readily accessible to contact in an emergency.

ACTION TO TAKE BEFORE ANTICIPATED CIVIL UNREST

TARGET HARDENING

Review your security systems and premises security

Check your CCTV to confirm that it is clean, in good working order and covers vulnerable areas.

Check and test any security and emergency systems, where you have them, including fire and burglar alarms.

Assess windows, doors and other points of entry to make sure they are secured.

Ensure keys for doors, windows and shutters are readily available, including access to spares if required.

Consider moving high value goods away from window displays overnight or, if impractical, consider covering or obscuring them.

Check that the area immediately outside your premises is free of debris or other items, to reduce the opportunity for them to be used as weapons or missiles. If practical remove items protestors could set light to.

Secure vacant premises.

ACTION TO TAKE BEFORE ANTICIPATED CIVIL UNREST

REVIEW EMERGENCY FIRST AID

Ensure workplace first aid equipment is readily available.

Check that your emergency equipment is stocked and is kept in an easily accessible location.

ACCESS TRUSTED INFORMATION

To counter some social media, which can be used to quickly organise activist or protest events, ensure you are following formal sources.

Follow the Metropolitan Police Service on X

The Metropolitan Police Service's latest messaging can be found on X. Information from this account is reliable and informative during an incident.

https://x.com/metpoliceuk

INCIDENT RESPONSE

This section provides information about what to consider doing if a really serious incident occurs that affects your business.

It sets out the two basic responses, namely leaving the building (evacuating) or staying in the building (lockdown).

It also provides you with some guidance about which response might be most appropriate depending upon the circumstances.

Make sure you have read this section before an incident occurs. Think about what you would do if you ever needed to evacuate or lockdown, but remember you may have to adopt your plans on the day in response to the circumstances.

INCIDENT RESPONSE

LEAVING THE BUILDING

Leaving the building in an emergency or 'Evacuation' may be needed if there is a threat inside or outside your business.

Terrorist and other crisis evacuation plans are different to Fire Evacuation Plans.

Ensure a staff member takes charge of the evacuation.
Identify the evacuation route from your building. Are there options?
It may not be safe to wait outside the building once you have evacuated. Consider in advance where you might need to go and the safest route to get there.
Quickly tell staff and customers the evacuation plan and what action to take.
Direct staff, customers and visitors out of the building.
Take your First Aid Kit/Bleed kit with you if safe to do so.
Contact emergency services to report the incident/request an ambulance.
Once you have left the building, account for staff if safe to do so, (refer to your emergency contact records if helpful).
Reassure staff, customers and visitors and keep them informed.
Follow updates on MPS X account.
Remain evacuated the until the all-clear has been given, unless emergency service advice is different.

ENSURE ALL STAFF KNOW THE PLAN

INCIDENT RESPONSE

STAYING IN THE BUILDING

Staying in your building and securing the premises or part of it, is known as "Lockdown". This may be the appropriate response to an incident occurring outside your premises.

Note – Members of the public cannot be locked in against their will.

Ensure a staff member takes charge of 'locking down' your premises.
Quickly decide how you will secure your location (consider using items such as furniture to help better secure your premises but always make sure you can get out quickly and safely if you need to).
Tell staff and customers the plan and what action to take
Direct and encourage staff, customers and visitors away from the building exterior.
Take your First Aid Kit/Bleed kit with you if safe to do so.
Contact emergency services to report the incident/request an ambulance.
Account for staff if safe to do so, use emergency contact records if helpful.
Continue to reassure staff, customers and visitors and keep them informed if practical.
Follow updates on MPS X account, if safe to do so.
Remain inside until the all-clear has been given, unless emergency service advice is different.

ENSURE ALL STAFF KNOW THE PLAN

EVACUATION OR LOCKDOWN?

THREAT INSIDE YOUR LOCATION	THREAT OUTSIDE YOUR LOCATION
(e.g., suspicious package, chemical or dangerous substance, violent attacker).	(e.g., improvised explosive device, marauding attack with weapons, violent protest).

Is/Can the threat be safely contained or isolated? (e.g., could a potentially violent person be safely locked in a room?).
If the threat can't be contained, evacuation may be the less risky option.

Do you know exactly where the threat is? Do you know if it is moving or not? Could there be more than one threat or incident?
If you are unclear about any of these, the less risky option might be to stay where you are and lockdown.

Has anyone in the premises been injured? If so, can they be evacuated without risk of further injury?
If casualties can't be moved, evacuating everyone may not be an option.

Do you have time to safely evacuate people (do you know how long it would take to get everyone out of the building?).
If you are unsure, the less risky option might be to lockdown.

Is there somewhere in the building that could provide effective shelter from the threat?
e.g. if the threat is a suspect package, only solid walls will provide any protection. If you are unsure, evactuation may be the less risky option.

Is there somewhere in the building that people can securely shelter (ideally) out of public view?
(Be careful about choosing a room that doesn't provide you with a way to escape if this becomes necessary). If there isn't a safe place to shelter in your building, evacuation may be the less risky option depending on how close the threat is and whether you have time to evacuate safely.

Is it possible to safely lock/secure all the entrance doors and/or windows to the building?
If not, the less risky option might be to evacuate, depending on how close the threat is and whether you have time to evacuate safely.

Have people already sought refuge in your building?
If you are worried that staff and customers may not wish to leave the building, it may be necessary to lockdown if it does not put you or others in danger.

Have the police or other Emergency Services been called? If so, how long is it likely to be before they attend? Have they given any advice or other directions about any immediate action to take?
The Emergency Services might be delayed as a result of other incidents, and it may be necessary to make a decision before they arrive.

FURTHER INFORMATION

If you wish to know more about planning for an incident, please explore the following links:

PROTECTUK
https://www.protectuk.police.uk

WESTMINSTER CITY COUNCIL
https://www.westminster.gov.uk

LONDON FIRE BRIGADE
https://www.london-fire.gov.uk

LONDON AMBULANCE SERVICE
https://www.londonambulance.nhs.uk

LONDON ASSEMBLY
https://www.london.gov.uk

BRITISH TRANSPORT POLICE
https://www.btp.police.uk

TRANSPORT FOR LONDON
https://www.tfl.gov.uk

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