Terrorist attack survival guidance

[An addition to Survival guidance]

Terrorist attack survival guidance 0.12 – For consultation

Date: 1 February 2023

Terrorist attack survival guidance 0.13 – For consultation

[An addition to [Survival guidance]]

1 Introduction

2 Purpose of guidance

3   Survival guidance is aimed at fire and rescue services and writers of fire control-related policies and
4   procedures. It is intended to help fire and rescue services establish effective arrangements that enable
5   fire control personnel to provide effective **survival guidance to emergency callers**.

6 Structure of guidance

7   This guidance is designed to be published online, to ensure it remains up to date and to help readers
8   search for specific terms in any of the sections.

9   To give the reader a wider understanding of some closely-related topics and avoid repetition, some
10 sections contain links to other relevant guidance.

11 A **hazard** is an event or situation with the potential to cause harm, including:

12 • Physical or psychological harm
13 • Death
14 • Damage to or loss of property
15 • Impact on the environment
16 • Disruption to economic, social or political structures

17 **Control measures** are used to reduce the likelihood of exposure to a hazard from a given risk, or to
18 mitigate the impacts of that exposure. Control measures in this guidance may be listed in chronological
19 order, but they are not necessarily prioritised.

20 **Strategic actions** are recommendations aimed at fire and rescue services, helping them to establish
21 effective arrangements for fire control, such as introducing processes and equipment.

22 **Tactical actions** are prompts that may help writers of fire control policies and fire control managers to
23 establish effective policies, procedures and ways of working for fire control personnel.

24 Terrorist attack survival guidance

25 Terrorist attack survival guidance is based on the receipt of a single call; however, there may be multiple
26 calls to emergency services during a terrorist attack, therefore the principle of this survival guidance can
27 be applied when there are multiple people at risk.

28 Sources

29 This guidance belongs to the National Fire Chiefs Council (NFCC) and is unrestricted. This guidance is
30 drawn from the JESIP publication, **Responding to a marauding terrorist attack: Joint operating**
31 **principles for the emergency services (MTA: JOPs)**. The JOPs are designed to assist the emergency
32 services in delivering an effective and co-ordinated multi-agency response to an MTA. The JOPs
33 publication is owned by the Home Office and Homeland Security on behalf of His Majesty's Government.
34 The publication is supported by the NFCC, the Association of Ambulance Chief Executives and the
35 National Police Chiefs' Council and is classified as 'Official – Sensitive'. Other sources for this guidance
36 include:

37 - **The JESIP Joint Doctrine: The Interoperability Framework**
38 - Action Counters Terrorism (ACT) guidance, as provided by ProtectUK to '**Run Hide Tell**'
39 - **National Operational Guidance: Terrorist attacks**

40 Interdependencies

41 The following fire control National Operational Guidance contains important information underpinning this
42 survival guidance:

43 - Fire control command
44 - Multi-agency
45 - Emergency call management: People at risk
46 - Multiple calls and multiple incidents

47 Terrorist attacks background

48 In this guidance the term 'terrorist attack' encompasses a variety of attack methodologies and a range of
49 complexities, including MTAs. Terrorist attacks can be fast-moving, violent incidents where attackers
50 deliberately seek out as many people to kill and injure as possible. All terrorist attacks involve an
51 element of planning and generally occur without warning. An attack may be indiscriminate or aimed at
52 specific groups, for example relating to race or religious beliefs.

53 The overarching aim of the emergency services is to provide a coordinated and effective response to an
54 attack which will help save lives and reduce harm by neutralising the threat, delivering emergency
55 medical care, rescuing and removing casualties and survivors and managing a return to normality as
56 soon as practicable.

57 It may take some time to confirm that an incident is a terrorist attack, however this guidance applies to
58 suspected and confirmed terrorist attacks.

59 **Attack methodologies**

60 Attacks come in many forms with varying degrees of sophistication or complexity. An attack could
61 involve the use of one or more of the following methodologies:

62   • Bladed weapons
63   • Vehicles as a weapon, such as:
64   o Road vehicles
65   o Rail vehicles
66   o Vessels
67   o Aircraft, including drones
68   • Fire as a weapon
69   • Improvised explosive devices (IEDs) or grenades
70   • Firearms
71   • Crossbows
72   • Chemicals
73   • Biological or radiological agents

74 Terrorist attacks, including MTAs, may include a combination of approaches, such as:

75   • A lone attacker, multiple attackers or multiple groups of attackers
76   • Arrival at a location on foot or by vehicle
77   • An inside attack
78   • Entering a location without using force
79   • Forcing entry to a location using an IED, a vehicle or coercion of someone with legitimate
80   access rights
81   • A remote attack, using long-range firearms or an IED
82   • Attacks at multiple sites, with or without a time gap
83   • Sieges, including the taking of hostages to prolong an attack or impede rescue operations

84 **Fire control personnel health and well-being**

85 Managing emergency calls from or about people at risk during terrorist attacks is likely to be stressful for
86 fire control personnel and may be detrimental to their well-being. Consideration should be given to the
87 welfare and mental health of fire control personnel following calls from or about people at risk during
88 terrorist attacks.

89 Trauma support mechanisms should be considered as part of fire control induction and training to ensure
90 that fire control personnel are adequately prepared – during and after incidents – to manage calls of this
91 nature and that they have strategies to help protect their mental health. For more information on welfare

92 arrangements for fire control personnel, refer to Fire control command – Risk assessment of fire control
93 activities and Personal resilience.

[An addition to Survival guidance]

94 Hazard – Calls from or about people at risk during terrorist attacks

95 **This hazard should be read in conjunction with:**

96 - **Calls from or about people at risk**
97 - **Calls from or about people at risk: Severe bleeding and unresponsive casualties**

98 *HAZARD KNOWLEDGE*

99 Initial stages of an attack

100 It is likely to be challenging for fire control to build an accurate picture of what is happening during the
101 initial stages of a terrorist attack, because:

102 - They generally occur with no notice

103 - There may be more than one attacker, at more than one location, resulting in varying
104   descriptions of events from multiple emergency callers and other agencies

105 - Emergency callers themselves may not be able to effectively communicate what is
106   happening; this might be due to them:

107   o Suffering from shock and stress reaction

108   o Being injured

109   o Suffering from temporary visual and hearing impairment as a result of gunfire or
110   explosions

111   o Making as little noise as possible so as not to give away their location to attackers

112 - Attacks are usually intended to cause confusion, fear and maximum destruction

113 It may take some time to confirm that the incident is a determined attack or the numbers of people at risk
114 or injured.

115 Calling the emergency services may increase the risk that attackers can hear the caller and identify their
116 location. The level of risk may depend on the caller's position and proximity to attackers.

117 People at risk

118 During a terrorist attack, people at risk may be unable to reach a place of ultimate safety because of:

119 - Fear or other psychological reasons

120 - Physical limitations imposed by the environment

121 - The nature of the attack, such as a siege situation preventing them from leaving

122 - The behaviour of the attackers, such as multiple attackers blocking escape routes

123 - Their vulnerabilities, including:

124   o Impaired mobility and sensory impairments, including those caused by injuries following
125   the attack

126   o   Their age, for example young children or the elderly

127 **Calls about people requiring medical attention**

128 During a terrorist attack, fire control personnel may receive calls from or about people with injuries, such
129 as severe bleeding as a result of, for example, being injured by a bladed weapon or shrapnel from an
130 explosion or gunshot.

131 Delays in the provision of potentially life-saving guidance, ordinarily by the ambulance service, may
132 reduce casualties' chances of survival.

133

134 **Control measure – Situational awareness: Terrorist attacks**

135 **This control measure should be read in conjunction with:**

136 - **Situational awareness: People at risk**
137 - **Shared situational awareness between agencies**
138 - **Co-ordinated multi-agency responses to incidents**

139 *CONTROL MEASURE KNOWLEDGE*

140 **Fire control personnel managing a call should only question callers to build situational**
141 **awareness if, based on the information received from the caller, they and the caller believe it is**
142 **safe to continue. Calls should last only for the time required to gather the information.**

143 **If it is not safe to continue questioning, or if the caller cannot speak or make a noise, fire control**
144 **personnel should instead give 'Run Hide Tell' advice.** For more information, refer to Provide survival
145 guidance to people at risk during terrorist attacks.

146 **Sources of information**

147 Fire control personnel may receive information that helps build their situational awareness from a range
148 of sources, including:

149 - Emergency callers
150 - Other agencies
151 - Operational personnel responding to the incident
152 - Geolocation data, such as advanced mobile location (AML) data from emergency callers or
153   other geolocating technology
154 - Video and images from:
155   - Callers' mobile phones, however offers to send video and images should only be
156   accepted if the caller feels it is safe to do so and does not delay the provision of survival
157   guidance
158   - Drones operated by emergency responders
159   - Television news coverage
160   - Social media
161 - Risk information, such as SSRI contained on mobilising systems

162 Risk information may not always be accurate, therefore it is important to ask appropriate questions to
163 determine whether identified hazards and risks still apply or if there are any additional factors to
164 consider.

165 **Indicators of terrorist attacks**

166 **In the early stages of an incident, it may be difficult to determine the exact nature of the event,**
167 **but attempts to classify the incident should not delay a prompt and effective multi-agency**
168 **response.**

169 Fire control personnel who understand the indicators of potential terrorist attacks are more likely to
170 recognise that one is occurring. Indicators may include:

171 - Reports of terrorist attack methodologies being used or threatened:
172   - Through multiple calls to emergency service control rooms
173   - Through surges in social media information
174   - At iconic sites
175   - In crowded buildings or places
176   - Against individuals or groups of people
177   - Against security staff, military personnel or emergency responders
178 - Aggressive, threatening or extremist behaviour
179 - Attackers actively and deliberately seeking out new victims
180 - Multiple malicious attacks:
181   - Occurring at nearby locations or spread across a wider area
182   - Occurring simultaneously, in quick succession or over a longer period

183 Accurate situational awareness will help fire control personnel identify the hazards and risks associated
184 with the terrorist attack they may be receiving calls for, enabling them to:

185 - Provide appropriate survival guidance to people at risk, such as 'Run Hide Tell'
186 - Share risk-critical information with operational personnel and other responding agencies,
187   such as the police
188 - React appropriately if the situation of the people at risk changes

189 **Gathering information from callers involved in terrorist attacks**

190 Information gathered from emergency callers involved in terrorist attacks will help to build accurate
191 situational awareness. Some emergency callers – such as those involved in the incident – may be able
192 to provide critical information to fire control personnel. This information may help responding agencies
193 and influence the integrated multi-agency response plan.

194 Critical information that fire control personnel should try to gather from callers includes:

195 - **Exact location:**
196   - Where is, or where did you see, the attacker(s)?
197   - What is the address of the location we need to go to?
198   - How do we access it?
199 - **Type of incident:**

200		o	What is happening?

- **Hazards:**
  - Where are the attackers?
  - How many are there?
  - What weapons are they using?
  - Where did you last see them?
  - What do they look like (features), and can you describe their clothing?
  - Are they taking hostages?
- **Access:**
  - Are there entrances or exits we need to come to?
  - Can you provide any other information about the location that may help us?
- **Number of casualties:**
  - How many casualties are there?
  - What types of injuries do they have?
- **Emergency services:**
  - Are any emergency services there already?

216 Fire control personnel should tell callers to stop other people entering the building if it is relevant and
217 safe to do so in the circumstances.

218 Fire control personnel should check their understanding throughout the call to ensure that the situational
219 awareness they are recording is accurate and the advice they are giving is relevant and up to date.

220 Information gathered must be recorded on incident logs and shared with relevant operational personnel
221 and other responding agencies without delay. This information will contribute to a joint understanding of
222 risk and may influence how incident commanders and the commanders of other responding agencies
223 develop the integrated multi-agency response plan, including safe systems of work for emergency
224 responders.

225 **Loss of connection to callers**

226 If possible, a method of contacting callers should be maintained until they have reached a place of safety
227 or are in the care of emergency service responders. This will ensure that fire control personnel can
228 continue to provide the most relevant and current survival guidance, re-evaluate the incident regularly
229 and help to ensure the caller's safety.

230 If a call ends prematurely, for example because the caller decided it was no longer safe to continue
231 talking, fire control personnel should record as much information as they were able to gather up to that
232 point. This information may include the approximate location of the caller, any AML data recorded and
233 whether fire control personnel had given the caller survival guidance before the call ended.

234 This information should be shared with relevant operational personnel and other agencies, as it may
235 influence the integrated multi-agency response plan.

236 Recontacting a caller involved in a terrorist attack is not recommended, as it may have unintended
237 consequences: the ringing, vibration or light from a phone might reveal the caller's location to an
238 attacker.

239 Fire control personnel may receive silent calls from people involved in terrorist attacks, when for example
240 they are unable to speak (refer to Effective handling of emergency calls for more information about
241 directing these calls to the Silent Solution system).

242 **Shared situational awareness during terrorist attacks**

243 Fire control personnel must regularly share information with operational personnel and other responding
244 agencies. This should include information about the incident and people at risk to develop shared
245 situational awareness and joint understanding of the risk and ensure that the survival guidance given by
246 fire control personnel supports the integrated multi-agency response plan (refer to Co-ordinated multi-
247 agency responses to incidents for more information).

248 New or contradictory information received from sources such as other agencies, emergency callers,
249 social media and television news coverage may influence the fire control commander's decision to
250 change the advice that fire control personnel provide to emergency callers.

251 New information should be recorded and shared with the incident commander and other relevant
252 agencies, especially when it has influenced the fire control commander to change the advice that fire
253 control personnel provide to emergency callers, as it may influence the integrated multi-agency response
254 plan.

255 The fire control commander may nominate a single point of contact to support each critical
256 communication link, for example with the incident commander and other agencies during significant
257 multi-agency events, such as a terrorist attack. Refer to Effective communication systems between
258 agencies for more information.

259 Refer to Assisting the rescue of people at risk during terrorist attacks for more information about sharing
260 situational awareness to assist the rescue of people at risk during terrorist attacks.

261 *STRATEGIC ACTIONS*

262 Fire and rescue services should:

263 • Include in relevant procedures for fire control personnel the indicators of potential terrorist
264   attacks

265 • Include in relevant procedures for fire control personnel the gathering, accurate recording and
266   sharing of information received from callers involved in terrorist attacks

267 • Configure mobilising systems to provide fire control personnel with effective access to call
268   prompts to gather and record relevant information from emergency callers during terrorist
269   attacks
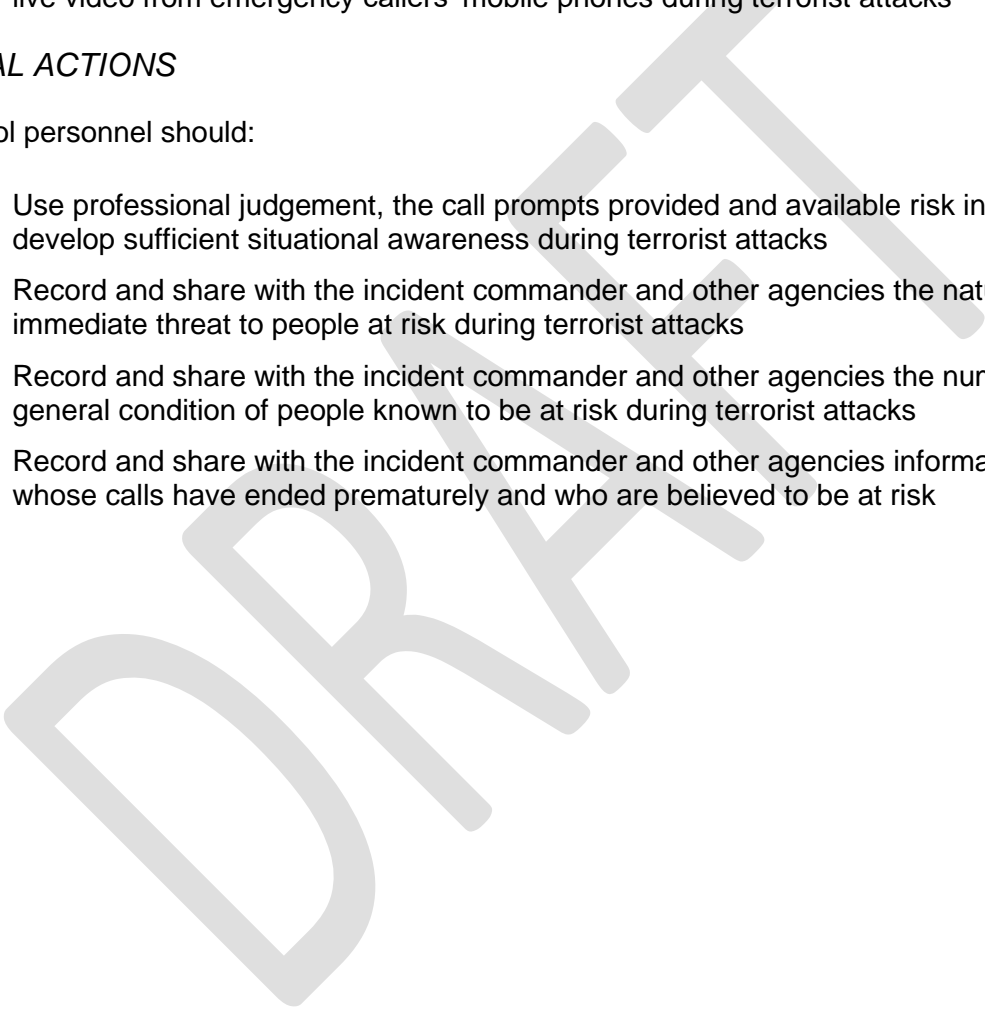
[An addition to Survival guidance]

270	•	Include in relevant emergency call management procedures for fire control personnel
271		information about the risks of recontacting callers involved in terrorist attacks
272	•	Consider providing fire control personnel with additional geolocational tools to help gather and
273		share with relevant operational personnel and other agencies the accurate location of people
274		at risk during terrorist attacks
275	•	Provide fire control personnel with continuous live news coverage in the fire control room
276	•	Consider providing fire control personnel with live video streaming from the incident scene
277		and drones to help build their situational awareness during terrorist attacks
278	•	Consider providing fire control personnel with technology that helps them to view and share
279		live video from emergency callers' mobile phones during terrorist attacks

280 *TACTICAL ACTIONS*

281 Fire control personnel should:

282 • Use professional judgement, the call prompts provided and available risk information to
283 develop sufficient situational awareness during terrorist attacks

284 • Record and share with the incident commander and other agencies the nature of the
285 immediate threat to people at risk during terrorist attacks

286 • Record and share with the incident commander and other agencies the number, location and
287 general condition of people known to be at risk during terrorist attacks

288 • Record and share with the incident commander and other agencies information about callers
289 whose calls have ended prematurely and who are believed to be at risk

290 **Control measure – Provide survival guidance to people at risk during terrorist attacks**

291 **This control measure should be read in conjunction with:**

292 - **Share information with other agencies: People at risk**

293 - **Share situational awareness with buddy, consortium and other fire and emergency**
294   **controls during periods of multiple calls and multiple incidents**

295 - **Situational awareness: Calls from or about people at risk – Severe bleeding and**
296   **unresponsive casualties**

297 *CONTROL MEASURE KNOWLEDGE*

298 Fire control personnel should base the survival guidance they initially give to people at risk during
299 terrorist attacks on ProtectUK advice, which is based on '**Run Hide Tell**', which offers the best chances
300 of survival.

301 **Run**

302 **Running to a place of safety is a far better option than surrendering or attempting to negotiate.**

303 Fire control personnel should advise emergency callers to run to a place of safety – if it is safe for them
304 to do so – based on any credible information that is available about any appropriate locations.

305 Fire control personnel should advise callers to:

306 - Run to safety by the safest route, as quickly as they can

307 - Keep as calm as possible

308 - Use cover along their escape route if it is available, such as concrete pillars, to reduce the
309   likelihood of them being seen by attackers

310 - Insist that other people nearby leave with them but not to let their indecision slow them down

311 - Not delay their escape by collecting any personal belongings or filming the incident

312 **Hide**

313 If a caller cannot run to safety, fire control personnel should tell them to:

314 - Hide

315 - Be aware that if they can see the attacker, the attacker may be able to see them; cover from
316   view does not mean you are safe

317 - Find cover from gunfire behind substantial brickwork/heavy reinforced walls (bullets can pass
318   through glass, brick, wood and metal)

319 - Lock or barricade yourself in, by using furniture for example

320 - Continue hiding, even if you are behind a locked door

321 - Keep back from the door

322   - Be aware of your exits

323   - Try not to get trapped

324   - Be quiet, and silence and turn off vibrate on your phone

325   **Tell**

326   **Only prompt emergency callers for more information when it is safe to do so**

327   Emergency callers should be encouraged to share information about the terrorist attack once they are
328   able to do so and providing it does not place them in danger. Information provided by those close to the
329   terrorist attack may influence the integrated multi-agency response plan, including the response of
330   armed police officers.

331   **Arrival of armed police officers**

332   Fire control personnel should tell callers:

333   - To follow police officers' instructions and to:
334   o Remain calm
335   o Avoid sudden movements that may be considered a threat
336   o Keep their hands in view
337   - That police officers may:
338   o Point guns at you
339   o Treat you firmly
340   o Question you
341   o Be unable to distinguish you from an attacker
342   - That police officers will evacuate you when it is safe to do so

343   **Changes to guidance provided by operational personnel and other agencies**

344   As part of the integrated multi-agency response plan, operational personnel and other agencies may
345   give fire control additional information or specific instructions to give to callers involved in the terrorist
346   attack, such as a specific location to run to. Fire control personnel must accurately record this
347   information and share it with other fire control personnel, operational personnel, other agencies (unless
348   they were the source of the information) and other assisting emergency controls.

349   Fire control personnel must have easy access to and be able to understand any changes to survival
350   guidance. Mobilising systems and visual information displays that clearly present this information to fire
351   control personnel are likely to be effective.

352 **Callers requiring urgent medical advice**

353 **This guidance is intended to support early intervention treatment to give casualties the best**
354 **possible chances of survival. It does not replace the need to alert specialist medical responders**
355 **at the earliest opportunity.**

356 Fire control personnel may receive calls from or about people with injuries caused by terrorist attacks,
357 including casualties who are losing a lot of blood. In such cases, fire control personnel will need to
358 provide immediate guidance on administering first aid until the arrival of emergency responders.

359 Callers requiring immediate medical attention should be redirected to ambulance control as quickly as
360 possible once the incident details have been obtained. This will ensure the call is triaged and an
361 ambulance service response co-ordinated so that the casualty can receive appropriate medical care.
362 Refer to Share information with other agencies: People at risk for information about redirecting callers to
363 other emergency services.

364 There may be occasions when it is not appropriate or possible for a call to be redirected to ambulance
365 control, such as when:

366 • The caller is in extreme distress and redirecting the call may increase their distress

367 • There is a risk that the call ends before any guidance can be given

368 • Fire control personnel anticipate a delay in the call being answered by ambulance control

369 • A technology failure prevents fire control personnel from redirecting the call to ambulance control

370 If it is not appropriate to redirect a call, fire control personnel should contact ambulance control to share
371 all information gathered and request an appropriate ambulance response. To prevent a delay in the
372 sharing of risk-critical information, the fire control commander should ensure that information from an
373 emergency call that is in progress is shared with relevant operational personnel and other agencies. This
374 task may be allocated to another member of the team so emergency call management and provision of
375 guidance is uninterrupted. Refer to Emergency call supervision and Organisation of the fire control
376 function for more information.

377 If fire control personnel are unable to contact ambulance control by phone, the use of relevant
378 interoperable hailing groups should be considered.

379 Refer to Hazard – Calls from or about people at risk: Severe bleeding and unresponsive casualties for
380 more information about callers requiring medical guidance.

381 **Attacks involving hazardous materials**

382 In the event of a suspected chemical, biological, radiological, nuclear, (explosive) (CBRN(e)) attack,
383 people at risk may require additional survival guidance, which is covered in:

384 • National Operational Guidance: Terrorist attacks

385 • Control measure - Provide burn injury advice (including chemical burns)

386 **Adaptable provision of guidance**

387 Someone else, such as an operator in a translation or relay service, may need to relay survival guidance
388 or when the caller is relaying information to others. Although this will not change the advice they are
389 giving, fire control personnel may need to adapt their emergency call management techniques to, for
390 instance, keep their questions short and allow time for information to be interpreted before asking
391 another question.

392 During terrorist attacks, fire control personnel are likely to receive emergency calls from or about people
393 at risk who are unable to reach a place of safety or follow advice to stay safe. Fire control personnel
394 should discuss with the caller why they are unable to reach a place of safety and help them identify what
395 options are available to protect them and improve their chances of survival.

396 **Multiple calls**

397 When the volume of calls exceeds the capacity of a fire control's normal emergency call management
398 capacity, other measures should be considered, such as call redistribution plans. Refer to Implement call
399 redistribution plans for more information.

400 Accurate and prompt information sharing between other assisting emergency controls, during or in
401 anticipation of multiple call events, develops joint situational awareness. Refer to Share situational
402 awareness with buddy, consortium and other fire and emergency controls during periods of multiple calls
403 and multiple incidents for more information.

404 *STRATEGIC ACTIONS*

405 Fire and rescue services should:

406 • Embed in relevant policies and procedures for fire control personnel ProtectUK advice to 'Run
407 Hide Tell'

408 • Configure mobilising systems to effectively display terrorist attack survival guidance call
409 prompts, based on the ProtectUK advice to 'Run Hide Tell', for fire control personnel
410 managing calls from people at risk during terrorist attacks

411 • Configure mobilising systems to clearly display the current terrorist attack survival guidance
412 for fire control personnel, without requiring them to manually search incident logs

413 • Consider displaying critical information visually in fire control during terrorist attacks

414 • Review and confirm policies and procedures relevant to terrorist attacks with appropriate
415 agencies at regular intervals

416 *TACTICAL ACTIONS*

417 Fire control personnel should:

418 • Tell people at risk during terrorist attacks to run to a place of safety, if it is safe to do so

419 • Tell people who are unable to run and who are at risk during terrorist attacks to hide from
420 attackers

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421	•	Tell people at risk hiding from terrorist attackers to lock and barricade themselves in, if it is
422		safe to do so
423	•	Tell people at risk hiding from terrorist attackers to switch their mobile phones to silent and
424		turn vibrating alerts off
425	•	Encourage people at risk to remain as calm as possible and follow the instructions of police
426		officers and other emergency responders
427	•	Encourage people at risk to avoid sudden movements and keep their hands in view of
428		approaching responders
429	•	If possible, maintain contact with the caller until they and any others have run to a place of
430		safety or are in the care of emergency responders
431	•	Continually reassess situational awareness to ensure that advice given to protect people at
432		risk during terrorist attacks is relevant and up to date
433	•	Redirect to the ambulance service as soon as possible calls about people requiring medical
434		advice during terrorist attacks

435

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Control measure – Assist the rescue of people at risk during terrorist attacks

It is recommended this section is read in conjunction with:

- **Effective communication systems between agencies**
- **Clear multi-agency communication**

CONTROL MEASURE KNOWLEDGE

People at risk who are unable to evacuate the area of terrorist attacks safely will need to be rescued by operational personnel or other emergency responders. This includes people who have followed ProtectUK advice to '**Run Hide Tell**' and are hiding from the attackers, and casualties who have sustained injuries that are preventing them from evacuating to a place of safety.

Fire control personnel can assist the rescue of people at risk during terrorist attacks by gathering and sharing information with operational personnel and other responding agencies. Information shared may include:

- Location of all known people at risk
- Age and number of known people at risk
- Condition and mobility of known people at risk
- Location of the incident and the conditions that known people at risk are experiencing, such as a siege situation
- Information about access and egress to affected areas such as buildings
- All known details of callers whose call ended prematurely
- Any video footage from emergency callers

This list is not exhaustive and the reasons why people are unable to evacuate should be considered and shared with relevant operational personnel, as this information may influence the integrated multi-agency response plan to reach people at risk.

Electronic methods of sharing information are likely to help fire control personnel to share incident-related information (such as information about people at risk in terrorist attacks) quickly and accurately with relevant operational personnel and other agencies. Electronic methods of sharing information may reduce the number of telephone conversations needed, releasing fire control personnel to focus on other incident-related tasks or to manage additional emergency calls. Refer to Effective communication systems between agencies for more information.

STRATEGIC ACTIONS

Fire and rescue services should:

- Include in relevant fire control procedures how fire control personnel can assist the rescue of people at risk in terrorist attacks

469 • Provide fire control personnel with electronic methods of sharing with relevant operational
470   personnel and other agencies information about people at risk in terrorist attacks

471 • Consider providing fire control personnel with the technology to share with relevant
472   operational personnel and other agencies during terrorist attacks video provided by
473   emergency callers

474 *TACTICAL ACTIONS*

475 Fire control commanders should:

476 • Ensure that information about people at risk during terrorist attacks is shared promptly with
477   relevant operational personnel and other agencies

478 • Liaise with the incident commander to ensure that survival guidance being given to people at
479   risk during terrorist attacks reflects the integrated multi-agency response plan

480 Fire control personnel should:

481 • Record and share with relevant operational personnel and other agencies information about
482   the number, location and general condition of people known to be at risk during terrorist
483   attacks

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Terrorist attack survival guidance training specification

National Occupational Standards

The following National Occupational Standards apply to the Training Specification for Survival Guidance.

Unit CO3	Co-ordinate response to assist with resolution of event
Elements	CO3.1 Gather information to aid effective response
	CO3.2 Mobilise resources in response to the needs of an event
	CO3.3 Support emergency callers
	CO3.4 Support ongoing needs of an event
Unit CO5	Manage information to support the needs of your community
Elements	CO5.1 Gather required information
	CO5.2 Inform and advise others

Knowledge and understanding (KU) and Practical application (PA)

Hazard – Calls from or about people at risk during terrorist attacks

Hazard	Learning outcome
Calls from or about people at risk during terrorist attacks	Understand all associated hazard knowledge

Control measure – Situational awareness: Terrorist attacks KU

Control measure element	Learning outcome
Safety of callers	Understand: • The circumstances when it is appropriate to question callers to build situational awareness • The actions to take if it is believed to be unsafe to continue questioning
Sources of information	Understand: • The range of sources of information that may be used to build situational awareness

	• What to consider when accepting video and images from callers' mobile phones • The importance of appropriate assessment and questioning to determine the accuracy of risk information
Indicators of terrorist attacks	Understand: • The range of indicators for potential terrorist attacks • The benefits of obtaining accurate situational awareness

Gather information from callers	Understand:
	
	• The range of critical information that fire control personnel should attempt to gather
	
	• When callers may be asked to stop other people entering a building
	
	• The importance of checking understanding and accuracy of situational awareness throughout a call
	
	• The importance of:
	
	   o Recording the information gathered on incident logs
	
	   o Sharing as quickly as possible with relevant operational personnel and other responding agencies information gathered
	
	   o How the information gathered may be used by incident commanders and other responding agencies when developing an integrated multi-agency response plan

Loss of contact with callers	Understand: • The benefits of maintaining contact with callers until they and any other people have reached a place of safety • The actions that should be considered if contact with a caller is lost, including: o Record all information gathered, including the approximate location of the caller

[An addition to Survival guidance]

	o Share the information gathered with operational personnel and other agencies
	o The potential consequences of attempting to recontact a caller and the alternative actions that should be taken
	o The actions to be taken if a silent call is received
Shared situational awareness during terrorist attacks	Understand: • The purpose of sharing information regularly with operational personnel and other agencies • The influence that new or contradictory information may have on the advice given to callers • The importance of recording and sharing new information with the incident commander and other relevant agencies • The benefits of appointing a single point of contact in fire control to maintain critical communication links

Control measure – Situational awareness: Terrorist attacks PA

Control measure element	Learning outcome
Use professional judgement, call prompts provided and available risk information to gather sufficient situational awareness during terrorist attacks	Demonstrate the ability to: • Use a range of methods to gather sufficient situational awareness during terrorist attacks, including: o Professional judgement o Call prompts o Risk information
Record and share with the incident commander and other agencies the nature of the immediate threat to people at risk during terrorist attacks	Demonstrate the ability to: • Record the nature of the immediate threat to people at risk during terrorist attacks • Share with the incident commander and other agencies the nature of the immediate threat to people at risk during terrorist attacks
Record and share with the incident commander and other agencies the number, location and	Demonstrate the ability to:

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general condition of people known to be at risk during terrorist attacks	• Record information about people known to be at risk during terrorist attacks, including their number, location and general condition • Share with the incident commander and other agencies information about the number, location and general condition of people known to be at risk
Record and share with the incident commander and other agencies information about callers whose calls ended prematurely and who are believed to be at risk	Demonstrate the ability to: • Record information about callers whose calls ended prematurely and are believed to be at risk • Share with the incident commander and other agencies information about callers whose calls ended prematurely and who are believed to be at risk

Control measure – Provide survival guidance to people at risk during terrorist attacks KU

Control measure element	Learning outcome
'Run Hide Tell'	Understand: • The importance of providing 'Run Hide Tell' guidance to people at risk during terrorist attacks • The elements of 'Run Hide Tell' guidance and how it should be used to instruct callers • The importance of prompting callers for more information only if it is safe for them to provide it
Arrival of armed police officers	Understand: • The guidance that should be given to callers when armed police officers arrive
Changes to guidance provided by operational personnel and other agencies	Understand: • That operational personnel and other agencies may provide additional information or instructions based on the integrated multi-agency response plan • The importance of accurately recording and sharing with other fire control personnel information or instructions provided by operational personnel and other agencies

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Callers requiring urgent medical advice	Understand:
	• The importance of redirecting to ambulance control as quickly as possible callers requiring immediate medical attention
	• The circumstances when it may not be possible or appropriate to redirect a call to ambulance control
	• The importance of ensuring that information from an emergency call in progress is shared with relevant operational personnel and other agencies
	• The methods available to ensure that information from an emergency call in progress is shared with relevant operational personnel and other agencies
Attacks involving hazardous materials	Understand:
	• The circumstances when people may require survival guidance relating to chemical exposure
Adaptable provision of guidance	Understand:
	• The circumstances that may require survival guidance to be relayed to others
	• Ways to adapt survival guidance that is to be relayed to others, including:
	o Keeping questions short
	o Allowing time for information to be interpreted before asking additional questions
	• That calls may be received from people at risk who are unable to reach a place of safety or to follow advice on how to stay safe
	• The importance of identifying the reasons why people at risk are unable to reach a place of safety, and of exploring alternative options to protect them
Multiple calls	Understand:
	• The measures that should be considered if the volume of emergency

[An addition to Survival guidance]

	calls exceeds normal emergency call management capacity
	• The importance of accurate and prompt information sharing with assisting controls during, or in anticipation of, multiple calls

Control measure – Provide survival guidance to people at risk during terrorist attacks PA

Control measure element	Learning outcome
Tell people at risk during terrorist attacks to run to a place of safety, if it is safe to do so	Demonstrate the ability to: • Tell people at risk during terrorist attacks to run to a place of safety, if it is safe to do so
Tell people who are unable to run and who are at risk during terrorist attacks to hide from attackers	Demonstrate the ability to: • Tell people who are unable to run and who are at risk during a terrorist attack to hide from attackers
Tell people at risk hiding from terrorist attackers to lock and barricade themselves in, if it is safe to do so	Demonstrate the ability to: • Tell people at risk hiding from terrorist attackers to lock and barricade themselves in, if it is safe for them to do so

Tell people at risk hiding from terrorist attackers to switch their mobile phones to silent and turn vibrating alerts off	Demonstrate the ability to:
	 • Tell people at risk hiding from terrorist attackers to:
	     o Switch their mobile phone to silent
	     o Turn off vibrating alerts on their mobile phone

Encourage people at risk to remain as calm as possible and follow the instructions of police officers and other emergency responders	Demonstrate the ability to: • Encourage people at risk to remain as calm as possible and follow the instructions of police officers and other emergency responders
Encourage people at risk to avoid sudden movements and keep their hands in view of approaching responders	Demonstrate the ability to: • Encourage people at risk to avoid sudden movements and keep their hands in view of approaching responders

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[An addition to Survival guidance]

If possible, maintain contact with the caller until they and other people at risk during terrorist attacks have run to a place of safety or are in the care of emergency responders	Demonstrate the ability to: • Maintain contact with the caller until they and other people at risk during a terrorist attack have run to a place of safety or are in the care of emergency responders
Continually reassess situational awareness to ensure advice given to protect people at risk during terrorist attacks is relevant and up to date	Demonstrate the ability to: Continually reassess situational awareness to ensure advice given to protect people at risk during a terrorist attack is relevant and up to date
Redirect to the ambulance service as soon as possible calls about people requiring medical advice during terrorist attacks	Demonstrate the ability to: • Redirect to the ambulance service as soon as possible calls about people requiring medical advice during a terrorist attack

Control measure – Assist the rescue of people at risk during terrorist attacks KU

Control measure element	Learning outcome

Gather and share information to assist the rescue of people at risk during terrorist attacks	Understand:
	• The types of people at risk who may need to be rescued, including:
	  ○ People who have followed 'Run Hide Tell' advice
	  ○ Casualties with injuries who are unable to evacuate safely
	• The type of information that may assist the rescue of people at risk
	• The importance of sharing with operational personnel and other agencies information about people who are unable to evacuate safely

Electronic methods of sharing information	Understand: • The benefits of using electronic methods of sharing information • The electronic methods of sharing information that are available

Control measure – Assist the rescue of people at risk during terrorist attacks PA

Control measure element	Learning outcome
Record and share with relevant operational personnel and other agencies information about the number, location and general condition of people known to be at risk during terrorist attacks	Demonstrate the ability to: • Record and share with operational personnel and other agencies information about the number, location and condition of people at risk during terrorist attacks

[An addition to Survival guidance]