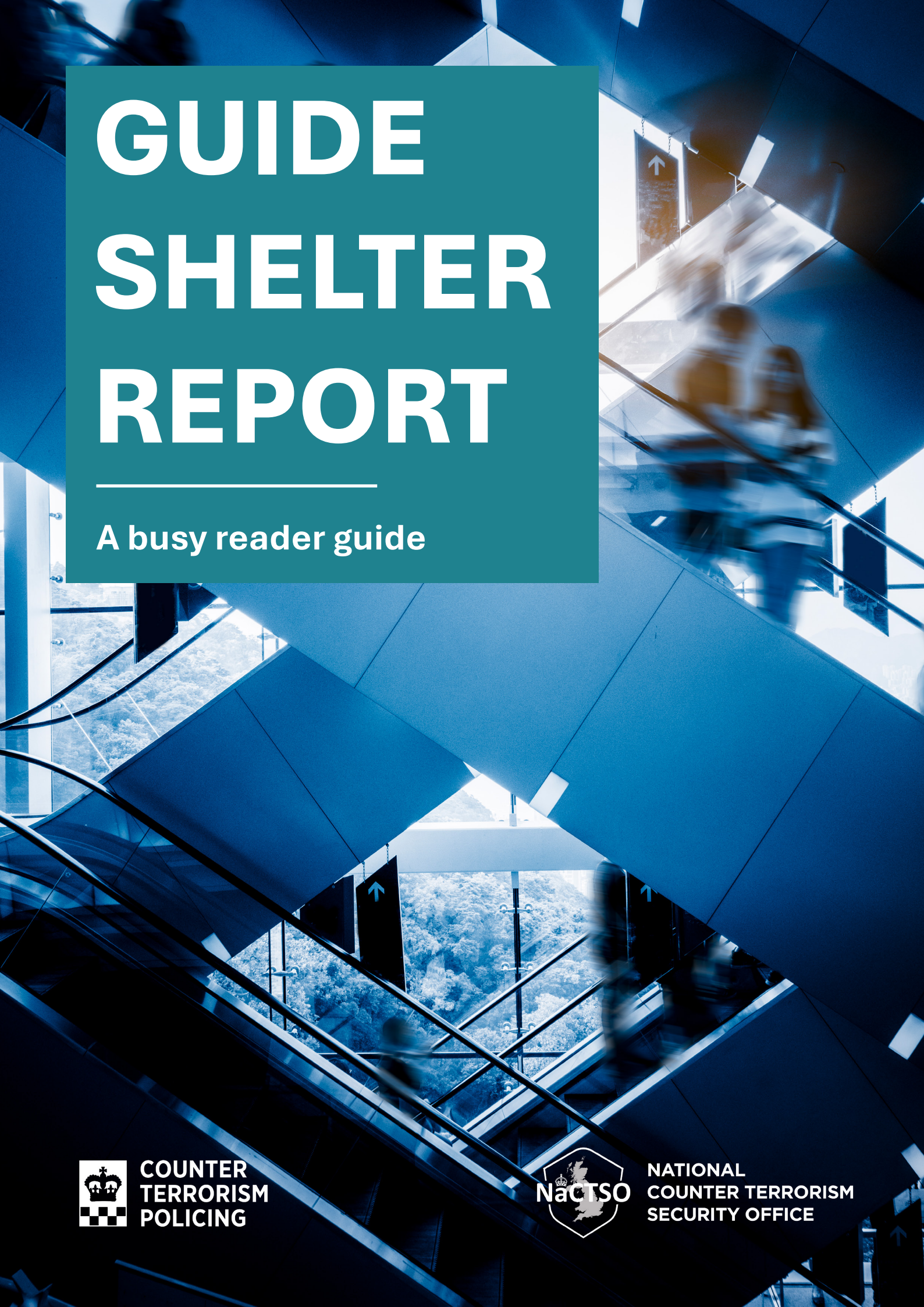

GUIDE SHELTER REPORT

A busy reader guide

COUNTER TERRORISM POLICING

NaCTSO NATIONAL COUNTER TERRORISM SECURITY OFFICE

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About the Author

The National Counter Terrorism Security Office (NaCTSO) is a police-hosted unit within the national Counter Terrorism Policing Headquarters (CTPHQ) that also works as a national government agency. Supporting both the Protect and Prepare strands of the UK government's counter terrorism strategy (CONTEST), its unique position means it is responsible for both counter terrorism and national-level security and protection.

Launched in 2022, ProtectUK is the central hub for counter terrorism and security advice. As a business owner or operator, register with ProtectUK to become part of the community and receive the latest news and online courses which will enable you to be better protected.

Visit www.protectuk.police.uk.

Introduction

The threat picture for terrorism is complex and constantly evolving with terrorists choosing to attack a broad range of locations. An attack can happen at any time and any place.

To help you in your preparedness efforts, NaCTSO has developed Guide, Shelter, Report as a set of dynamic response principles that can be used by staff in the event of a terrorist attack.

These principles align with and complement the roles and responsibilities your business or organisation will have in other emergency incidents (e.g. fire, health and safety) where the expectation is that your staff must take reasonable care to look after themselves and others.

Guide, Shelter, Report

Guide, Shelter, Report (GSR) is a set of dynamic response principles that can be used by staff in the event of a terrorist attack. At its core, GSR is about enabling your business/organisation, and your staff, to protect people and save lives.

IN THE EVENT OF A TERRORIST ATTACK

GUIDE
people away from danger

SHELTER
people to keep them safe

REPORT
to police by calling 999

ACT ACTION COUNTERS TERRORISM

Guide people away from danger

The principle of ‘Guide’ is about having sufficient plans and procedures in place to ensure that your staff have the support and confidence to guide members of the public, visitors and other personnel to safety in the event of a terrorist attack.

Depending on the type of terrorist attack and circumstances, **guide** could include:

- Guiding members of the public towards exit points (evacuation)
- Guiding members of the public into your organisation and locking doors or other barriers to prevent access to part or all of a site or building (lockdown)
- Guiding members of the public to a safe area within a building (invacuation)
- Guiding members of the public to perform certain protective actions (e.g. the **Remove, Remove, Remove** advice for incidents involving hazardous substance exposure)

Shelter people to keep them safe

The principle of ‘Shelter’ is about having sufficient plans and procedures in place to ensure that your organisation is prepared to shelter members of the public, visitors and other personnel in the event of a terrorist attack.

Depending on the type of terrorist attack and circumstances, **shelter** could include:

Sheltering people in a protected space away from windows and external walls (invacuation)

Sheltering people inside a locked and secure building (lockdown)

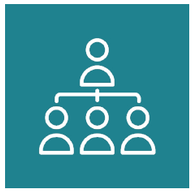
Sheltering at an appropriate external location (e.g. locations selected in advance as part of a **small group dispersal plan**)

Report to police by calling 999

The principle of ‘Report’ is about having sufficient plans and procedures in place to ensure that your staff can report an incident safely in the event of a terrorist attack. A person should only attempt to report once they are not in immediate danger.

Depending on the reporting procedures of your business or organisation, **reporting** to the emergency services may involve:

Individual staff members directly contacting the emergency services



Reporting the incident to senior staff or dedicated security personnel so that they can inform the emergency services

All staff should be encouraged to follow the ETHANE mnemonic to enable effective reporting to the emergency services:

E	**EXACT LOCATION**	What is the exact location or geographical area of the incident?
T	**TYPE OF INCIDENT**	What kind of incident is it?
H	**HAZARDS**	What hazards or potential hazards can be identified?
A	**ACCESS**	What are the best routes for access and egress?
N	**NUMBER OF CASUALTIES**	How many casualties are there, and what conditions are they in?
E	**EMERGENCY SERVICES**	Which, and how many, emergency responder assets and personnel are required or already on-scene?

GSR within your organisation

As a business or organisation, it is not enough to tell your staff about GSR – you must establish appropriate incident response arrangements and provide your staff with the resources and training they require to respond confidently to a terrorist attack.

Developing or reviewing your incident response arrangements will require time and investment, but it will help you establish the actions your staff need to take and the resources they need to enact GSR effectively.

To embed GSR into your incident response arrangements:

Familiarise yourself with the different terrorist attack types

Appoint a competent person to undertake a security risk assessment

Develop or review your incident response arrangements with GSR in mind. This should include defining roles, responsibilities and expected behaviours of your staff in the event of a terrorist attack, and any resources they require

Work with your neighbouring businesses and the emergency services to coordinate your response

Raise awareness of your incident response arrangements and train staff to perform them

Test and exercise your incident response arrangements

Benefits

Past incidents have shown us that decisive action can help save lives. In addition to preventing loss of life, embedding GSR will:

- Improve your preparedness and response to security incidents and terrorist attacks
- Account for your organisational duty of care responsibilities
- Ensure your security response aligns with public expectations of what staff should do during an incident or terrorist attack
- Reduce the impact of devastating attacks on your organisation

Further reading

The GSR pages on the ProtectUK website provide additional guidance on GSR and embedding these principles within your organisation. You can find these at www.protectuk.police.uk/gsr.

Notes

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