

Active Shooter

An active shooter is an armed person who is actively engaged in killing or attempting to cause serious harm to multiple people in a populated location. An incident may occur as a result of an escalation of any type of emergency/crisis/issue including a hold-up, a hostage situation or a terrorist attack.

The threat of an active shooter is a possibility anywhere. But as with any crisis situation, preparation and planning can help to minimize chaos and injury. Places of Mass Gathering (PMG) such as airports generally pose a broad range of security challenges, and have been specifically identified both nationally and internationally as attractive targets. Establishing an active shooter protocol and communicating that plan to your tenants and employees, is critical. Your plan should:

- Stress the importance of remaining calm in any violent situation.
- Encourage anyone involved to call 000 in an emergency.
- Enforce the importance of remaining on the line with the 000 operator until police arrive because needs may change as an event unfolds.
- Detail how to warn employees an active shooter is present. Code words, intercom capabilities and instant messaging can help ensure people are aware of the situation and stay out of harm's way.
- Include evacuation and lock-down procedures in the training regime.
- Discuss how employees can observe details about the shooter.
- Instruct employees to lock and secure all exits if the shooter leaves.
- Train people to take accurate head counts and to check others for injuries.

It is important to assess the situation and make the best choices at the time for the individual event.

Evacuate: If you can get out, evacuate, even if others insist on staying, encourage others to go with you but don't let their indecisions slow you down. Leave your belongings behind and get out, moving out of harm's way must be your priority. Once you are out of the line of fire, try to prevent others from walking into the danger zone and call Triple 0. General occupants (visitors) may have no or little understanding of the Lockdown directive and would require direction

Hide: If you cannot get out safely, you need to find a place to hide. Act quickly and quietly and try to secure your hiding place as best you can by locking or barricading doors, turn out lights, silence your mobile phone, and try to conceal yourself behind large objects and try and remain quiet and calm.

Take Action: As a last resort, take action, if you're on your own or in a group, act with aggression. Improvise weapons such as chairs, fire extinguishers, high heel shoes, or even a cup of hot water, such action should only be used as a last resort.

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Lockdown, Lockdown, Lockdown

A threat directly involving the building or within the building may require the facility to be placed into Lockdown. Occupants are to listen to any announcements, and follow directions by the Warden team. If lifts are available they will be locked down under this directive. There will be no persons admitted into or out of the building and occupants could also be required to take additional shelter within an office, meeting room or tenancy. Movement must be kept minimal until you are advised that conditions have returned to normal.

In some situations it may be necessary for all tenants to undergo Lockdown. This is a critical reaction requiring all tenants to lock themselves and any customers within their tenancy and await further direction. In order to instigate this directive, Management will utilise the installed PA system and will continually announce "Lockdown Lockdown Lockdown."

PROCEDURE

- Listen to all instructions made over the PA if available or verbally (made by management or emergency services)
- Immediately lock your office or tenancy
- Move staff away from all entry points and towards the rear of the tenancy
- Switch off lighting
- Hide in store rooms or behind counters
- Ask all within your tenancy to switch OFF or silence mobile phones
- Keep together and minimise all movements and noise
- Stay hidden and DO NOT be tempted to show yourselves
- Listen for announcements from Management or Emergency Services
- Do not call Building Management
- Do not leave the tenancy or resume normal activities until instructed to do so
- Leaving your tenancy while Lockdown has been imposed may take people into an extremely dangerous situation
- Make no attempt to retrieve your vehicle from the car park
- If you have been able to evacuate report to the police command post



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Human Behaviour in Emergencies

Occupants attending Commercial Buildings, Shopping Centres, Movie Theatres, Restaurants, Stadiums or a Night Club generally have an expectation that if an emergency presents itself someone will tell them what to do and this needs to be done before the emergency services attend.

It becomes increasingly difficult to take control of a situation if people panic. Some situations can occur without prior warning or activation of installed alarm systems.

Below are 3 typical human behaviours that may be exhibited during an emergency:

	Reaction	How to Combat this Reaction
Flight	Running from a situation with no direction	Someone in Flight Mode should be pointed towards the nearest clear EXIT giving them the direction they need
Fight	Becoming aggressive towards others because an EXIT is blocked or they can't move freely	Reason with the person from a safe distance. Do not get close where they may harm you or others. Explain what you want them to do.
Fright	Stunned or petrified with fear unable to move.	They may need a comforting voice for guidance or to be physically moved with the assistance of another person, if in immediate danger but don't put yourself or others at risk.



During news events you will often see people displaying these reactions. An eyewitness will often describe how they felt or what their reaction to the emergency was and will often fall into the category of fight, flight or fright.

A new problem now exists with the ease of accessibility to being able to film events live. People take additional risks by moving closer to a situation to film events and put their own safety at risk.

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Recovery

The recovery phase is a crucial element to an active shooter incident. Police investigation may take to 48hrs or depending on the severity up to one week and will work closely with building management regarding re-occupation of the building and return to normal trade.

Critical Incident Debriefing (CID) is a process that prevents or limits the development of post-traumatic stress in people exposed to critical incidents. Anyone exposed to such a situation must ensure they participate in this debriefing process. Sessions are professionally conducted, debriefings help people cope with, and recover from an incident's after-effects. CID enables participants to understand that they are not alone in their reactions to a distressing event and provides them with an opportunity to discuss their thoughts and feelings in a controlled, safe environment. Optimally, CID occurs within 24 to 72 hours of an incident.

Recovery is accelerated if people recognise the reactions, are taught the reason for their symptoms, and helped to take steps to look after themselves. It is particularly important for them to be able to go over the experience so that they can clarify it and assimilate elements that may have been missed in the heat of the moment. Usually, workers can be assumed to have the skills to resolve things once they are clear about their reactions. However, some of the symptoms encourage them to withdraw from those who may help them and interfere with recognition of what is happening.



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