

## Appendix B: Active armed offender attack – advice for owners and operators of crowded places

**Response priorities:** During an Active Armed Offender incident the primary response objectives and the potential actions for achieving them may include:

- 1. Saving and protecting life**
  - a. Appoint an incident manager to coordinate activities until police arrive.
  - b. Use the built environment to restrict or deny access.
  - c. Commence CCTV surveillance and track the offender(s).
  - d. Communicate appropriate *escape* or *hide* options to those present.
  - e. Identify and establish a safe medical triage/first aid location.
  - f. Restrict further vehicle access to the site (bollards, gates, road closures, etc).
  - g. Restrict physical access to the site or general vicinity.
- 2. Facilitating the evacuation of those at risk**
  - a. Notify key staff of the incident through prearranged messages/codes and methods.
  - b. Appoint an evacuation manager and ensure they have situational awareness
  - c. Provide guidance on safe routes (considering cover & concealment) for those who are selfevacuating.
  - d. Assess the suitability and potential safety of normal evacuation routes.
  - e. Evaluate the safety of standing evacuation muster points and change if necessary.
  - f. Identify potential safe places or strong holds for those unable to evacuate
- 3. Containing the incident or threat**
  - a. Consider electronic/ mechanical isolation systems to constrain the movement of the offender/s or restrict access to potential victims.
  - b. Identify and establish a suitable perimeter for securing the location.
  - c. Use the existing built environment to best advantage for safety and containment action.
  - d. Consider restricting escape options for the offender/s if these may endanger others.
- 4. Supporting emergency response and investigation activities**
  - a. Initiate and establish communications with police agency through '000' or other means.
  - b. Identify and communicate safe access routes/form up points for emergency services.
  - c. Consider using CCTV and other remote methods where possible to enable situational awareness.
  - d. Commence incident and decision-making logs.
  - e. Nominate a suitable emergency services liaison officer to meet/brief the police.
  - f. Ensure access to site plans and CCTV footage (where possible).
  - g. Clearly identify when incident management has transitioned to the police.
  - h. Provide ongoing support to the emergency response action as requested.

*It is important to regularly practise these and any additional initial response activities so that key managers and staff clearly understand the priority actions and are able to perform these actions in a high-stress and dynamic environment.*