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 self-evacuating.
   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.