



ESCAPE. **HIDE.** TELL.

TRAINER'S GUIDE

nationalsecurity.gov.au

Training context

While terrorist attacks in Australia are not common, it is important we know how to respond if the need arises.

The Australian Government has released guidance that sets out three key steps for keeping safe in the event you find yourself under attack. The advice is, if caught up in an incident you should ESCAPE to safety, HIDE if you can't, and TELL the police when it is safe to do so. This guidance can be applied to many places and situations, for example a gun or knife attack that is not terrorism related

Objectives and audience

The ESCAPE. HIDE. TELL. training kit explains and expands upon the core messaging of ESCAPE. HIDE. TELL. It provides advice on what everyone can do if facing attacks from active armed offenders (e.g guns and knives), explosive devices, chemical weapons and hostile vehicles.

The training kit provides more detail for employees, particularly those who work in businesses that operate in crowded places, such as stadiums, shopping centres, transport hubs, pedestrian malls, pubs, clubs, hotels, bar and café precincts, places of worship, movie theatres, tourist attractions, and outdoor spaces.

The training kit, comprising the guide and an accompanying Powerpoint presentation, has been designed to be easily downloaded and delivered by businesses, particularly small and micro businesses. It is designed to be used as an extension of your organisations existing emergency training.

Crowded places

Australian, state and territory governments work with businesses to protect crowded places. Our law enforcement and intelligence agencies are well-equipped to detect and disrupt plots, and they have a strong history of stopping terrorist attacks. Owners and operators of crowded places have the primary

responsibility for protecting their sites, including a duty of care to take steps to protect people that work, use, or visit their site from a range of foreseeable threats, including terrorism.

Australia's Strategy for Protecting Crowded Places from Terrorism is based on strong, trusted partnerships between all levels of government and those responsible for crowded places. It aims to make crowded places as resilient as possible to terrorist attacks while preserving our use and enjoyment of these places.

The objective of the strategy is to protect the lives of people working in, using, and visiting crowded places by making these places more resilient to terrorism. This includes providing advice for employees and individuals on what to do in an attack.

While this training package focus' on the ESCAPE. HIDE. TELL messaging specifically, owners and operators of crowded places should familiarise themselves with the advice provided in the strategy for employees and individuals on what to prepare for, and respond to in an attack.

Using the guide

This guide contains the text to accompany the Powerpoint slide presentation, The information under each title corresponds directly to the presentation.

Points where the slide needs to be changed are indicated like this:

NEW SLIDE

Presenter notes (example below) are included throughout this guide to provide suggestions to drive discussion with staff throughout the training.

PRESENTER NOTE

Example

Technical requirements

- Computer (to run the Powerpoint presentation)
- Large screen connected to the computer



TRAINING

NEW SLIDE

What you do matters

Although Australia is a safe country, we are still at risk from terrorist or other attacks, particularly in crowded places.

While many of the larger attacks in recent memory have occurred elsewhere in the world in Europe, North America, Africa and Asia, Australia has not been immune from terrorist attacks, or other attacks in crowded places.

PRESENTER NOTE

Encourage participants to talk about attacks that they are aware of either in Australia or overseas, particularly those that have affected similar businesses.

Some examples could include:

Vehicle attacks in Bourke street and Flinders street, Melbourne

Lindt Café Siege

Port Arthur shootings

Bali bombings

London transport bombings

Vehicle attacks in London (London Bridge and Borough Market), Las Ramblas, Barcelona, Bastille Day parade, Nice and Berlin Christmas market

Manchester arena bombing

Shootings in Las Vegas (outdoor concert), Orlando (nightclub) Virginia (university), Colorado (movie theatre), Norway (Utoya island campsite)

Just as it is important that we know what to do in any emergency—such as a fire or a severe storm—we need to know what to do in an attack.

Both to protect ourselves, but also to help our clients/ customers/ patrons.

Being confronted by a gunman or realising a bomb has exploded can be a frightening experience. Attacks are beyond our control and take us by surprise.

Thinking about the actions we should take ahead of time in such a stressful and chaotic environment will help ensure you are better equipped if you are caught in an attack.

It is important to be prepared to react quickly and know how to protect yourself.

Today's training will introduce you to a simple three word memory tool - ESCAPE.HIDE.TELL

PRESENTER NOTE

Note animated ESCAPE. HIDE. TELL gif.

This will help you remember what you should do if you ever find yourself in a terrorist attack or similar incident.

Following this advice can save lives.

What you do matters.

NEW SLIDE

ESCAPE. HIDE. TELL.

What to do in an attack

The training is presented in three sections.

ESCAPE. HIDE. TELL—what to do in an attack. This section will take you through the basic principles.



ESCAPE. HIDE. TELL.

What you should consider during an attack—this section will outline some of the unique considerations for different types of attacks.

Business considerations—this section outlines what we should be thinking about as staff.

NEW SLIDE

ESCAPE

If you see a safe route, ESCAPE.

Move quickly and quietly away from danger.

If it is safe to do so, encourage the people you are with to go with you, but don't let the hesitation of others slow you down.

Take your mobile phone with you, if it is safe to do so. DO NOT put yourself in danger to get your mobile phone.

Do not let your belongings impede your ESCAPE.

Do not congregate in open areas or wait at evacuation points. It is important to escape the area as quickly as possible.

PRESENTER NOTE

Encourage participants to talk about where they would or would plan to escape to if any of these situations happened in the workplace.

If you are nearby

If you are nearby, make sure you are out of danger.

Do not move closer to see what is happening as you may be at risk from secondary attacks and explosions or hazardous materials.

If you are on a train or bus

In general, it is best to remain inside the train car or bus unless you are in immediate danger.

If you are in danger and must leave the train car, be aware of hazards on the tracks or in tunnels and move with caution to the nearest station or point where you can contact emergency personnel.

Open windows or doors if it is safe to do so. In IED attacks, this can reduce the severity and number of injuries from a secondary explosion.

NEW SLIDE

HIDE

If you are unable to escape, or are unsure if it's safe to do so, HIDE.

Silence your mobile phone and other devices and turn off vibrate. This is extremely important as the noise from your phone could easily identify your location to an attacker.

Be as quiet and still as possible so as not to give away your hiding place.

Be aware of your exits. Knowing whether your exits can help in case you need to move from your current hiding place.

A safe hiding spot in an active armed offender situation is one that has a sturdy physical barrier between you and the offender. For example, locking a door and moving a large object behind the door.

Avoid congregating in open areas, such as corridors and foyers.

Only as a last resort consider looking for something you can use to defend yourself if you are located by the offender.

Help others only if it is safe to do so

Constantly re-assess the situation and your options based on the best available information.

PRESENTER NOTE

Ask participants why congregating in an open area might be unsafe, and what they should do instead.



NEW SLIDE

TELL

When it is safe to do so, TELL.

Call the police by dialling Triple Zero (000).
But never at the risk of your own safety or the safety of others.

The more information you can give about your location, surroundings, the attackers and the events that have occurred, the better.

If it is safe to do so, think about obtaining the following information:

- exact location of the incident
- description of the offender/s and whether they are moving in any particular direction
- details of any weapons being used
- number of people in the area and any that have been injured
- the motive or intent of the offender/s (if known or apparent).

You may be asked to stay on the line and provide further information that the operator requests or if the situation changes.

Your top priority should remain your safety, so maintain awareness of what is going on around you, and to be quiet if you are in danger.

If it is safe, provide advice to others in the area that may be unsure of the current location of the threat and what they should do.

Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

Never put yourself or others in danger.

NEW SLIDE

Police response

When police arrive, follow their instructions.

Their first priority will be to deal with the immediate threat to prevent further injury and this may take time.

It is possible that police may not be able to distinguish you from the offender/s.

It is important to remember:

- police officers will be armed and could point guns in your direction
- police may treat you firmly
- avoid quick movements or shouting and keep your hands visible
- the police priority is to locate the offender. This means they may move past people that need help.

Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat

You should follow all instructions given by emergency responders.

You will be evacuated when it is safe to leave the area.

If you have safely escaped, stay away from the area until the police approach you for information.

NEW SLIDE

ESCAPE. HIDE. TELL.

What you should consider during an attack



NEW SLIDE

Your plan must be flexible

Every situation will be different. You will need to make decisions when an attack is unfolding and you may need to adjust your plan as you go.

For instance, you may have to hide before you have the opportunity to escape.

In some situations you may still need to hide once you have escaped the immediate area.

Depending on the type of attack, or your location, you may need to respond differently.

If you see a commotion, hear screams, gunfire or loud noises, think about your safest option.

Always be mindful that any attack can become a mixed mode attack very quickly.

ESCAPE. HIDE. TELL is a quick way to remember the options available.

NEW SLIDE

Types of attacks

Attacks can take many forms.

How you respond in a knife attack may be very different to how you would respond if an explosive device has gone off, or if you were to find yourself being exposed in a chemical attack.

Thinking ahead of time about what you should do for different types of attacks, may help you to react quickly if you ever find yourself in these situations.

The most common types of attacks are:

Active armed offender, improvised explosive devices, chemical weapons, hostile vehicles and Mixed mode.

NEW SLIDE

Active armed offender attacks

These involve an offender or multiple offenders actively killing or trying to kill people.

When most people think of these types of attacks they think of guns or knives. But they can also include other everyday items such as a bottle, screwdriver, baseball bat—any object that someone could use to harm you.

They evolve rapidly so the first responders may be security guards, or general duties police in the area.

Many active armed offenders will continue to attempt to harm victims until confronted by law enforcement.

ESCAPE

When escaping an active armed offender, you should make use of cover and concealment opportunities if needed. This can include:

- building walls and partitions
- brickwork or concrete walls
- vehicles
- earth banks, hills and mounds
- fences and other large structures
- blinds and curtains.

If it is safe to do so, help people, such as our clients/customers/patrons, who might be unfamiliar with the area to either escape by telling them which direction to move, or where there may be a safe place to hide.

HIDE

A safe hiding spot is one that has a sturdy physical barrier between you and the offender.

Do not congregate in open areas or wait at evacuation points.



If you are hiding as a group, and it is safe to do so, remind everyone to keep quiet and still, and to turn their phones to silent.

Only as a last resort, consider looking for something you can use to defend yourself if you are located by the offender.

PRESENTER NOTE

Ask participants if they can think of any areas that may be safe places to hide. Can they be locked or barricaded?

NEW SLIDE

Improvised explosive attacks

These attacks use explosives such as homemade bombs or other devices, to kill as many people as possible.

These type of attacks can include suicide bombings and happen in open spaces as well as indoors.

There can also be a risk of a second device in the vicinity.

ESCAPE

Leaving the area will help you to avoid falling debris, minimise your exposure to dust, smoke, and hazardous substances. It will also keep you safe in case a secondary device is present.

Use the stairs instead of lifts or elevators. But be aware of weakened floors and stairways.

Once you are out of the building, move away from windows, glass doors or other potentially hazardous areas.

HIDE

If you become trapped in a building after an improvised device has exploded and objects are falling around you, get under a sturdy table or desk until you can escape.

If you are still trapped after an explosion and are sure the attacker has left, signal your location to rescuers by using a flashlight, whistle, or by tapping on a pipe or wall.

PRESENTER NOTE

Ask participants if they can think of anywhere it would be safe to shelter from falling debris

NEW SLIDE

Chemical weapons attacks

A chemical weapon is designed to deliberately deploy a harmful chemical.

It is the toxic chemical substances that are designed to cause harm, rather than the explosives that propel them.

All chemicals act differently and there are no common indicators for all chemical agents.

Some chemical agents can produce obvious visual signs of exposure including:

- eye irritation, visual changes, vomiting and diarrhoea/coughing, breathing difficulties and respiratory irregularities
- muscle weakness, paralysis and seizures
- skin redness, irritation and burns
- collapse, loss of consciousness, or death.

In some cases there may be no immediate or obvious indicators of a chemical weapons attack.

Signs that you can look out for include leakage of gas or vapour, or a chemical reaction

Also look out for powder or liquid with no obvious explanation.



ESCAPE

If a volatile chemical is released inside a building or enclosed space, you should do whatever it takes to find uncontaminated air quickly. Exit the enclosed space if you can do so without passing through a contaminated area or break a window to access clean air.

Hiding within an enclosed space where a volatile chemical has been released should be avoided. By hiding in the space, you may increase your exposure.

If a volatile chemical substance is released in an outdoor or open space, you should avoid any obvious plume or vapour cloud, and move upwind and uphill if possible.

The best way to escape a chemical exposure is to enter a building away from the site and seal the building.

This can include closing doors, closing windows, turning off fans and air conditioning systems, and sealing windows and doors with plastic sheeting and duct tape.

PRESENTER NOTE

Ask participants if there is anywhere nearby that would be a safe place to escape chemical exposure

If you come into contact with chemicals, you should:

- remove outer clothing if contaminated and place in a sealed plastic bag
- wash yourself with soap and water, flush skin with lots of water, and flush eyes with water if they are irritated
- put on clean clothes if possible
- seek medical attention

NEW SLIDE

Hostile vehicle attack

A hostile vehicle is one whose driver is determined to cause injury or death to people, disrupt business or effect publicity for a cause.

These attacks most often occur in places where vehicle access is restricted.

A hostile vehicle may carry an explosive device or the vehicle itself, travelling at speed, may present the primary danger.

The most likely targets of hostile vehicles are spaces occupied by large groups at a particular time.

Hostile vehicles may be parked containing some kind of explosive or enter a restricted area through tailgating, duress or deception.

Often they gain access by ramming through people and barriers (ramming people and structures).

ESCAPE

In vehicle attacks, move as quickly as possible to areas that put as many obstacles between you and the vehicle as possible but don't leave you trapped.

PRESENTER NOTE

Ask participants where they would escape to in a vehicle attack near your business.

NEW SLIDE

Mixed mode attacks

These are attacks that use a combination of the attack types we have just covered.

For example, many hostile vehicle attacks are immediately followed by the offender using a knife to try and kill people.

An active armed offender or vehicle attack can also sometimes involve explosive devices

Based on this, you can see why it is important for you to constantly re-assess your situation and your options based on the best information available to you.

PRESENTER NOTE

Encourage participants to discuss whether they have contemplated any of these types of attacks happening in their workplace.

Reinforce that while these kinds of attacks are rare in Australia, the purpose of the training is to ensure we are prepared.

NEW SLIDE

ESCAPE. HIDE. TELL.

Being prepared

Businesses like ours do a lot of work behind the scenes to ensure we are as resilient as possible to terrorist attacks while ensuring our clients/customers/patrons/ the public can still enjoy themselves.

Failure to prepare and respond effectively leaves our business and our employees vulnerable. Our most important asset is our people. Our primary responsibility is to keep you safe—as well as the people that use or visit our workplace.

NEW SLIDE

What you can do to prepare

There are some things you can all do to help.

- Be aware of your role and responsibilities within our emergency evacuation plans.
- Be aware of evacuation routes, including identifying alternative routes.
- Consider how you will communicate evacuation routes to people during an incident.

Remember, visitors to our organisation may not be aware of our evacuation routes, so safely directing them away from danger may save many lives.

PRESENTER NOTE

Encourage participants to outline the business' emergency and evacuation plans as they understand them.

Think about how you can apply the ESCAPE. HIDE. TELL principles to our business.

PRESENTER NOTE

Encourage participants to discuss how they think ESCAPE. HIDE. TELL can be applied to your business.

NEW SLIDE

Resources to help your business

If you are interested in learning more about *Australia's Strategy for Protecting Crowded*



ESCAPE. HIDE. TELL.

Places from Terrorism, or national security you can visit nationalsecurity.gov.au.

The crowded places strategy has a number of supporting tools and documents, including:

- crowded places security audit
- crowded places self-assessment tool
- Active Armed Offender Guidelines for Crowded Places
- Improvised Explosive Device Guidelines for Crowded Places
- Chemical Weapon Guidelines for Crowded Places
- Hostile Vehicle Guidelines for Crowded Places.

PRESENTER NOTE

List your organisations relevant plans, and why each one is important, e.g. our 'Emergency Evacuation Plan' identifies evacuation routes and alternative routes. Your emergency response plan outlines what assistance your staff may provide to injured people. Your security plan may outline security notification procedures internally and to police.

NEW SLIDE

In the event of an attack

This is what you need to remember from today.

In the event of an attack:

ESCAPE

Move quickly and quietly away from danger.

HIDE

Stay out of sight and silence your phones.

TELL

Call the police by dialling Triple Zero (000) when it is safe.

Because what you do matters.