



Inside This Issue

- London Protect - One Year on...
- Counter Terrorism Internet Referral Unit
- Conversation with ...
- Security Expo 2017
- Business Crime Corner
- Threat and Mitigation to Crowded Places During Festive Period
- Pyrotechnics and Terrorism
- Learning from Oxford Circus

London PROTECT - Counter Terrorism Protective Security Newsletter - Edition 8

December 2017

THREAT LEVELS

INTERNATIONAL to the UK

SEVERE
AN ATTACK IS HIGHLY LIKELY

NORTHERN IRELAND
RELATED in Britain

SUBSTANTIAL
A ATTACK IS A STRONG
POSSIBILITY

NORTHERN IRELAND
RELATED in NORTHERN
IRELAND

SEVERE
AN ATTACK IS HIGHLY LIKELY

For more information
please see:
<http://www.mi5.gov.uk>



London Protect One Year On...

A year ago, London's businesses set us the challenge of being more responsive to their needs and, in particular, providing greater access to information upon which they can act. As we approach the first anniversary of London Protect, I thought it would be helpful to reflect on what has been achieved.

This is our 8th edition of the London Protect newsletter. Your contributions have helped develop it and the feedback we get seems to indicate that we are moving its content in the right direction. In the new year, London Protect will get a makeover as we move it from being something that was done in addition to core business, to it becoming the heart of our London engagement activity. There will be a new look and feel and possibly a rebranding to keep it consistent with other CT brands.

There have also been threat briefings disseminated under the brand as we attempt to create a more informed narrative about terrorist threats to the UK.

The @LondonProtect Twitter feed was introduced so that we could respond quickly to emergencies and demonstrate that we never stop watching what is going on around the world. We now have 974 followers and have tweeted 378 times. The demand for information has been very much driven by events with us adding 400 followers in 24 hours after the Parsons Green bomb attack and being able to send out our first message to that incident within minutes of being notified of it happening.

London Protect has also become a very useful 'brand' upon which to hang other activities such as the City Hall briefing that followed the Westminster Bridge and Parliament attack. I see us building this sort of activity in the future; newsletters are great but face to face gatherings are better. London Protect has also become a catalyst for national and regional products that have started to be rolled out and which we will move forward collaboratively.

One of the greatest advantages that we have experienced is the creation of personal relationships and the development of trust which has allowed me to be more daring in what we share. There will always be a balance to strike in this and we have our own internal challenges of transforming an organisation that is not traditionally keen to share information of this nature. I'm positive about our future prospects.

Of course, none of this would have been possible without our communications partner, CSSC and the hard work of those involved in managing and developing that network.





(Cont'd) London Protect - One Year On...

By the end of the year, they will have rolled out their network across the UK. My own team, and notably Graham Ferguson, have worked really hard to turn your needs into a deliverable solution and in return, you have been supportive and encouraging throughout the year. Thank you!

After a horrific year of terrorism in the UK, it's not always easy to be positive. However, we live and work in the most resilient city in the world and talking to colleagues in other countries, few believe that their cities would bounce back so quickly. I believe this is testament to how much preparation you put into mitigating these challenges and how much leadership you show within your organisations. I'm really proud to work with you.

As we move into the festive period, I hope you will continue to keep your people and the public safe but I also hope that you will have time to reflect on our amazing journey this year. Above all, I hope that you are able to celebrate whatever your beliefs are and spend time with family and friends. At the end of the day those are the freedoms that terrorists would seek to take away from us and that is what we are committed to preventing.

Nick Aldworth

Superintendent, Protective Security Operations, Metropolitan Police Service



Counter Terrorism Internet Referral Unit

The National Counter Terrorism Internet Referral Unit (CTIRU) is a police team, created in 2010 and developed to tackle extreme and terrorist material online. The CTIRU works with hundreds of Internet service providers (ISPs) to have extremist and terrorist material including propaganda, recruitment videos, images of executions and speeches calling for racial or religious violence, removed from the web.

Officers within the unit trawl the internet looking for extreme and terror related material and also respond to reports made by members of the public, via the on-line reporting system. They assess the content and once deemed necessary, request its removal by the internet provider. Where possible, criminal investigations are conducted. This time last year the unit had reached its 250,000 removal mark but are now happy to announce that in the last year alone they have reached and passed the 300,000 mark.

Detective Chief Superintendent Clarke Jarrett, from the Met's Counter Terrorism Command said:

"The fact that we have now removed in excess of 300,000 pieces of terrorist material is a significant milestone. Every piece of terrorist material that gets taken down means it is no longer there to radicalise or cause harm."

"Over the last year, we've seen a reduction in the amount of material the unit has been removing, but I view this firmly as a success. The more we are working and engaging with internet companies and industry, the more they are removing material themselves. The defeats Daesh have suffered in Syria and Iraq have also slowed the amount and type of material they are able to publish online. We're seeing a real shift from material that was promoting the caliphate, to material that is now encouraging people to carry out attacks in their homeland."

"Whilst the vast majority of material we deal with is still Islamist-related, we are seeing an increasing amount of material related to the extreme right wing which has recently emerged."

"What is clear is that the work of the CTIRU is vital and we are reaching out to other countries across the world to show the benefits and encourage other nations to establish similar units, as this is not a problem that we can tackle alone."





Protect Duty — Security Expo — Olympia — 29th November 2017

The UK's Policing lead for Protective Security, Deputy Assistant Commissioner Lucy D'Orsi, has called for private companies and the commercial sector to buy-in to a 'Protect Duty' and work with police and partners to help to keep the public safe.

Addressing policing and government officials from around the world at an event in London last week, DAC D'Orsi stressed the importance for the commercial sector to start factoring protective security measures into event planning and new infrastructure projects at the earliest possible stage.

While co-chairing a 'Safer Cities' round table discussion alongside the representatives from Home Office, DAC Lucy D'Orsi said:

"Methodologies to protect our cities from the increasing terrorist threat are constantly evolving, to ensure that we are prepared to effectively respond and recover from attacks."

"We in policing will rightly lead on this vital work, but there is always a limit to what we can do and I believe that our colleagues in the private sector also have an important part to play."

Taking place at the UK Security Expo at London Olympia on 29th November, 'Safer Cities' was created in conjunction with the Cross-sector Safety and Security Communications (CSSC), and hosted officials from Melbourne, Barcelona, Brussels and Rotterdam.

The purpose was to bring together representatives from cities which have been recently affected by terrorism, to share our collective experience of dealing with attacks in the hope it can promote best practice and help keep the global public safer.

DAC D'Orsi used the platform to appeal to companies to make protective security key to their future events planning and building management. *"Terrorists are using low sophistication, high impact methodologies which are often planned and executed in a short time frame, minimising our ability to disrupt attacks before they occur. Protective security is therefore a key strand of our activity to reduce the impact of attacks,"* she said. *"The private sector has become more willing partner in recent years. Together we have developed communications packages like CSSC and have partnered with business under the Step Change initiative – but to do more to protect the public we need to deliver a more fundamental shift of approach."*

"The police have a duty to protect the public from terrorist threats, but many responsible private sector entities are already asking how they, too, can contribute. By sharing this 'duty' more widely we can increase its reach, scope and efficacy even further."

Senior officers working for Counter Terrorism Policing are developing plans to enable policing can better support the private sector in contributing to the UK's collective Protective Security measures. These include developing accredited private sector security advisory services, creating bespoke products and communications networks for specific sectors, such as entertainment venues or commercial buildings.

Specialist officers are also support testing and exercising across the country to ensure a national standard of security training across private sector workers, as well as developing protocols and systems which would allow for the police and government to recover the costs of the use of national assets to protect private events.

DAC D'Orsi added: *"Private companies looking to host public events or begin new infrastructure projects must meet stringent targets to ensure they have valid fire safety certificates, and I see no reason why we can't do the same for Protective Security measures".* *"Similarly, commercial entities such as football clubs must contribute to the policing operations which protect their sites and their customers. So surely it is only right they do the same when utilising national protective security resources".*

"I know from speaking to private sector representatives that the vast majority of private companies are ready to work alongside police to make the UK safer place, and I believe we now have the blueprints to make that a reality by making our public spaces as hostile as possible for those looking to do us harm."



Threats and Mitigation to Crowded Events During the Festive Period

The national threat level in the UK is: SEVERE - meaning an attack is highly likely. Crowded places remain a very attractive target and due to a large number of festive events throughout London and the UK, crowded places will temporarily, become more prevalent. The festive period will see an increase the numbers of people visiting Central London and Christmas events across the UK, thus increasing the options available to any would be attacker. Given the holiday’s religious significance within the Christian faith, these events also have a religious connotation. Islamic extremists have referred to the targeting of Christians within their propaganda, in justification of attacks against ‘kufur’ or non-believers. International terrorist groups have expressed desire to attack crowded public spaces and events, this appears fuelled by the desire to cause mass casualties and gain a wide media exposure.

However, an attack on a specific event or period, is no more likely than an attack on any other crowded place at any time. Vulnerabilities in security may be exploited by someone planning an attack, or by an opportunist. Consequently, the implementation of security measures are essential where deemed appropriate by security leads. The enduring threat from international terrorism indicates that the targeting of crowded public spaces, at any time of the year, is unlikely to diminish any time soon. Planning and vigilance are essential and are vital tools to prevent an attack from occurring.

The general desire to attack crowded places, is not limited to events around the Christmas Period. This is evidenced in the attack on the Manchester Arena in May 2017, where Salman Abedi detonated a bomb and killed 22 people. In December 2016 Anis Amri, a Tunisian refugee, hijacked a truck and drove it at crowds of people in a Christmas Market in Berlin, this also highlighting that these events were considered as legitimate targets for extremists.

The below cases indicate recent attacks and plots that have focussed around the Christmas Period:

Christmas Market Attacks/Plots	
France November 2016	ISIS terror cell planned to attack the Champs Elysee Christmas Market on 1 st Dec 2016
UK, December 2016	6 people were arrested by anti-terror police in a suspected Christmas bomb plot.
Germany, December 2016	A boy of 12 attempted to blow up a nail bomb at a German Christmas Market.
Germany, December 2016	A lorry was used as a weapon to drive through a Christmas market in Berlin

Importantly, the above incidents show that there is not a specific manner in which crowded places may be targeted or which attack methodologies are used. Consideration should be given to the fact that a number of methodologies, such as IED’s, vehicles or bladed weapons, may be used to attack such venues and therefore a number of protective security measures would need to be implemented to mitigate this.

Continued overleaf



Threats and Mitigation to Crowded Events During the Festive Period... Cont'd

As a result of the attack in Berlin, these plots and the extremist propaganda expressing a desire to target festive events, a number of protective security measures have been implemented across the country including:

Hostile Vehicle Mitigation – These usually take form of concrete or metal barriers and are placed around the event arena in order to prevent any vehicle access. There is a huge variety of HVM available, with some providing full mitigation against large vehicles, whilst others may only really provide a deterrent effect.



Search Regimes – Implementation of mandatory searches to enter venues in order to verify what items are being brought to the event. This may include physical searches or 'airport style' screening devices.

CCTV – Installation of cameras to provide extra coverage in areas that are not protected at other times during the year.

Increased Security Presence – Implementation of increased private security staff to ensure assistance with crowd control, searches and provide a visible deterrent to any hostile behaviours.

Increased Police Presence – Police officers, both armed and unarmed, deployed to heavily crowded areas to provide a visible deterrent. Officers may also assist in road closures to ensure the safe passing of events.

The purpose of these additional measures is to mitigate against an attack, however they cannot stop an attack altogether, with extremists constantly working to bypass security measures. It is important to stress that the general public should report any suspicious activity to the anti-terrorism hotline (0800-789-321) in order to disrupt and deter any extremist action.

General Housekeeping

- ⇒ Reduce the opportunity for physical devices to be hidden:
- ⇒ Keep public, communal and external areas clean, tidy and well lit. Conduct regular inspections
- ⇒ Lock unoccupied office, rooms and store cupboards, keep access codes and keys secure
- ⇒ Consider using tamper proof seals for smaller container/voids
- ⇒ Consider the positioning of such furniture as lockers, cycle racks, lost and found storage etc.

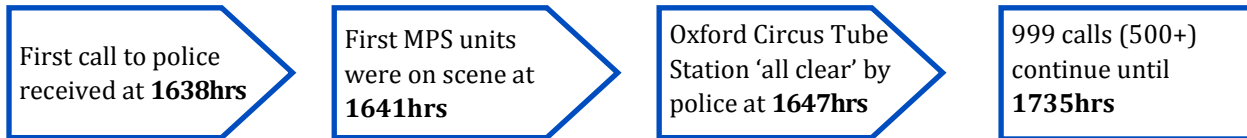
Refund and Exchange Policy

Following the recent foiled plot in Turkey, as per [Advisory Message 3/2017](#), measures must be considered in order to reduce the opportunity for terrorists to use exchange/refund procedure as a method of delivery for a device. Verify the contents within returned packages. Have the contents been tampered with? These steps will also help you to reduce the opportunity for criminal activity such as fraud.



Early Lessons from Incident at Oxford Circus – Friday 24th November

On 24th November 2017 at 1638hrs, reports claiming the sound of shots fired at Oxford Circus Underground Station led to an evacuation of the location.



Protective Security Operations and the Centre for Protection of National Infrastructure (CPNI) have met with several businesses who were affected during the incident. The following list highlights observations by those businesses and their learning/considerations for future planning. Consequently, this document **is not a set of instructions** but the sharing of experience from business to business. It is important to note that, any incident is dynamic and unique and although some basic principles can be applied, management and staff will need to make decisions based on their best understanding of what is occurring at the time. The MPS is very grateful to the management and staff of all of those who were affected on Friday, and who, in the vast majority of cases, reacted calmly, decisively, and selflessly, to protect the people of London and who have now agreed to share their experiences.

Observations from businesses involved:
Unknown source of bangs/loud noise, presumptions made resulting in immediate panic.
Subsequent surge of frightened, and at times panicking crowds seeking place of safety.
Some people trying to escape behaved in a number of different ways, in some cases resulting in injury.
People suffering panic attacks – incidents of contagious screaming and crying from people who were ‘safely’ ensconced in locked down buildings and/or rooms.
Loss of staff who left shops along with members of the public.

Areas for future consideration
Don’t wait for the police to tell you what to do; allow managers at the scene to make decisions.
One person should be responsible for conveying messages/control the radio channel in order to provide a clear and structured communication to staff. A well run, shared, shop radio platform can enable messages to be communicated quickly. Make use of tannoy system in larger stores to convey clear and calm messages.
Monitor the MPS Twitter feed @metpoliceuk . This will be updated by the MPS during incidents and is how to obtain fast time information. Use this information to update staff and the public and help to keep everyone informed. Unofficial information sources can provide inaccurate and/or incorrect information. Make Wi-Fi available within stores, enabling continued communications in event of loss of signal.
Place Hi-Visability jackets, loud hailers, first aid kits in strategic points for use by senior staff/security.
Have a clear and well rehearsed plan to respond to incidents with clear responsibilities across all levels of staff. In your plan ensure that safe areas and choke points are considered. Have the control room or incident manager record decisions.
Make sure your key employees and security staff have attended a Griffin CT Awareness presentation and that senior managers have taken part in an Argus exercise. Businesses reported staff with training were, on the whole, calmer.
Make sure that your business is signed up to receive CSSC Alerts at www.thecssc.com



A Conversation With ... Philip Jones

Senior Security Manager at Westfield London (White City) Shopping Centre

“Crowded Places.... The Impossible Conundrum”

Philip, tell us a little about yourself

I have spent most of my police, military and banking career keeping people out of facilities. Now, I actively invite literally millions of people, goods, vehicles, HGV's etc. into the biggest shopping centre in Europe.

I am the Senior Security Manager at Westfield London (White City) shopping centre. I am also the Chairman of the Revo (formally British Council of Shopping Centres) Security & Safer Shopping Committee, a Board Member on Cross-Sector Safety & Security Communication (Eastern) initiative and a member of the CPNI Crowded Places Information Exchange (CPIE).

Tell us about the challenges you face in delivering security to a crowded place, in the current climate

The threat to crowded places is diverse and complex. The balance between delivering a safe and secure environment together with a robust, efficient and professional protective security service is a conundrum. It requires the implementation of a multi-level, integrated approach of both the physical and technical security world. This strategy enables the delivery of effective and efficient risk mitigation whilst also considering cost. Another consideration we must have, is that the delivery of appropriate and cost effective protective security measures needs to be nimble in order to keep pace with social and technological changes. There are also commercial pressures upon businesses, adding to the prospect that costly security measures can take years to deliver by which time the originally designed product has been superseded, improved or replaced. The integration of security and non-security resources can be extremely expensive (especially in regard to CCTV, access control, intruder detection and hostile vehicle mitigation etc), it is however possible to deliver significant safety and security improvements cost-effectively. There are a range of no or low cost measures that can and often do play a very significant part in improving security awareness and, thereby, reducing the security threats to crowded places.

What examples of good practice could share with other crowded places..

All levels of staff, throughout business should be included in CT awareness briefings, such as Project Griffin' and 'Stay Safe', and encouraged to report 'anything suspicious'. This will help drive and motivate staff whilst reducing the risks to a business. Most *important* of all is the need to test and exercise the integration of processes, practices and systems. Preparing templated communications for staff, contractors, retailers and shoppers will speed response time and provide reassurance to those that we are trying to protect. Consideration should be given to integrating security and non-security systems and processes, for example: Is it possible to broadcast an 'all-stations' message to everyone in a centre who is in possession of a personal radio?; How do the mass notification systems work?; Who is able to release a mass notification message in an emergency? Who authorises the release of messages to retailers? In an ever changing world of safety and security, threat mitigation concentric rings (layers) should be combined with vertical and horizontal integration of resources.

A closing word..

In this short article, it is impossible to touch on the wide range of measures, services and tasks that can enhance and improve security risk mitigation, which could include liaison with the police and other law enforcement agencies, liaison and exercising with the fire service and ambulance service, social media monitoring, intelligence management, and various other physical and technical security measures available to us all. However, the information is out there and support is readily available.

I am willing to assist, advise and support (via any of the organisations mentioned above) because we are in this for the long haul and we are in this together.





Pyrotechnics and Terror Attacks

"We thought it was fireworks, instead it was guys shooting everywhere"

Bataclan theatre attack survivor.

"At first it sounded like it was part of the show, because there was an event going on -- we were all just having a good time"

Eye witness account from Pulse Night Club attack in Orlando.

"We thought it was fireworks"

Las Vegas attack witness.

A number of terror attacks in recent years have targeted music events, such as concert venues or nightclubs. These venues by their nature are likely to be crowded places and as such may be desirable targets for terror attack. The box below includes some examples of attacks at music events:

Recent Attacks at Nightclubs and Music Events
Bataclan Theatre attack, France Nov 2015
3 attackers with assault rifles fired into the crowd killing 89 people. Eye witnesses state that the initial sounds of gunfire were believed to be pyrotechnics and part of the show.
Pulse Nightclub attack, USA Jun 2016
Attacker used a semi-automatic rifle and a pistol to shoot people inside the club. 50 people killed. Delayed reaction to the attack due to loud music.
Reina Nightclub attack, Turkey Jan 2017
Attacker shot crowd with AK47. 39 people killed. Incident occurred during New Year's Eve celebrations when the club was full and gunfire was mistaken for New Year's fireworks.
Manchester Arena attack, UK May 2017
PBIED detonated at the end of a concert as people were leaving. Mistaken as pyrotechnics as part of an end of show finale. 22 people killed.
Las Vegas shooting, USA Oct 2017
Lone attacker opened fire on an open air music festival with altered semi-automatic rifles. 58 people were killed and over 500 injured. Although not currently being treated as terrorism related.

All the above cases involved firearms or explosions attacks, either inside or outside the venue. In all these examples there are eye witness reports of the initial sounds of the attacks being mistaken for fireworks or pyrotechnics and were believed by the crowd to be part of the show. This mistaken belief delayed some spectators' immediate response to the incident. This was particularly relevant during the incidents involving firearms, as the attacks were more sustained, rather than being a one off event like an explosion. A delayed reaction to a firearms attack could potentially cause an increase in the number of casualties.

It may be a consideration for stewards and security staff at music events to be aware of the format of the shows, and whether they incorporate any pyrotechnics, fireworks or sound and visual effects that could mask an attack or similarly cause panic in the crowd, by the mistaken belief that an attack is taking place. This heightened awareness could help staff to identify what is or is not part of the show and be in a position to reassure or direct the crowd as necessary. Early identification of the initial sounds of an attack could improve response times from the staff and crowds, and reduce casualties.



Business Crime Corner

The new National Business Crime Centre has now launched to tackle business crime across the country, providing a single point of co-ordination across 43 forces. The NBCC website will act as a one-stop-shop for businesses large and small, seeking to engage with law enforcement, signposting them to the right departments and providing coordination across agencies www.nbcc.police.uk

The NBCC will work with existing national policing functions like National Counter Terrorism Policing, to ensure effective communication on a range of policing matters and to offer the latest FREE crime prevention guidance.

NBCC focus at Christmas is safety and security and we urge, whatever the type or size of business, to please plan ahead; remain alert and to focus ALL staff to be aware of the following practical advice:

- ◇ Identify the risks to your business and target harden your assets. Make sure you have sufficient security measures, check alarms and CCTV are working and have a clear policy for alerting others of any suspicious activity
- ◆ ‘Meet and Greet’ your customers arriving at main entrances to your premises, wear clear ID, and do speak to visitors/customers
- ◇ In case of having to call Emergency Services ensure your staff know the full address of your premises
- ◆ Have a clear policy for reporting incidents, both to the police and internally and have an available practical and up to date record of ‘out of hours’ staff contact names and numbers
- ◇ Always ensure that properly licensed security individuals work in the premises, helping to protect your business, staff and customers. They must wear their SIA licence where it can be seen, and it must be valid.
- ◆ Ensure lone workers ‘check in’ regularly with family or colleagues. Visit NBCC website for further practical support
- ◇ ‘Get Safe on line’ are running a Christmas advice page for the public, the advice is still sound for businesses:

<https://www.getsafeonline.org/christmasdevices/>

The NBCC seeks to ensure that people have an enjoyable experience celebrating festivities at night, but ask you encourage your staff and customers to THINK SAFE

Safety - Keep personal property safe and secure. Register, Record, Protect

Alcohol - Intoxicated people are more likely to be victims of crime. Know your limits, drink responsibly

Friends - Arrive together, leave together. Make plans in advance and look after each other

Enlightened - Know what you're getting into; is the cab you are using registered? Are you safe?

For more information visit www.nbcc.police.uk and follow the NBCC on twitter [#businesscrimeUK](https://twitter.com/businesscrimeUK)