

DSC Incident Response Playbook 1st Edition - Table of Contents

Purpose and Context	6
Scope of the Playbook	6
How to Use the Playbook	7
Practical Application for Responsible Persons.....	7
Multi-Agency Collaboration	7
Stakeholder groups and support	8
A. Suspicious Items.....	8
Key Considerations	8
Resources	8
Identifying a Suspicious Item.....	8
Immediate Actions	9
Notify Authorities	9
Communicate with Staff and Attendees	9
Post-Incident Actions	9
B. Improvised Explosive Device (IED) Scenario.....	10
Recognising an IED Threat	10
Key Considerations	10
Immediate Actions	11
Communication Advice for Mobile Phones and Radios.....	11
Communication Protocols	12
Post-Incident Actions	12
Preventative Measures	13
Supporting Tools.....	13
C. Hostile Reconnaissance	13
Key Considerations	13
Resources	14
Preventative Measures	14
Recognising Hostile Reconnaissance	14
Immediate Actions	15
Escalation Process.....	15
Communication Protocols	15
Post-Incident Actions	15
D. Marauding Attacker - Knife / Gunman	16
Key Considerations	16
Resources	16
Preventative Measures	16
Recognising the Threat	16
Immediate Actions	17
Communication Protocols	17
Role-Specific Actions	17
Post-Incident Actions	18
E. Crowd Management Issues	18
Recognising Crowd Management Issues	18
Preventative Measures	18
Immediate Actions	19
Communication Protocols	19
Post-Incident Actions	19
F. Mass Casualty Event	19

Recognising a Mass Casualty Event	19
Preventative Measures	20
Immediate Actions	20
Communication Protocols	20
Post-Incident Actions	20
G. Adverse or Severe Weather	20
Recognising Adverse or Severe Weather Risks	21
Preventative Measures	21
Key Weather Conditions to Monitor	21
Action Levels and Corresponding Responses	22
Immediate Actions	22
Communication Protocols	23
Post-Incident Actions	23
Supporting Tools.....	23
H. Hazardous Materials (HAZMAT).....	23
Recognising a HAZMAT Incident	23
Immediate Questions to Assess the Situation:	24
Key Considerations	24
Preventative Measures	24
Immediate Actions	24
If you have been affected:.....	25
Communication Protocols	26
Post-Incident Actions	26
Supporting Tools.....	27
Some other responses you may wish to consider:	27
I. Lost or Missing Person (See also DSC Lost or Vulnerable Persons Procedures)	27
Recognising a Lost or Missing Person Situation.....	27
Immediate Actions	27
Communication Protocols	28
Post-Incident Actions	28
Preventative Measures	29
J. Vulnerable Person Assistance.....	29
Immediate Actions	29
Communication Protocols	30
Post-Incident Actions	30
Preventative Measures	30
K. Cybersecurity Breach or Digital Disruption	30
Recognising a Cybersecurity Breach or Digital Disruption.....	31
Immediate Actions	31
Communication Protocols	31
Post-Incident Actions	32
L. Fire or Smoke Detection	32
Recognising a Fire or Smoke Incident	32
Immediate Actions	32
Communication Protocols	33
Post-Incident Actions	33
M. Power Outage or Technical Failure	33
Recognising a Power Outage or Technical Failure	33
Immediate Actions	34
Communication Protocols	34
Post-Incident Actions	34
N. Dangerous Animal or Wildlife Intrusion	34

Recognising a Dangerous Animal or Wildlife Intrusion	35
Immediate Actions	35
Communication Protocols	35
Post-Incident Actions	35
O. Handling Media and Press Attention.....	36
Key Benefits of Effective Media Handling	36
When to Engage with the Media	36
Principles for Media Engagement	36
Designating a Spokesperson	37
Key Considerations Before Speaking to the Media	37
Avoiding Common Pitfalls.....	37
Post-Media Engagement Actions	37
Dealing with Intrusive Media Attention.....	38
Strategies for Managing Intrusive Media.....	38
Example Scripts for Challenging Scenarios	38
Escalation Protocols	39
Preventative Measures	39
Benefits of Managing Intrusive Media Effectively	40
Media and Press Interaction Cheat Sheet	40
<i>Scripts for responding to Common Scenarios.</i>	41
Key Tips for Handling Interviews:	42
General Principles for All Interviews	42
P. Media Interview Cheat Sheets	43
1. Face-to-Face Interviews	43
2. Piece to Camera	43
3. Phone Interviews	43
4. Down-the-Line Interviews.....	44
5. Closing the Interview	44
6. Final Do's and Don'ts	44
Q. Joint Emergency Services Interoperability Principles (JESIP)	45
1. What is JESIP?	45
2. The Five JESIP Principles	45
3. The M/ETHANE Model.....	46
4. Why JESIP Matters for Venues and Events:	46
5. Actions for Event Organisers	47
R. Incident Reporting Template	47
S. Staff Briefing Checklist	48
T. Suspicious Item Reporting Form	49
U. DSC Information Sharing Agreement (ISA) Template	51
The legal bit: Decision Support Centre (DSC) & National Events Database (NED) Disclaimers	54
1. General Disclaimer.....	54
2. Limitation of Liability	54
3. No Guarantee of Outcomes	54
4. User Responsibility.....	54
5. Third-Party Links or References.....	54
6. Intellectual Property Disclaimer	54
7. Compliance with Regulations	55
8. Tailored Solutions Disclaimer	55