

DSC Incident Response Playbook 3rd Edition - Table of Contents

.....	1
Purpose and Context	7
Scope of the Playbook	7
How to Use the Playbook	8
Practical Application for Responsible Persons	8
Multi-Agency Collaboration	8
Stakeholder groups and support	9
A. Suspicious Items	9
Key Considerations	9
Resources	9
Identifying a Suspicious Item	10
Immediate Actions	10
Notify Authorities	10
Communicate with Staff and Attendees	10
Post-Incident Actions	10
B. Improvised Explosive Device (IED) Scenario	11
Recognising an IED Threat	11
Key Considerations	11
Immediate Actions	12
Communication Advice for Mobile Phones and Radios	12
Communication Protocols	13
Post-Incident Actions	13
Preventative Measures	14
Supporting Tools.....	14
C. Hostile Reconnaissance	14
Key Considerations	14
Resources	15
Preventative Measures	15
Recognising Hostile Reconnaissance	15
Immediate Actions	16
Escalation Process	16
Communication Protocols	17
Post-Incident Actions	17
D. Marauding Attacker - Knife / Gunman	17
Key Considerations	17
Resources	17
Preventative Measures	17
Recognising the Threat	18
Immediate Actions	18
Communication Protocols	19
Role-Specific Actions	19
Post-Incident Actions	19
E. Crowd Management Issues	19
Recognising Crowd Management Issues	20
Preventative Measures	20

Immediate Actions	20
Communication Protocols	20
Post-Incident Actions	20
F. Mass Casualty Event	21
Recognising a Mass Casualty Event	21
Preventative Measures	21
Immediate Actions	21
Communication Protocols	21
Post-Incident Actions	22
G. Adverse or Severe Weather	22
Recognising Adverse or Severe Weather Risks	22
Preventative Measures	22
Key Weather Conditions to Monitor	23
Action Levels and Corresponding Responses	23
Immediate Actions	25
Communication Protocols	26
Post-Incident Actions	26
Supporting Tools.....	26
H. Hazardous Materials (HAZMAT)	26
Recognising a HAZMAT Incident	26
Immediate Questions to Assess the Situation:	26
Key Considerations	27
Preventative Measures	27
Immediate Actions	27
If you have been affected:.....	28
Communication Protocols	29
Post-Incident Actions	29
Supporting Tools.....	30
Some other responses you may wish to consider:	30
I. Lost or Missing Person (See also DSC Lost or Vulnerable Persons Procedures)	30
Recognising a Lost or Missing Person Situation.....	30
Immediate Actions	30
Communication Protocols	31
Post-Incident Actions	31
Preventative Measures	32
J. Vulnerable Person Assistance	32
Immediate Actions	32
Communication Protocols	33
Post-Incident Actions	33
Preventative Measures	33
K. Cybersecurity Breach or Digital Disruption	33
Recognising a Cybersecurity Breach or Digital Disruption.....	34
Immediate Actions	34
Communication Protocols	34
Post-Incident Actions	35
L. Fire or Smoke Detection	35
Recognising a Fire or Smoke Incident	35
Immediate Actions	35
Communication Protocols	36
Post-Incident Actions	36
M. Power Outage or Technical Failure	36

Recognising a Power Outage or Technical Failure	36
Immediate Actions	37
Communication Protocols	37
Post-Incident Actions	37
N. Dangerous Animal or Wildlife Intrusion	37
Recognising a Dangerous Animal or Wildlife Intrusion	38
Immediate Actions	38
Communication Protocols	38
Post-Incident Actions	38
O. Handling Media and Press Attention	39
Key Benefits of Effective Media Handling	39
When to Engage with the Media	39
Principles for Media Engagement	39
Designating a Spokesperson	40
Key Considerations Before Speaking to the Media	40
Avoiding Common Pitfalls.....	40
Post-Media Engagement Actions	40
Dealing with Intrusive Media Attention.....	41
Strategies for Managing Intrusive Media.....	41
Example Scripts for Challenging Scenarios	41
Escalation Protocols	42
Preventative Measures	42
Benefits of Managing Intrusive Media Effectively	43
Media and Press Interaction Cheat Sheet	43
<i>Scripts for responding to Common Scenarios</i>	44
Key Tips for Handling Interviews:	45
General Principles for All Interviews	45
P. Media Interview Cheat Sheets	46
1. Face-to-Face Interviews	46
2. Piece to Camera	46
3. Phone Interviews	46
4. Down-the-Line Interviews.....	47
5. Closing the Interview	47
6. Final Do's and Don'ts	47
Q. Joint Emergency Services Interoperability Principles (JESIP)	48
1. What is JESIP?	48
2. The Five JESIP Principles	48
3. The M/ETHANE Model.....	49
4. Why JESIP Matters for Venues and Events:.....	50
5. Actions for Event Organisers	50
R. Incident Reporting Template	50
S. Staff Briefing Checklist	51
T. Suspicious Item Reporting Form	52
U. Draft Information Sharing Agreement (ISA) Template	54
The legal bit: Decision Support Centre (DSC) & National Events Database (NED) Disclaimers	58
1. General Disclaimer	58
2. Limitation of Liability	58
3. No Guarantee of Outcomes	58
4. User Responsibility	58
5. Third-Party Links or References.....	59
6. Intellectual Property Disclaimer	59

7. Compliance with Regulations59
8. Tailored Solutions Disclaimer59

