

# Terror Threat Response Handbook

## For Door Supervisors

*Identifying Threats, Responding to Suspicious Behaviour, and Following Security Protocols*

### Introduction

Door supervisors play a critical role in maintaining public safety, particularly in environments vulnerable to terror threats. This handbook provides essential guidance on identifying potential threats, recognising suspicious behaviour, and implementing effective response strategies.

## 1. Understanding Terror Threats

### 1.1 Types of Terror Threats

- **Explosive Threats:** Suspicious packages, unattended bags, or individuals wearing unusual clothing that may conceal weapons.
- **Vehicle-Borne Threats:** Vehicles parked illegally near venues or behaving suspiciously around high-footfall areas.
- **Armed Attacks:** Individuals carrying weapons such as knives, firearms, or improvised explosive devices (IEDs).
- **Cyber and Communication Threats:** Unusual online activity, use of encrypted communication, or attempts to hack security systems.

### 1.2 Terror Threat Levels in the UK

- **Low:** Unlikely threat.
- **Moderate:** Possible but not likely.
- **Substantial:** Likely occurrence.
- **Severe:** Highly likely.
- **Critical:** An attack is expected imminently.



## 2. Recognising Suspicious Behaviour

### 2.1 Common Indicators

- Nervous behaviour, excessive sweating, or avoiding eye contact.
  - Carrying large bags or wearing heavy clothing in warm weather.
  - Surveying entry points, exits, and security cameras.
  - Loitering without a clear purpose near restricted areas.
  - Making threats or expressing extreme ideological beliefs.
- 

### 2.2 Behavioural Analysis Techniques

- **Baseline Observation:** Understanding normal customer behaviour to spot anomalies.
  - **Threat Profiling:** Assessing individuals based on risk factors rather than stereotypes.
  - **Verbal Engagement:** Asking non-confrontational questions to gauge suspicious individuals' responses.
- 

## 3. Responding to a Terror Threat

### 3.1 Immediate Response

- **DO NOT Engage Aggressively:** Maintain composure and de-escalate if possible.
  - **Report to Authorities:** Contact 999 immediately in an emergency.
  - **Use the "Run, Hide, Tell" Protocol:** If an attack occurs:
    - Run:** Find a safe exit and leave immediately.
    - Hide:** Take cover in a secure location if escape is not possible.
    - Tell:** Call emergency services and provide detailed information.
- 

### 3.2 Handling Suspicious Packages

- Do Not Touch, Move, or Open the Item.
- Evacuate the Immediate Area and Alert Security Personnel.
- Look for Signs: Wires, oil leaks, or unusual smells.
- Establish a Safety Perimeter and wait for authorities.



**Call- 020 8050 4108**

[info@londonsecuritycollege.co.uk](mailto:info@londonsecuritycollege.co.uk)

### 3.3 Coordinating with Emergency Services

- Provide clear, concise information: location, description, and behaviour of the suspect.
  - Assist with crowd control and evacuation procedures.
  - Follow the police and counter-terrorism unit's instructions.
- 

## 4. Security Protocols for Door Supervisors

### 4.1 Access Control and Entry Screening

- Conduct thorough bag checks and use metal detectors if required.
  - Verify ID cards and guest lists for restricted-entry events.
  - Implement a zero-tolerance policy on prohibited items such as weapons and drugs.
- 

### 4.2 Surveillance and CCTV Monitoring

- Regularly check CCTV footage for any unusual activity.
  - Ensure all cameras are functional and covering key entry points.
  - Use real-time monitoring to track suspicious individuals.
- 

### 4.3 Emergency Evacuation Procedures

- Establish clear exit routes and communicate them to staff.
  - Designate assembly points for safe evacuation.
  - Conduct regular emergency drills with staff and venue management.
- 

## 5. Post-Incident Reporting and Documentation

- Complete a detailed incident report immediately after a threat or security breach.
- Include key details: time, location, suspect description, witness statements.
- Share the report with law enforcement and venue management.



**Call- 020 8050 4108**

[info@londonsecuritycollege.co.uk](mailto:info@londonsecuritycollege.co.uk)