



To strengthen the protection of London and Londoners against terrorist attacks.

SECURITY ADVICE FOR SMALL & MEDIUM ENTERPRISES

Advice for Small & Medium Enterprises – know what to do!

Shut all access points to your premises

Hide from attackers stay hidden & silent

Organise your staff & customers, call police.

Prepare escape routes and prepare staff. Remember:

Run, Hide Tell!



PSO London SHIELD app

PSO London SHIELD is a bespoke app created by the Metropolitan Police for the London business security community - providing up to date counter terrorism advice, guidance, and messaging.

You can download the app for free from the Google Play or Apple stores. Simply search for 'PSO London Shield' or scan the code below.



Shut

Police Emergency: 999
Police non-Emergency: 101
Confidential Anti-Terrorist Hotline: 0800 789 321



**METROPOLITAN
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MO19 – Specialist Risk & Contingency Management



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If in doubt, lockdown! Identify ALL access points to your premises, including doors, windows, cellar access etc. Consider their physical security, the strength of doors and locks. Thumb operated locks are quicker to operate than key operated versions. Look at other cheap but effective devices to quickly secure doors etc. Install locks on internal doors to create a second line of defence. External CCTV will give better situational awareness of what is happening outside. Consider allowing access to fleeing public. You MUST be sure there is no elevated risk to allowing others in!

Hide

Get out of sight of doors and windows and **stay quiet**. Ensure your staff are briefed to keep customers calm and quiet. Try to remain between 2 exit points giving you options should the situation change. Check phone signals work from your hiding place, site CCTV monitors this location and ensure phones are set to silent..

Organise

Take control of your situation. You will need to **control your staff and customers** alike. Appoint individuals to tasks such as calling the Police, calling neighbours, locking rear access doors. Check they have completed their tasks, do not assume! **Remain aware of the situation**. If able to, monitor live news, radio, CCTV and social media including Police media sites.

Prepare

Scan the QR code to access Police Counter Terrorism Advice. Report any suspicious activity. **Speak to your neighbouring premises**; they will have had this leaflet too. **Set up social messaging groups** to communicate with neighbours in the event of an attack. Apps like Zello turns mobile phones into free to use 2-way radios. **Check entry/exit points** and routes away from your premises to make sure they remain clear and that your locks work. **Practice lockdown procedures once a month with ALL staff** as you would a fire drill. **Practise communicating with your neighbours**. Ensure ALL staff can lockdown the premises and work locks etc. Display this leaflet back of house and ensure ALL staff read it. Check their understanding and contact your CTSA with ANY questions? **There is no such thing as a stupid question!**

Contact details.

Your Local CTSA: PSOMailbox-CTSA@met.police.uk

CTPO: Steve.C.Green@met.police.uk

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