

# URGENT UPDATE

Date: 01 February 2022

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## Security alert: keeping the workplace safe

Following a serious incident earlier this week in which a member of public gained access to an ambulance station and made threats, all staff should read and reflect on the following information as a matter of urgency.

### 1. SECURE TRUST PREMISES:

When entering and exiting a premises, please ensure that all doors and windows are shut and secured behind you. **NEVER** leave the premises unoccupied and insecure.

### 2. SITUATIONAL AWARENESS:

Operational staff should demonstrate situational awareness when dealing with any situation, this includes undertaking dynamic risk assessments to identify any risks or hazards before engaging with members of the public.

Staff should consider whether their actions will have consequences and if so, have contingencies in place accordingly.

Staff should refer to the THRIVE model and the Joint Decision-Making Model 'JDM' (below) accordingly.

### 3. CONTROLLED ACCESS:

Staff should be aware of allowing access into ambulance stations, by way of opening the doors to members of the public. Whilst demonstrating situational awareness, staff should consider whether it is safe to open the door (even if the person is requesting help) in case the person then chooses to force their way into the station. Consider informing the person to step back away from the door, use an alternative exit or communicate through the glass. Your safety is paramount.

### 4. OPERATIONAL VEHICLES:

All trust vehicles are to remain locked and/or secured when on

station premises. Under no circumstances are staff to leave vehicles unattended with the engine running and keys in the ignition.

## **URGENT UPDATE**

### Security alert: keeping the workplace safe, continued

#### **1. THREATS TO SAFETY:**

Any threat to the safety of staff must be communicated to control room with the upmost urgency. If the threat is imminent, then staff should activate the emergency button (orange button) on the top of their radio, relaying the situation to the control room immediately and request the relevant resources, ensuring that they give accurate information including location, situation, injuries, descriptions, direction of travel etc.

#### **2. RUN, HIDE, TELL:**

In the event of someone gaining access into a trust premises with a firearm or weapon, with the intention of seriously harming or killing staff, remember; run, hide, tell.

**RUN:** Run to a place of safety

**HIDE:** Hide and barricade yourself in (remember to turn your phone to silent)

**TELL:** Use your radio (emergency button) or mobile phone to call 999 when it is safe to do so.

Please remain vigilant. By following these simple steps, we are ensuring that the workplace remains safe and secure for the benefit of yourselves and others.

If you see anything suspicious contact the control room immediately or dial 999 and report it to the Police. If you have concerns about security protocols, please speak with your manager.

## **THRIVE Model and Joint Decision Making:**

### **THRIVE:**

#### **T: Threat**

Is a communicated or perceived intent to inflict harm or loss on another person.

#### **H: Harm**

Is to do or cause harm.

#### **R: Risk**

Is the likelihood of the event occurring.

#### **I: Investigation**

Is the act or process of examining a crime, problem or situation and considering what action is required.

#### **V: Vulnerability**

Is defined for the purpose of incident management as 'a person is vulnerable if as a result of their situation or circumstances, they are unable to take care or protect themselves, or others from harm or exploitation'.

#### **E: Engagement**

Is where the organisations and individuals build a positive relationship for the benefit of all parties.

### **JOINT DECISION MAKING MODEL:**

