

The Facilitation Guide

Digital Interactive Experience

ACT in a BOX

Marauding Attackers



Tools, techniques, and tips
for effective facilitation



Introduction

The Facilitation Guide has been put together to make your life easier.

The Marauding Attacker digital interactive experience is brought to you by the National Counter Terrorism Security Office (NaCTS). **ACT in a BOX enables businesses to rehearse and explore their response to a terrorist incident.**

The tool has been designed to be intuitive, but this is your go-to place for help and support, should you need it.

This guide provides an overview of the learning, summarises the outcomes you can expect to achieve and shows how the interactions and discussion points work, including details about timings. The tools, techniques, and tips will ensure you have the best learning experience.

This digital interactive experience puts you in the heart of a scenario and allows you to decide what to do next when a disruptive incident occurs. You will see the impact your choices could have on those around you.



How to use this guide

The Facilitation Guide covers each section found in the digital interactive experience and is intended to help a nominated facilitator lead the exercise. As a facilitator, your main role is to guide participants and manage discussions. You do not need to be familiar with protective security, though some knowledge of any security plans or arrangements in place within your business (if applicable) could be of benefit. You can find resources and further support on all aspects of counter terrorism protective security, including it's terms and conditions, on the ProtectUK platform:

<https://www.protectuk.police.uk>




This guide provides a detailed look at the scenario presented including a summary of the key events and the learning outcomes. It looks at how you need to approach the interactions and reflection tasks. It helps you to record your thoughts or the thoughts of the group accurately.

You can read the document through from front to back to fully understand how the experience works and/or you can jump to the section you need using the blue box at the bottom of the page. Each section includes a springboard activity to support you with the transfer of knowledge and know-how into the real world. This could ask you to talk about something, plan something or look at your workplace and see how things are done.

At the end of the digital interactive experience, you will find the Considerations screen with a summary of the key things you might want to think about. This guide includes advice on how to use and apply the considerations and reminds you when to think about them to deepen your understanding and experience.

1. Starting the Session

In this section we will look at the following:

-  **1.1** Location, Times, and Equipment
-  **1.2** Session Opener
-  **1.3** Wellbeing Statement



Duration of digital experience = 3 minutes

Duration of group work = 10 minutes

Total = 13 minutes

The beginning is one of the most important parts of any session. You need to organise where you will do the exercise and the time needed to complete it.

This will be different depending on whether you are doing this experience alone as an individual or as part of a group. It is recommended you complete the scenario in one sitting, though you may wish to incorporate breaks and pauses as required. Planning how you intend to do the session is very important.

If working with a group, think about the following:

- consider any specific learning requirements for your audience, if known (e.g. more time, a copy of the transcript)
- consider how to include individuals who have not participated and may not be confident enough to do so (e.g. follow up questions, breaking into smaller groups or pairs for some discussions)

Quick Tips



1.1 Location, Times, and Equipment



Group Session

When you are leading a group, find a quiet location to hold the session. This could be an office or meeting room. Set aside enough time to work through each section. The experience is designed to be engaging and immersive. It uses animated elements, an audio track and sounds to convey key scenarios. There are options to use a text transcript alongside or instead of audio if needed.

It is recommended that you include all staff, or at least staff from a variety of roles, as part of the process, as this allows participants to share diverse experiences, explore roles and responsibilities and ask questions. You may wish to run more than one session to keep the group size manageable.



If you decide to complete the whole digital learning experience in one sitting as a group, it will take you around 100 minutes with no breaks. Do add breaks to suit your group's needs.

The experience has been designed to work on desktop, laptop, tablet, and mobile devices. You need Wi-Fi to access the experience via the ProtectUK website: <https://www.protectuk.police.uk>

In terms of equipment, the following may be helpful:



Learners in your group may want to use a **notepad and pen** to make notes. As group leader/facilitator you will record thoughts and findings in the digital interactive experience and can save a copy at the end.



As group leader, you may opt to use a **whiteboard** or large piece of paper to summarise ideas coming from the group.



Think about how your learners will see the digital experience - a large **screen or projector** should work well.



Individual Session

This experience is intended to be completed in a group format but can be completed as an individual, for example an owner-operator. We recommend a quiet location for your session so you can engage with the scenarios and think through your decisions. The experience is designed to be engaging and immersive. It uses animated elements, an audio track and sounds to convey key scenarios. There are options to use a text transcript alongside or instead of audio if needed.

Think about setting time aside to be able to work through each section and think about how it applies to your role. If you need to complete this on the go, away from your usual place of work, in a café, it is designed to work on mobile devices.



If you decide to complete the whole digital learning experience in one sitting, as an individual it will take you around 60 minutes.

The experience has been designed to work on a desktop, laptop, and tablet devices too. You need Wi-Fi to access the experience via the ProtectUK website: <https://www.protectuk.police.uk>

In terms of equipment, the following may be helpful:



A **notepad and pen** may be useful, but you will have a chance to record your thoughts within the digital interactive experience and can save or print a copy of those notes.



Headphones may help you focus on the audio track and sound effects.

1.2 Session Opener

How does the session work?

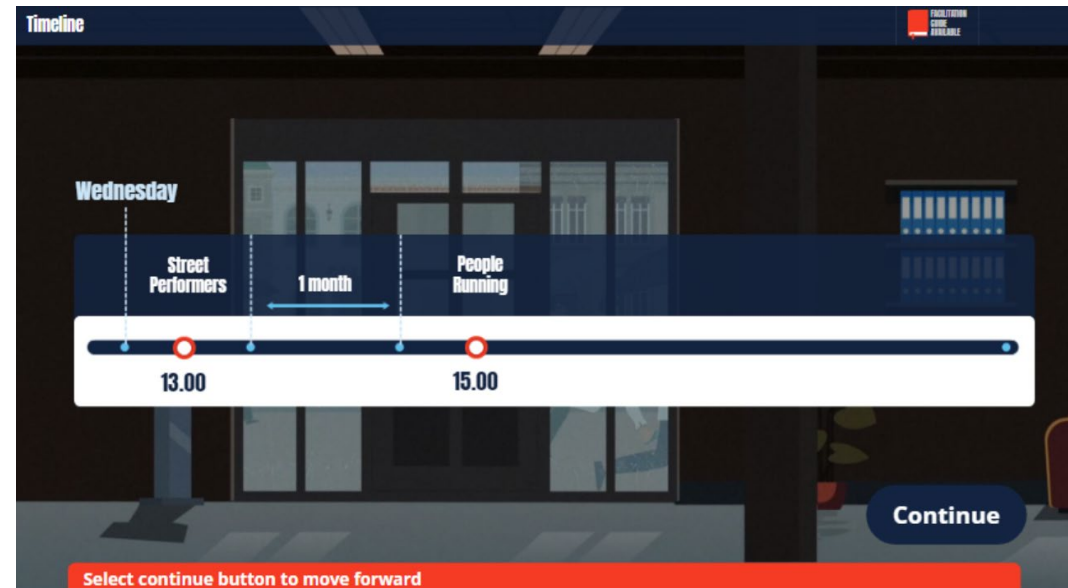
This digital interactive experience follows the story of our scenario. In this topic it focuses on a marauding attacker with a knife.

You can start the digital interactive experience by clicking on the Start button on the title screen of the experience.

As you work through the scenario you encounter dilemmas, make decisions, and see possible consequences play out. You then have an opportunity to reflect on your decisions and select a different action if you would like. There is feedback and guidance showing what you can do if you ever face a similar situation.

The scenario will be presented in chronological order and will be broken into sections so you can pause and reflect. You can also bookmark where you are and come back to the experience if you cannot complete it in one sitting.

You can download PDF copies of your text entries and supplemental resources. Please note that these documents will not be automatically saved or accessible within the learning platform, so be sure to download and store them locally for future reference. Your text responses will not be available to anyone but you.



What is the aim of the session?

The aim of the session is to exercise your business' response to a fictional marauding attacker in line with national counter terrorism guidance.

Once you have completed this digital interactive experience you will be able to:

- identify where to find information about responding to a marauding attacker with a knife
- explain one possible way to respond if there is a marauding attacker with a knife near or in your venue
 - recall the emergency exits, escape routes and appropriate hiding places within your venue
 - compile a report for the emergency services using the **ETHANE** format

The scenario presented to you is fictional, but it is intended to provoke thoughtful reflection, decision making and awareness of different actions and consequences.

This experience looks at how business leaders and all staff can take proportionate actions to help protect colleagues, customers and the public when facing a terrorist (or similar) event that calls for you to respond effectively to reduce the impact and harm.

An element of the content helps businesses to strengthen their protection against terrorism by reducing opportunities for a successful attack.



Group Session

The session opener will help you to set the tone and put your participants at ease. It is important to the overall success of your session that you grab the attention of your participants and establish your credibility as a facilitator right from the start.

Remember the following mnemonic for the opening of your session and you won't go far wrong!

INTRO

Interest: Grab people's attention through a personal story or links to a current news story that will spark their interest.

Name: Who am I, what is my background and why would you listen to me?

Timing: How long, structure of session?

Range: What will be covered?

Outputs: What can people expect to take away from the session?

All of this can be communicated to your group in a short amount of time.

If the group knows each other, welcome everyone and start the session by selecting Start on the title page of the digital interactive experience.

If the group don't know each other, then you could allow time for mingling or run one of the quick introductions shown below.



Group Session – Introductions

Exercise: Which is False?

What is the objective of the exercise?

This exercise will help you get your session off to a positive start in an enjoyable way.

How does the exercise work?

Immediately after the introduction to your session, tell the group to think of two things about themselves that are true and one thing that is false.

Then each person should share their three statements in no particular order and the others guess which is false. Keep the answers light and the pace of response fast-moving to maintain the momentum.



How long will the exercise take?

5 minutes

Exercise: Paired up

What is the objective of the exercise?

This exercise will help you get your session off to a positive start in an engaging way.

How does the exercise work?

Immediately after the introduction to your session, tell the group to talk in pairs and then introduce each other to the wider group.

Keep the answers light and the pace of response fast-moving to maintain the momentum.



How long will the exercise take?

5 minutes

Quick Tips

Note - there are options on the navigation bar of the digital interactive experience to access a transcript, turn audio off, or use a glossary.

1.3 Wellbeing Statement



Animation

Learners watch an animation and hear a voiceover which explains that NaCTSO has created this experience for businesses.

As terrorism is often an emotive and difficult topic, the animation includes an advisory message that learners should seek support if they find the scenario content distressing.



Group Session



When the animation concludes, ensure that you communicate to the group who they can speak to if affected. Explain how the session works and the aim using the content above.

The animation shows that there are many ways that an incident could unfold and so this digital interactive experience doesn't cover all eventualities or appropriate response actions. Instead, it shows an example of how an event could occur. It aims to be as generic as possible too, so it resonates with different business sizes and types.

Exercise: Answer Questions

As a group, you need to answer some questions about your business. This relates to:

- the size of your business
- the name of your business
- whether you have security staff

Complete the questions together in the digital interactive experience so that some scenes can be tailored to suit your business.



Animation

Watch the animation continue to play through.





Group Session

Exercise: Rate Your Ability



Ask the group to talk about how well they understand the process of identifying and responding to a marauding attacker.

Come to a collective agreement about how people feel generally in the group and select your response.



Encourage individuals in the group to share what they think and why when it comes to understanding how to respond.

Quick Tips



Use questions including:

Why do you feel that way?

Can you give any examples that support what you think?

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[Closing the
Session](#)

2. Inject 1 - Outside the Venue

In this section we will look at the following:

- 2.1 What do you do?
- 2.2 Consequences
- 2.3 Reflection
- 2.4 Guidance



Duration of digital experience = 3 minutes
Duration of group work = 12 minutes
Total = 15 minutes

This inject looks at an incident that occurs on and near your premises on a busy day.



Learning Outcomes

When you have completed this inject, you will be able to:

- define what we mean by a marauding attacker
- recognise that you need to protect their own safety if an incident occurs and the safety of those within their site
- identify where you can find information about responding to a marauding attacker with a knife



Group Session

Talk to the group about the outcomes for the inject and/or use them to summarise at the end.



Animation

Our scenario begins with some commotion outside of your business premises.

Watch the scenario unfold.

The animation focuses on people outside the venue who have stopped to look at something that is unfolding on the street outside.



2.1 What do you do?



Group Session

Exercise: What do you do?

What is the objective of the exercise?

This exercise will help you to think about what to do next.

Within the group setting this exercise will help to stimulate discussion and thoughts about the impact that your decisions can have on you and others around you.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you what your immediate actions would be, then pause and pose the question to the group.

Let them talk through the options and say what they think and why. If the group are quiet, then ask them to talk in pairs to decide which option is best and the reasons why. Then ask the pairs to share their thoughts with the group. Decide together which option is best. Click on the option to see the potential consequences play out.

Note, the first option chosen will be recorded and at the end there will be feedback.



How long will the exercise take?

2-3 minutes



Inject 1 - Outside the Venue | What do you do?

FUGITIVE/CRIME PROGRESSIBLE Fictional Content

Would you take any protective action at this stage?

- A No, it is not an emergency
- B Try to establish what is happening
- C Yes, I would treat the situation as an emergency

Ok

Select the best option

2.2 Consequences



Animation

Watch the consequence and think about the impact that the choice or decision had on you and those around you within the scenario. Think about the potential impact on your business.



Group Session

When leading a group, watch those around you to gauge their initial reaction.



As the leader, summarise what you just saw and ask people in the group if that was what they expected.

Use open questions to generate discussion.

Quick Tips

Open questions could include:

What did you expect to see?

What stood out to you?

How else could you look at this situation?

This discussion should only take a few minutes to validate what people think.



As part of the feedback, you can click 'retry' to go back to the question and see what the other consequences are. This can help to validate the best option in the situation.

The best option here would be to try to establish what is happening before making any decisions to ignore or treat the events unfolding as an emergency.



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2.3 Reflection



Group Session

Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on the first inject.

With the group, go through the key reflection question in the experience and record thoughts and ideas.

The question is:



Which situational factors or information would you consider in determining how to respond to a disturbance?

Support the group with a hint if needed. The hint box on the screen shows that the information to be considered could include how the public are responding (e.g. whether they appear afraid) and distance from your venue.

If you don't have procedures in place to support a response to an incident like this, then you can consult the information on the ProtectUK website.



How long will the exercise take?

5 minutes



Group Session

Exercise: Springboard

What is the objective of the exercise?

This is an opportunity to cement learning via a more practical task.

The activity here involves thinking about how to respond to an incident that might be taking place outside your venue.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to do the springboard activity, you need to carry out the following task.

Take time to think about your venue, considering where you are located and the types of incidents that could occur and disrupt your work either inside or outside of your premises.

Learners can work in pairs to review and collate their thoughts and share back with the group at the end. Answers will depend on your unique circumstances but may include terrorist attacks, criminal activity, or antisocial behaviour.



How long will the exercise take?

8 minutes

2.4 Guidance



Group Session



Click and Reveal

Use the Guidance screen in the digital interactive experience as a summary of the key actions that are needed in this situation and any similar situations.

In the group, read out the guidance. Check people understand.

Quick Tips 

There are guidance pages relating to marauding attackers on the ProtectUK website with more information if you need it for reference or support.


<https://protectuk.police.uk>

3. Inject 2 - People Running

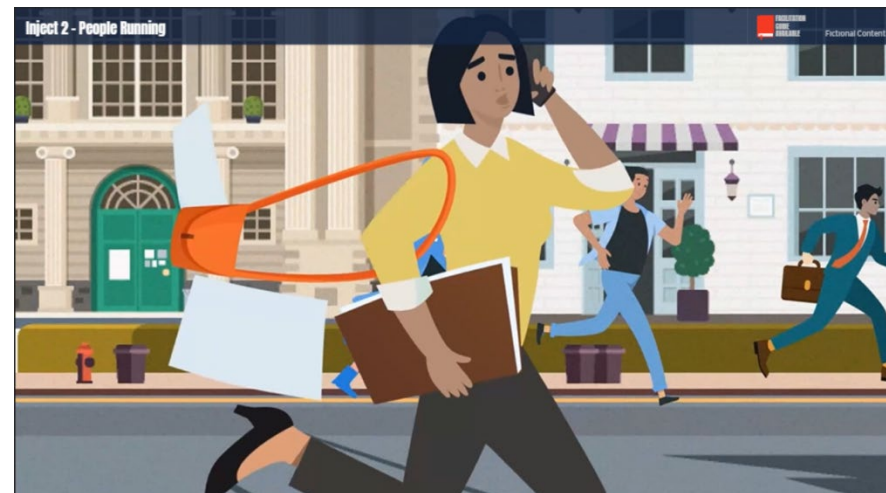
In this section we will look at the following:

- 3.1 What do you do?
- 3.2 Consequences
- 3.3 Reflection
- 3.4 Guidance

This inject continues our scenario and shows what happens when a month later there is another commotion outside your venue. People seem to be running from something.



Duration of digital experience = 2 minutes
Duration of group work = 13 minutes
Total = 15 minutes



Learning Outcomes

When you have completed this inject, you will be able to:

- explain one possible way to respond if there is a marauding attacker with a knife near or in your venue
- define what you mean by a marauding attack
- describe the steps you could take in response to a marauding attacker with a knife



Group Session

Talk to the group about the outcomes for the inject and/or use them to summarise at the end.



Animation

Our scenario continues from inject 1. Watch the scenario unfold.

The animation focuses on people running outside your venue in response to something happening on the street. You are looking to see what is happening.

3.1 What do you do?



Group Session



Click and Reveal

Exercise: What do you do?

What is the objective of the exercise?

This exercise will help you to think about what to do when there is a potential incident near to where you work.

How does the exercise work?

When you reach the screen in the digital interactive experience with the question about action you would take at this stage, pause, and pose it to the group.

Let the group talk through the options and say what they think and why. If the group are quiet, then lead them by illustrating your thoughts on one of the options. Then invite them to do the same.



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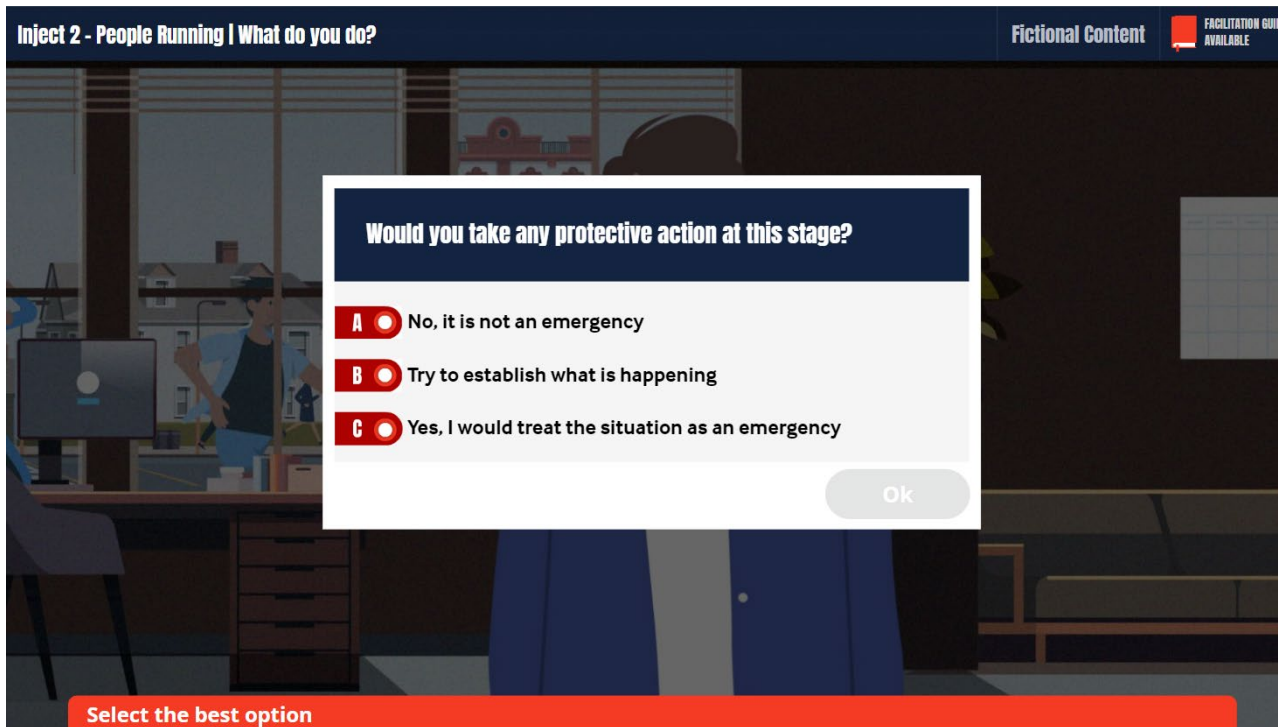
[Closing the
Session](#)



How long will the exercise take?

3-5 minutes

This exercise should take around three to five minutes to decide which option to choose.



Inject 2 - People Running | What do you do?

Fictional Content

FACILITATION GUIDE AVAILABLE

Would you take any protective action at this stage?

- A** No, it is not an emergency
- B** Try to establish what is happening
- C** Yes, I would treat the situation as an emergency

Ok

Select the best option

3.2 Consequences

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[Closing the
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Animation

Watch the consequence for your option and think about the impact that the choice or decision had on you and those around you within the scenario. Think about the potential impact on your business.



Group Session

When leading a group, watch the reaction of those around you to gauge their initial reaction.



As the leader/facilitator, summarise what you just saw and ask people in the group if that was what they expected.

Use open questions to generate discussion.

Quick Tips

Open questions could include:

How did that make you feel?

Talk through how you would have faced this situation in your role.

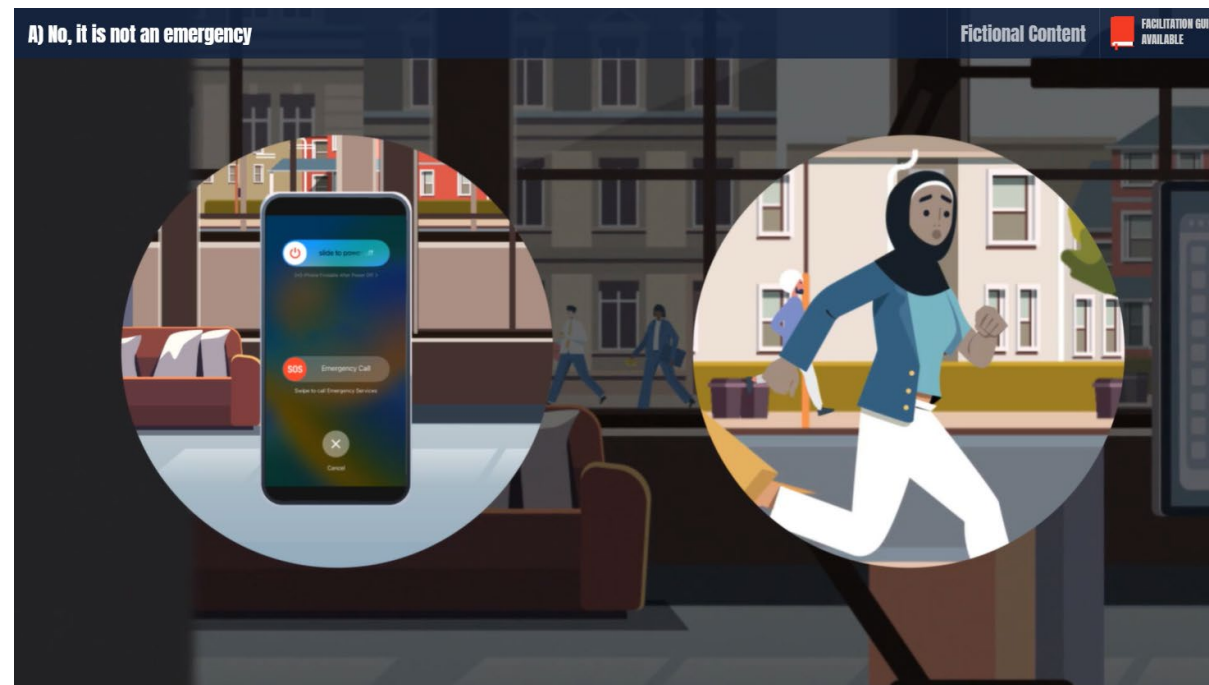
What impact are you having on those around you?

This discussion should take five minutes to validate what people think.



As part of the feedback, you can click 'retry' to go back to the question and see what the other consequences are. This can help to validate the best option in the situation.

The best option here would be to try to establish what is happening before making any decisions to ignore or treat the events unfolding as an emergency.



3.3 Reflection



Group Session

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Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on this inject.

With the group, go through the key reflection questions in the experience and record thoughts and ideas.

The questions are:



Where could you obtain information from in advance to help you understand how to respond to an incident? [HINT available]

What physical barriers do you have in your venue that could be used to stop attackers from coming in if they are outside? Or if you work outdoors, where could you go to keep secure?

Support the group when they respond to the questions. Answers will differ depending on your premises and roles/responsibilities. If you are not sure about how to organise your business to respond appropriately, you can consult the information on the ProtectUK website.



How long will the exercise take?

5 minutes



Group Session

Exercise: Springboard

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What is the objective of the exercise?

This is an opportunity to do a more practical task.

The activity here involves thinking about how to access or find out about emergency procedures or incident response plans.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to do the springboard activity, you need to think about the task and plan to complete it. The task is:

Think about your venue and the emergency procedures that you have in place. Do you know what they are? Do you know who to talk to or where to find out more about them?

As a group talk through the task and work out the right responses together. Support the group especially if they are struggling to identify the procedures or person to contact. Encourage them to use tools at their disposal, such as an intranet or HR, to locate the right documentation or person. If you do not have an incident response plan or other associated plans, it is recommended that you develop one using the protective security guidance on ProtectUK. Ensure that you communicate said plans and responsibilities to staff.



How long will the exercise take?

5 minutes

2.3 Guidance



Group Session

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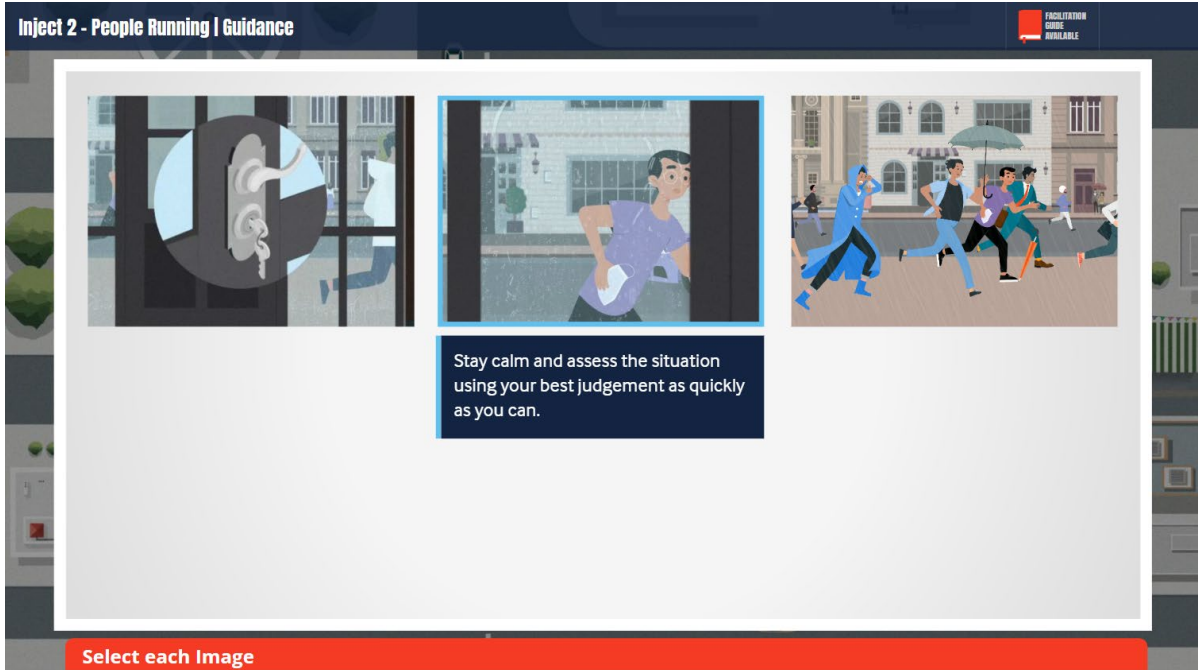
[Closing the
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#

**Click and Reveal**

Use the Guidance screen in the digital interactive experience as a summary of the key actions that are needed in this situation and any similar situations.

In the group, read out the guidance. Check people understand.



Inject 2 - People Running | Guidance

FACILITATOR GUIDE AVAILABLE

Stay calm and assess the situation using your best judgement as quickly as you can.

Select each Image


4. Inject 3 - The Knives

[Starting the Session](#)[Inject 1](#)[Inject 2](#)[Inject 3](#)[Inject 4](#)[Inject 5](#)[Inject 6](#)[Inject 7](#)[Closing the Session](#)

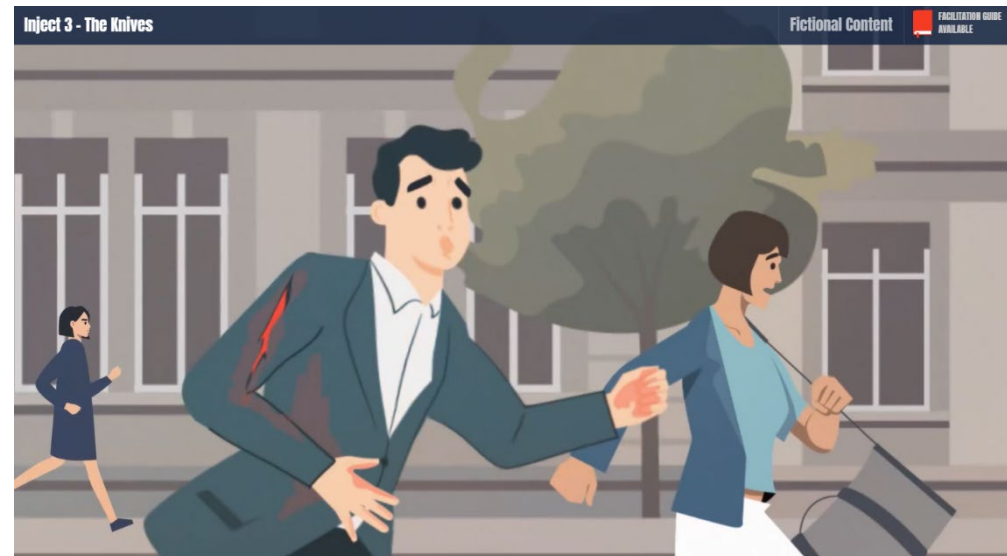
In this section we will look at the following:

- 4.1 Where do we do?
- 4.2 Consequences
- 4.3 Reflection
- 4.4 Guidance

This inject continues our scenario and shows a commotion outside your venue.



Duration of digital experience = 3 minutes
Duration of group work = 10 minutes
Total = 13 minutes



Learning Outcomes

When you have completed this inject, you will be able to:

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- explain one possible way to respond if there is a marauding attacker with a knife near or in your venue
- recall the emergency exits, escape routes and appropriate hiding places within your venue



Group Session

Talk to the group about the outcomes for the inject and/or use them to summarise at the end.



Animation

Our scenario continues from inject 2. Watch the scenario unfold.

The animation focuses on people running outside and trying to get away from something. You are watching what is going on trying to establish the facts when you see three people attacking others with knives.



4.1 What do you do?



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Group Session**Exercise: What do you do?****What is the objective of the exercise?**

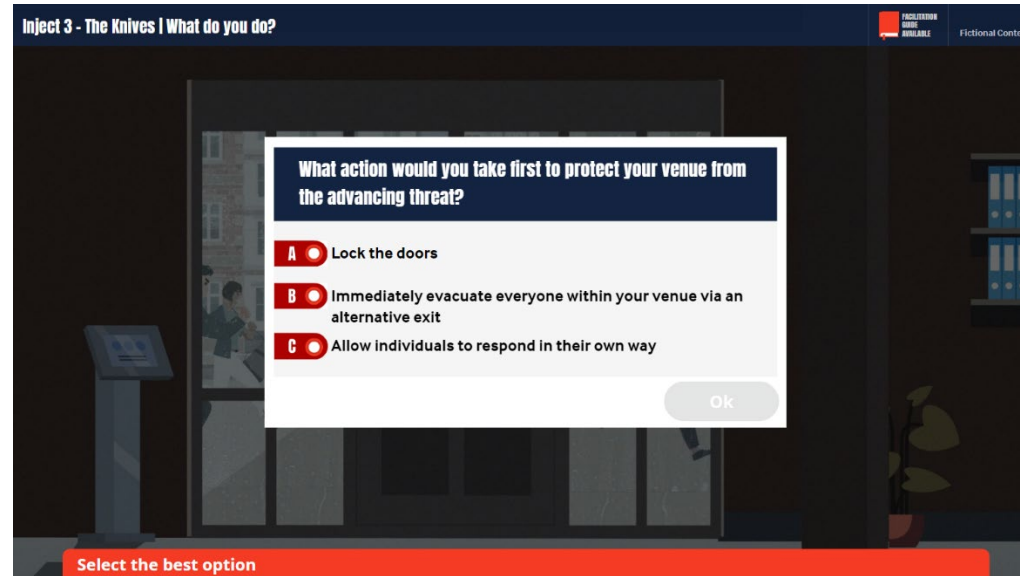
This exercise will help you to think about what to do next.

Within the group setting this exercise will help to stimulate discussion and thoughts about the impact that your decisions can have on you and others around you.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you what your immediate actions would be, then pause and pose the question with the group.

Let them talk through the options and say what they think and why.



If the group are quiet, then ask them to talk in pairs to decide which option is best and the reasons why. Then ask the pairs to share their thoughts with the group.

Decide together which option is best.

Note, the first option chosen will be recorded and at the end there will be feedback.



How long will the exercise take?

5 minutes

Then click on the option to see the potential consequences play out.

4.2 Consequences



Animation

Watch the consequence and think about the impact that the choice or decision had on you and those around you within the scenario. Think about the potential impact on your business.



Group Session

When leading a group, watch the reaction of those around you to gauge their initial response.



As the leader, summarise what you just saw and ask people in the group if that was what they expected.

Use open questions to generate discussion.

Quick Tips



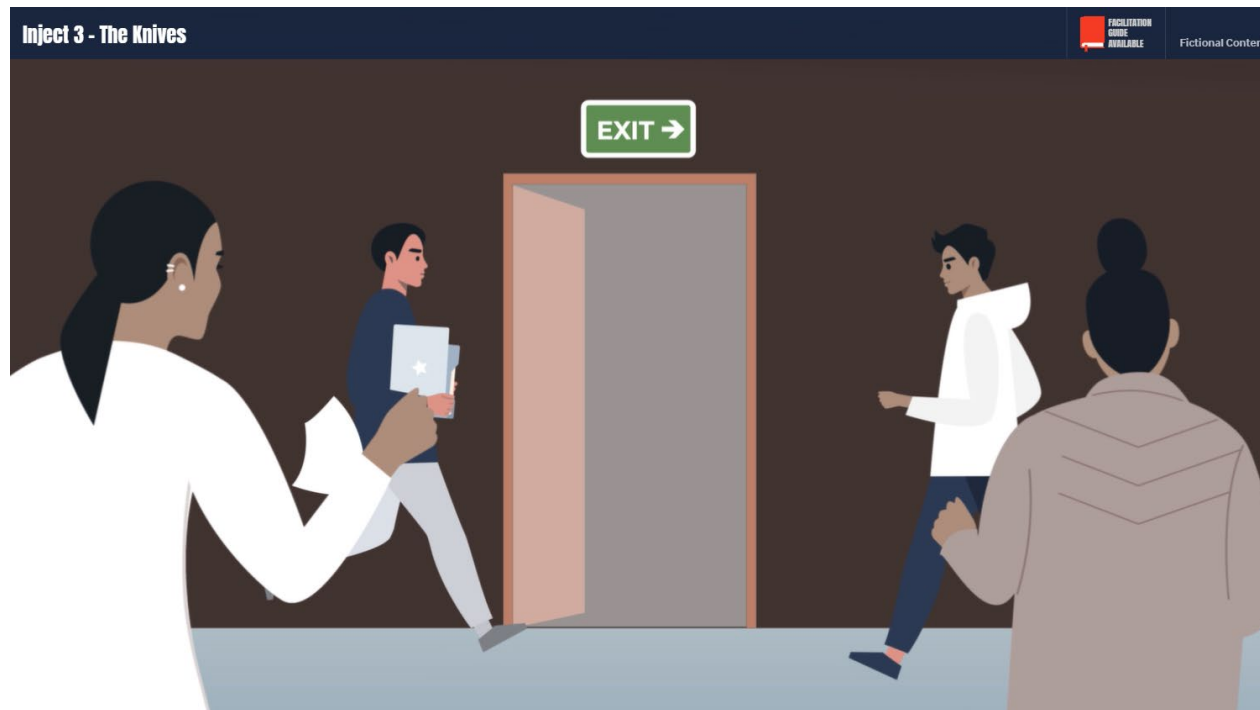
Encourage the group to think about the other options and what they think the consequences could be before you click to 'retry' and explore what could occur.

This discussion should only take a few minutes to validate what people think.



As part of the feedback, you can click 'retry' to go back to the question and see what the other consequences are. This can help to validate the best option in the situation.

The best option here would be to lock the doors to help protect yourself and those around you. You need to stop the attackers from gaining entrance as they are right outside. In other situations, the best response may be to run.



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4.3 Reflection



Group Session

Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on this inject.



Click and Reveal

There is an interaction to help you think about where to hide. You need to select some places within the scenario location. Work together to click on various options.

Then with the group, go through the key reflection questions in the experience and record thoughts and ideas.

The questions include:



Are you familiar with the emergency exits and routes out of your premises if required?

Who within the site can decide to implement or authorise an invacuation, evacuation or lockdown in the event of an emergency?

Support the group when they respond.

Invacuation involves moving people away from a threat and towards a pre-determined place of relative safety whilst remaining inside the premises. Evacuation involves moving people outside a building or area away from a threat and towards a place of relative safety.



How long will the exercise take?

5 minutes



Group Session

Exercise: Springboard

What is the objective of the exercise?

This is an opportunity to do a more practical task.

The activity here involves looking for hiding spots.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to do the springboard activity, you need to think about this task:

Go and have a look at the entrances and exits you have noted earlier. Look for the ideal places to hide and keep you and others as safe as possible if you are involved in an incident where you need to hide.

Get the group to carry out the task together walking around the premises or in pairs, then report back to the group. You could also time how long it takes employees to move from their usual place of work to an appropriate hiding spot. You may allow time for staff to complete this task when they return to their own work location. Or you may be able to take the time now to complete it.



How long will the exercise take?

5-10 minutes

4.4 Guidance



Group Session



Click and Reveal

Use the Guidance screen in the digital interactive experience as a summary of the key actions that are needed in this situation and any similar situations.

In the group, read out the guidance. Check people understand.

Quick Tips 

There are guidance pages and resources on ProtectUK that can support you with responding to a marauding attacker, including RUN HIDE TELL.


<https://protectuk.police.uk>

5. Inject 4 - Lockdown

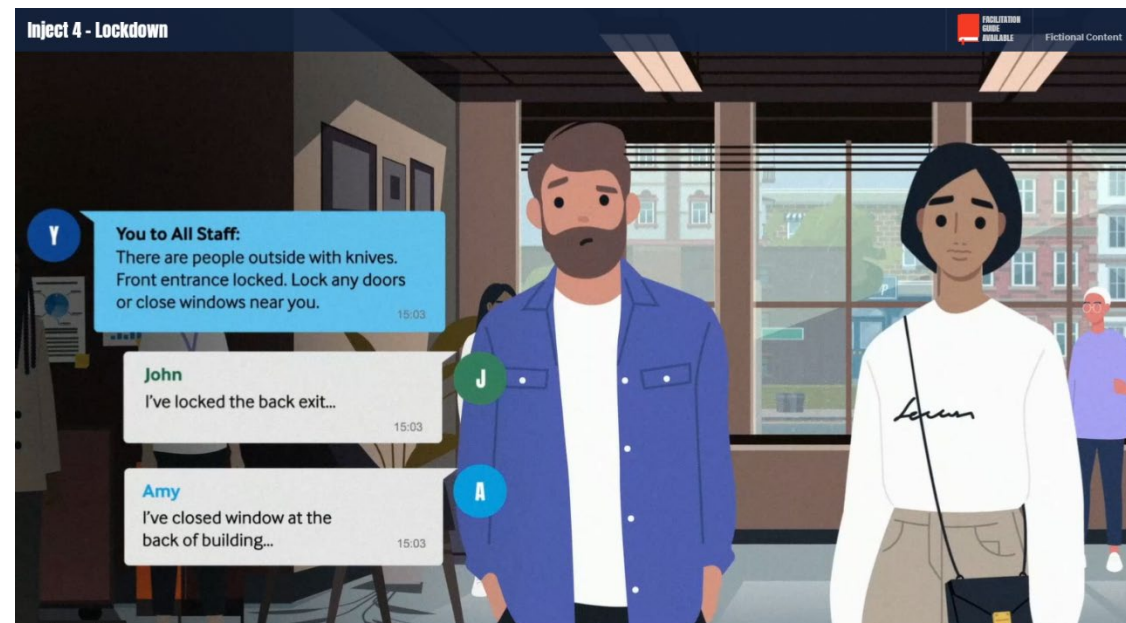
In this section we will look at the following:

- 5.1 What do you do?
- 5.2 Consequences
- 5.3 Reflection
- 5.4 Guidance

This inject continues our scenario and shows that the marauding attack is still taking place outside your venue.



Duration of digital experience = 5 minutes
Duration of group work = 20 minutes
Total = 25 minutes



Learning Outcomes

When you have completed this inject, you will be able to:

- describe one possible way to respond if there is a marauding attacker with a knife near or in their venue
- explain how to protect other staff, customers and the public if an incident occurs
- explain where to hide within and near their workplace



Group Session

Talk to the group about the outcomes for the inject use them to summarise at the end. Explain that we are looking at what needs to happen to lockdown a premises when there is an incident outside.

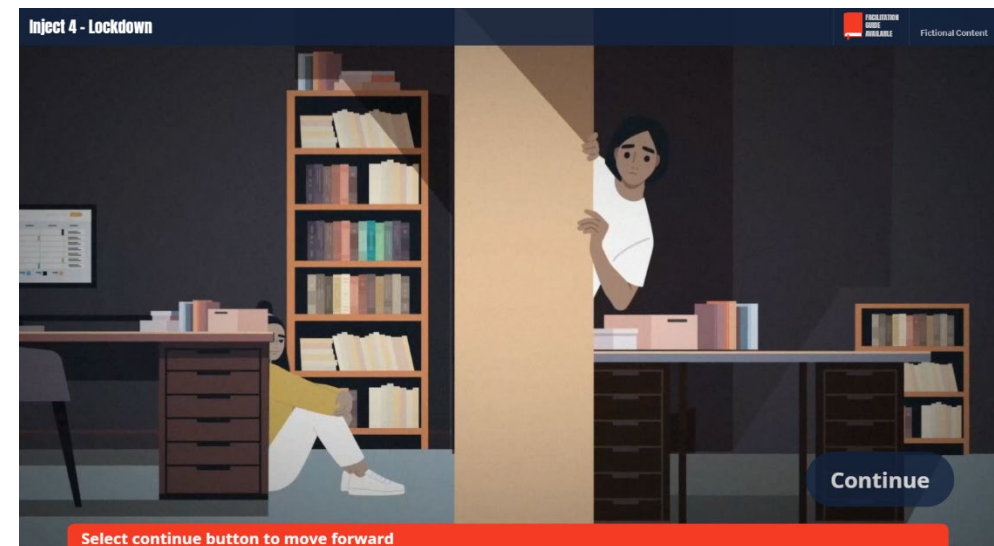


Animation

Our scenario continues from inject 3.

Watch the scenario unfold.

The animation focuses on the lockdown event and how you communicate with people inside your venue, so they know what to do next.



5.1 What do you do?



Group Session

Exercise: What do you do?

What is the objective of the exercise?

This exercise will help you to think about what to do next.

Within the group setting this exercise will help to stimulate discussion and thoughts about the impact that your decisions can have on you and others around you.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to decide how to let people in your building know what to do next, pose the question.

Let them talk through the options and say what they think and why.

They need to think about each announcement, and which one works best to protect people.

Decide together as a group which option is best.

If the group are quiet, then ask them to split into two groups. Each group takes one option and needs to talk about the pros and cons of their option to the others in the group and say if they agree with the actions or not.

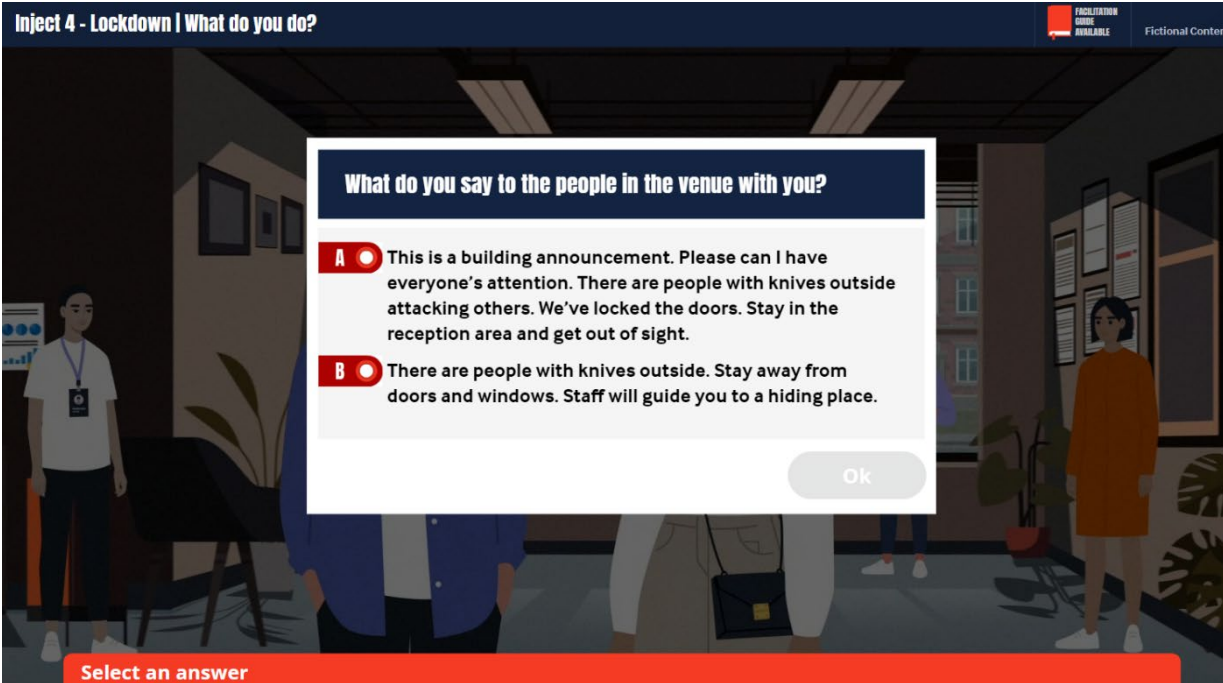
Note, the first option chosen will be recorded and at the end there will be feedback.



How long will the exercise take?

5 minutes

Then click on the option to see the consequences play out.



Inject 4 - Lockdown | What do you do?

FACILITATION GUIDE AVAILABLE Fictional Content

What do you say to the people in the venue with you?

- A** This is a building announcement. Please can I have everyone's attention. There are people with knives outside attacking others. We've locked the doors. Stay in the reception area and get out of sight.
- B** There are people with knives outside. Stay away from doors and windows. Staff will guide you to a hiding place.

Ok

Select an answer

5.2 Consequences

[Starting the Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the Session](#)



Animation

Watch the consequence and think about the impact that the choice or decision had on you and those around you within the scenario. Think about the potential impact on your business.



Group Session

When leading a group, watch the reaction of those around you to gauge their initial response.



As the leader, summarise the correct option and explain why.

The best announcement is concise and direct. It will communicate actions and not contain anything unnecessary or reveal any locations in case the attackers can hear it too.

This discussion should only take a few minutes to validate what people think.



As part of the feedback, you can click 'retry' to go back to the question and see what the other consequences are. This can help to validate the best option in the situation.

5.3 Reflection



Group Session

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on this inject.

With the group, go through the key reflection questions in the experience and record thoughts and ideas.

The questions include:



How would you warn customers/visitors in your venue to get them to understand what to do next? [HINT available]

If you make any announcements over the PA or by shouting to people, what should you say and what shouldn't you say?

What would you now instruct customers and staff to do to avoid detection? [HINT available]

Support the group when they respond.



How long will the exercise take?

5-10 minutes



Group Session

Exercise: Springboard

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

What is the objective of the exercise?

This is an opportunity to do a more practical task.

The activity here involves looking at looking around your venue to think about how you would perform a lockdown.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to do the springboard activity, you need to think about your own workplace.

The exercise asks you to:

Take time to walk around your venue and think about how you could carry out a lockdown if there was an incident outside. How would you communicate with others? Where would you hide? What provisions are nearby - first aid kit, mobile phone, grab bag...

You can plan when people in the group will do the task and whether it is best to look now or allow staff to schedule this task in once they are back at their work location. You could also time how long it takes employees to lock doors and windows, and guide individual to a hiding spot, from their usual place of work.



How long will the exercise take?

5-15 minutes

5.4 Guidance



Group Session

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

#



Click and Reveal

Use the Guidance screen in the digital interactive experience as a summary of the key actions that are needed in this situation and any similar situations.

This inject includes a screen on RUN HIDE TELL and what this means. Take time to review each action with the group and talk through how it will help protect people. You could also discuss how RUN HIDE TELL could be implemented at the premises if you have not covered this already. Ask them why they think this is the core guidance given to people who face an incident like a marauding attack.


In the group, read out the guidance. Check people understand.



If there is an incident that threatens you, your staff, or customers then the best thing is to RUN. If you can't RUN, then you must HIDE and then TELL the emergency services if it is safe to do so.

6. Inject 5 - The Attackers

In this section we will look at the following:

 Duration of digital experience = 3 minutes
Duration of group work = 12 minutes
Total = 15 minutes

[Starting the Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Inject 8](#)

[Inject 9](#)

[Inject 10](#)

[Inject 11](#)

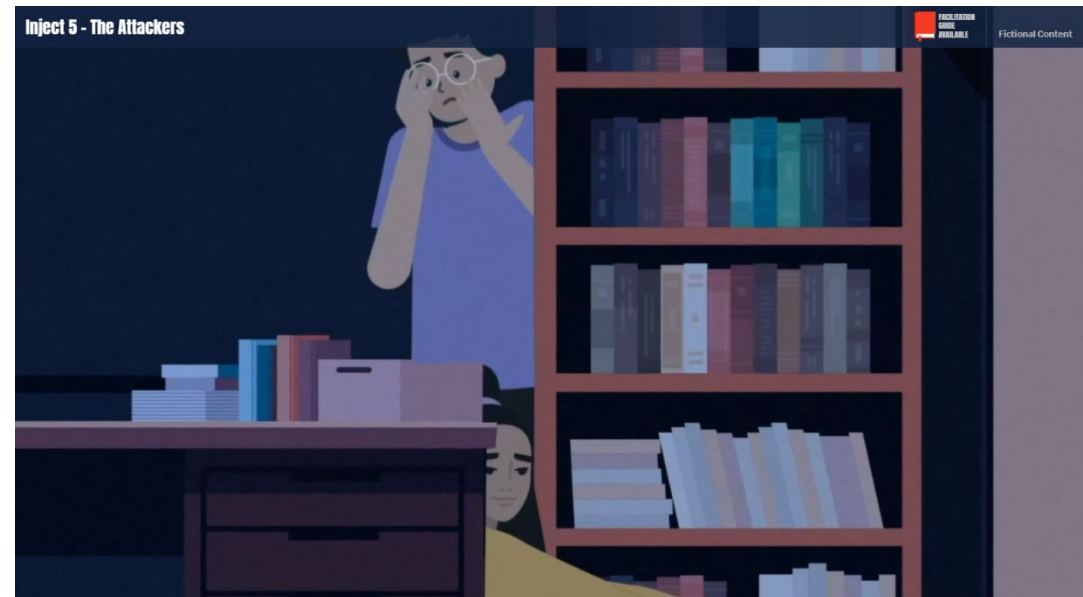
6.1 What do you do?

■ 6.2 Consequences

■ 6.3 Reflection

■ 6.4 Guidance

This inject continues our scenario and shows people hiding within the premises after being locked in.



Learning Outcomes

When you have completed this inject, you will be able to:

- recall the emergency exits, escape routes and appropriate hiding places within your venue
- explain where you could hide within and near your workplace
- explain how to protect other staff, customers and the public if an incident occurs and it is safe to look out for others

- compile a report for the emergency services using the **ETHANE** format



Group Session

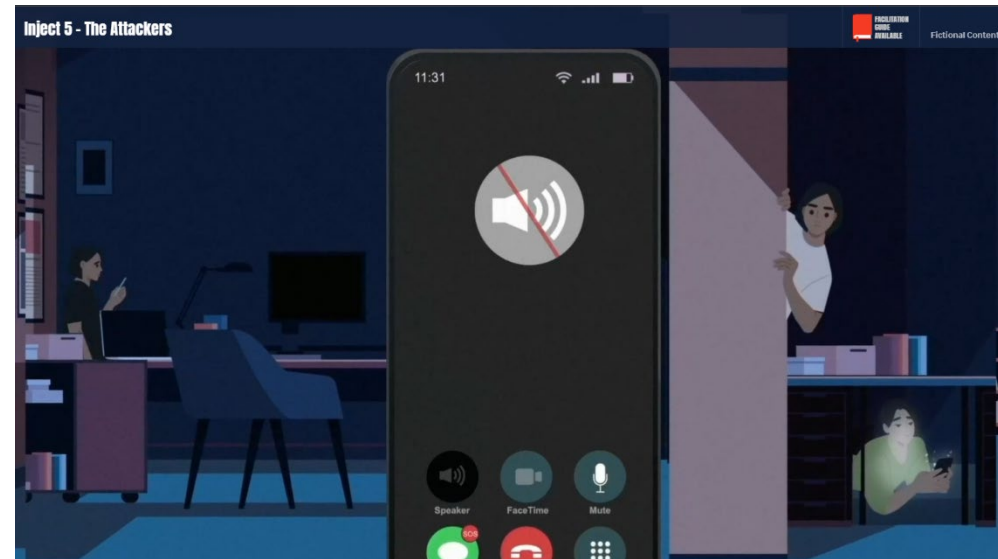
Talk to the group about the outcomes for the inject and/or use them to summarise at the end. Explain that we are building on the previous scenes in the scenario.



Animation

Our scenario continues from inject 4. Watch the scenario unfold. The animation focuses on where people could be guided to during an event like this and then what they need to do next to stay safe.

6.1 What do you do?



Group Session

Exercise: What do you do?

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

What is the objective of the exercise?

This exercise will help you to think about what to do next.

Within the group setting this exercise will help to stimulate discussion and thoughts about the impact that your decisions can have on you and others around you.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to decide what to do when you are in your hiding place, pose the question to the group. Let them talk through the options and say what they think and why.

They need to think about each option and decide together as a group which option is best.

If the group are quiet, then ask them to work in pairs to review each option and then feedback their ideas to the others in the group.


Note, the first option chosen will be recorded and at the end there will be feedback.

**How long will the exercise take?**

2-3 minutes

Then click on the option to see the consequences play out.

Inject 5 - The Attackers | What do you do?

Fictional Content 

What would your next action be?

- A** Release people from the building
- B** Treatment of the injured
- C** Contact the emergency services

Ok

Select the best option

6.2 Consequences



Animation

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

Watch the consequence and think about the impact that the choice or decision had on you and those around you within the scenario. Think about the potential impact on your business.



Group Session

When leading a group, watch the reaction of those around you to gauge their initial reaction.



As the leader, summarise the correct option and explain why.

The best action in this situation is to contact the emergency services to let them know what is happening as you have assessed that it is safe to do so. The injured in this situation are not badly injured and moving about to treat them could attract the attention of the attackers. Releasing the people from the building could put them at risk.

This discussion should only take a few minutes to validate what people think.



As part of the feedback, you can click 'retry' to go back to the question and see what the other consequences are. This can help to validate the best option in the situation.

6.3 Reflection



Group Session

Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on this inject.



With the group, go through the key reflection questions in the experience and record thoughts and ideas.

The questions are:

Do you have PAcT or first aid kits onsite? Do you know their locations?

Should you treat anyone who is injured and if so, who would you treat first and why?

Do you have a mechanism to warn nearby sites of the danger and who would be responsible for this?

Support the group when they respond to the questions. Answers will differ depending on your premises and roles/responsibilities. If you are not sure about how to organise your business to respond appropriately, you can consult with the information on the ProtectUK website.



How long will the exercise take?

5-10 minutes



Group Session

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

Exercise: Springboard

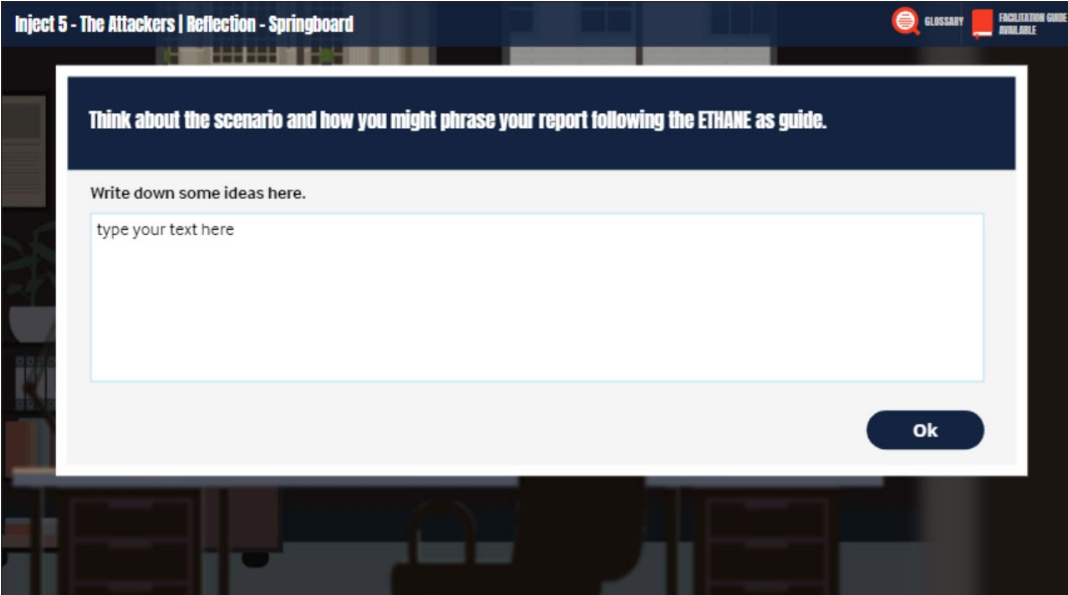
What is the objective of the exercise?

This is an opportunity to do a more practical task here.

The activity here involves you thinking about the scenario and how you might phrase your report to the emergency services.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to do the springboard activity, you need to think about the task and plan to complete it.



The task is:

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

Think about the scenario and how you might phrase your report following the ETHANE as guide.

Encourage the group to share what they think, before feeding them the details which are:

- **Exact Location**
- **Type of incident**
- **Hazards present or suspected**
- **Access - routes that are safe to use**
- **Number, type, severity of casualties**
- **Emergency services present and those required**

If you want to know more about ETHANE, you can consult with the information on the ProtectUK website.

Learners can work in pairs to note down the key facts for each bullet point which could be relayed to the emergency services for this scenario.



How long will the exercise take?

5-10 minutes

6.4 Guidance



Group Session

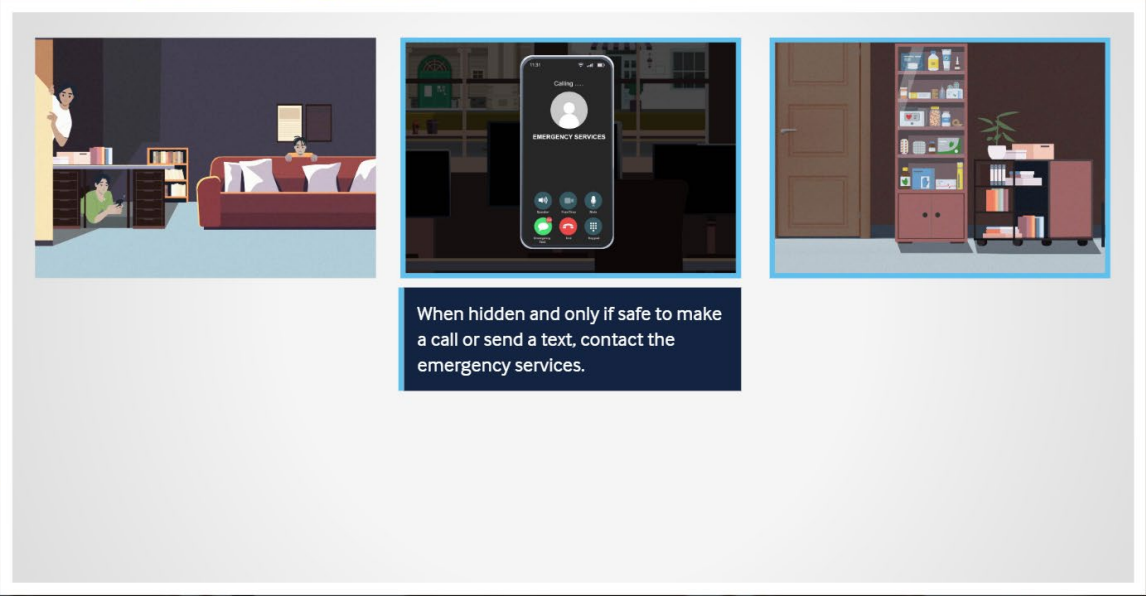


Click and Reveal

Use the Guidance screen in the digital interactive experience as a summary of the key actions that are needed in this situation and any similar situations.

In the group, read out the guidance. Check people understand.

Inject 5 - The Attackers | Guidance FACILITATION GUIDE AVAILABLE



When hidden and only if safe to make a call or send a text, contact the emergency services.

Select each Image

[Starting the Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the Session](#)

7. Inject 6 - The Police

In this section we will look at the following:

- 7.1 The Police
- 7.2 Reflection
- 7.3 Guidance

This inject continues our scenario and shows what happens when the police arrive at the incident.



Duration of digital experience = 5 minutes

Duration of group work = 5 minutes

Total = 10 minutes



Learning Outcomes

When you have completed this inject, you will be able to:

- compile an ETHANE message for reporting an incident
- explain the steps needed to report an incident appropriately to the authorities



Group Session

Talk to the group about the outcomes for the inject. Explain that we are building on the previous scenes in the scenario.



Animation

Our scenario continues from inject 5.

Watch the scenario unfold.

The animation focuses on the steps that need to be taken once the police have established control of the scene.

7.1 The Police



Group Session



Animation

Play the animation and help the group to think about how the role of the police and emergency services when they arrive at the location.

Think about their primary tasks and how they will be focused on making the area safe. You may wish to explain to the learners that it may be some time before the police are able to release everyone from the premises. Police may be dressed in alternative uniform and treat people firmly, but everyone should follow their instructions and avoid sudden movements. It is important that employees remain calm and composed, particularly in response to others who may become agitated or impatient.

Quick Tips 

Remember the emergency services may need your support if they need to access areas of the premises and evacuate people hiding once the marauding attack is under control.

7.2 Reflection



Group Session

Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on this inject.

With the group, go through the key reflection questions in the experience and record thoughts and ideas.

The questions are:



How might you work with management to support the emergency services in their response? [HINT available]

What actions would you expect from your management at this stage? [HINT available]

Support the group when they respond to the question. Answers will differ depending on your business and roles/responsibilities. If you are not sure about how to organise your business to respond appropriately, you can consult with the information on the ProtectUK website.



How long will the exercise take?

3-5 minutes



Group Session

Exercise: Springboard

What is the objective of the exercise?

This is an opportunity to do a more practical task.

The activity here involves looking at what you can do in your business to support the emergency services and authorities after an incident has occurred.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to do the springboard activity, you need to think about the task and plan to complete it. The task is:

Have a look for the guidance that you have in your business to support the authorities if incidents occur. Write down key facts from the guidance you find or write about the content required if you cannot find any guidance or it doesn't exist.

If you do not have any plans or guidance, it is recommended that you develop one using the protective security guidance on ProtectUK. Ensure that you communicate said plans and responsibilities to staff.

In the absence of any pre-existing guidance within your business, you could discuss what staff would like to know.

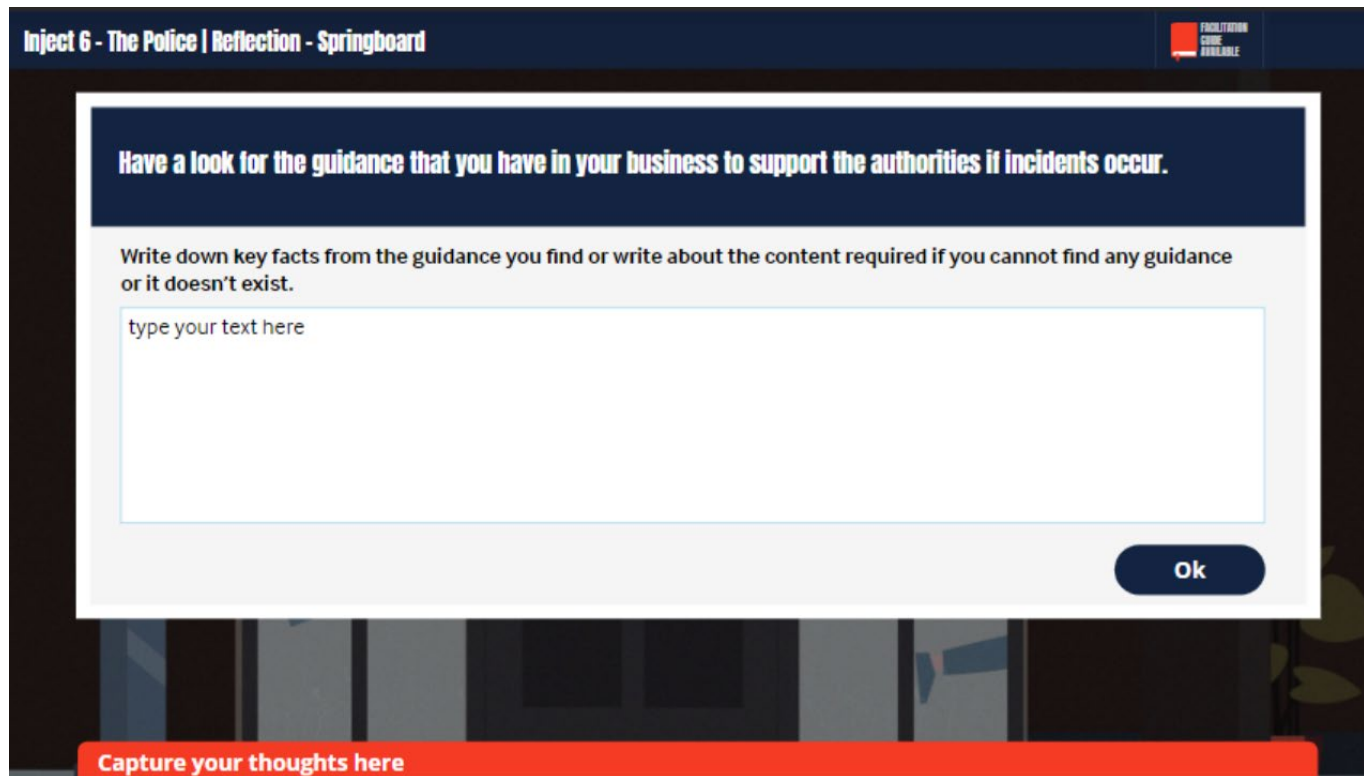
As a group talk through how this task will be completed. Ask people to write a report on their notepad to summarise their thoughts. Give the group 5 minutes to put ideas together.

Get people in your group to share their ideas and record collective thoughts.



How long will the exercise take?

5-15 minutes



The screenshot shows a digital interface for 'Inject 6 - The Police | Reflection - Springboard'. At the top right, there is a small red box that says 'FACILITATION GUIDE AVAILABLE'. The main content area has a dark blue header with the text: 'Have a look for the guidance that you have in your business to support the authorities if incidents occur.' Below this is a white box with the instruction: 'Write down key facts from the guidance you find or write about the content required if you cannot find any guidance or it doesn't exist.' Underneath the instruction is a large white text input field with the placeholder text 'type your text here'. At the bottom right of the input field is a dark blue button with the text 'Ok'. At the very bottom of the interface, there is a red bar with the text 'Capture your thoughts here'.

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

7.3 Guidance



Group Session



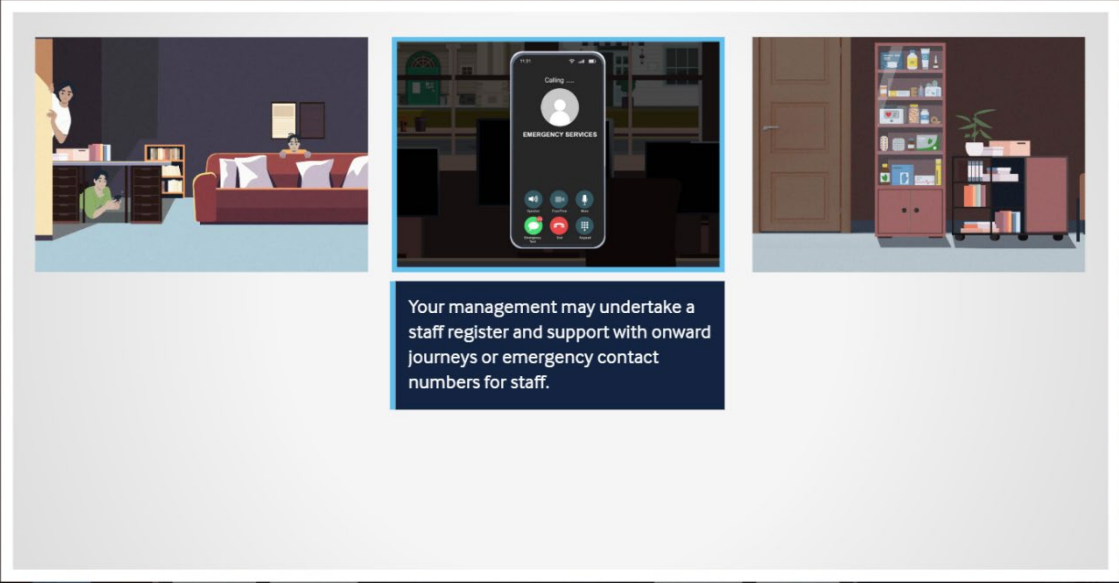
Click and Reveal

Use the Guidance screen in the digital interactive experience as a summary of the key actions that are needed in this situation and any similar situations.

In the group, read out the guidance. Check people understand.

Inject 6 - The Police | Guidance

FACILITATION GUIDE AVAILABLE



Your management may undertake a staff register and support with onward journeys or emergency contact numbers for staff.

Select each Image

[Starting the Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)



[Inject 6](#)

[Inject 7](#)

[Closing the Session](#)

8. Inject 7 - The Aftermath

In this section we will look at the following:

-  8.1 Reflection
-  8.2 Guidance



Duration of digital experience = 2 minutes

Duration of group work = 5 minutes

Total = 7 minutes

This inject continues our scenario and shows what happened when the area is cordoned off and businesses may need to stay closed.



Learning Outcomes

When you have completed this inject, you will be able to:

- plan for any repercussions post incident



Group Session

Talk to the group about the outcomes for the inject. Explain that we are building on the previous scenes in the scenario.

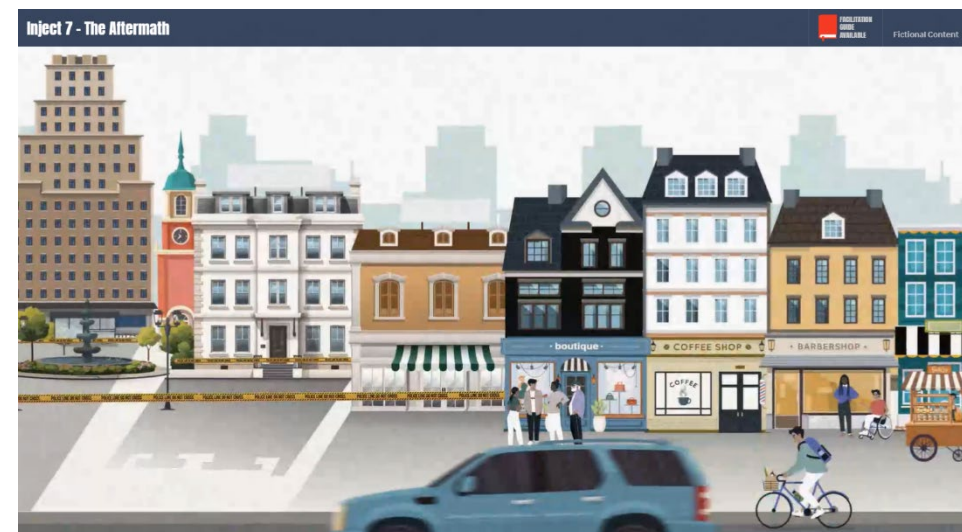


Animation

Our scenario continues from inject 6.

Watch the scenario unfold.

The animation focuses on the impact on businesses in the area post incident when the area may have to stay cordoned off.



8.1 Reflection



Group Session

Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on this inject.



With the group, go through the key reflection questions in the experience and record thoughts and ideas.

The questions are:

What impact would it have if you could not return to work while the area is cordoned off? [HINT available]

How might your workplace want you to manage requests from media officials and behave online in response to the attack?

Support the group when they respond to the questions. Answer this will differ depending on your premises and roles/responsibilities. If you are not sure about how to organise your business to respond appropriately, you can consult with the information on the ProtectUK website.



How long will the exercise take?

3-5 minutes



Group Session

Exercise: Springboard

What is the objective of the exercise?

This is an opportunity to do a more practical task.

The activity here involves looking at how the business can support staff after an incident occurs.

How does the exercise work?

When you reach the screen in the digital interactive experience that asks you to do the springboard activity, you need to think about the task and plan to complete it. The task is:

Have a look for the guidance that you have in your business to ensure any interaction with social media or news media is appropriate in relation to serious incidents that occur at or near work. Note the name of the individual who you would forward requests to.

Write down key facts from the guidance you find or write about the content required if you cannot find any guidance.

As a group talk through the resources that you have available in your business to support you when an incident has occurred. Talk through the key points and make a note together in the digital interactive tool of the key findings. If you do not have any plans or guidance, it is recommended that you develop one using the protective security guidance on ProtectUK. Ensure that you communicate said plans and responsibilities to staff.

In the absence of any pre-existing guidance within your business, you could discuss what staff would like to know.

How long will the exercise take?

5-10 minutes



8.2 Guidance



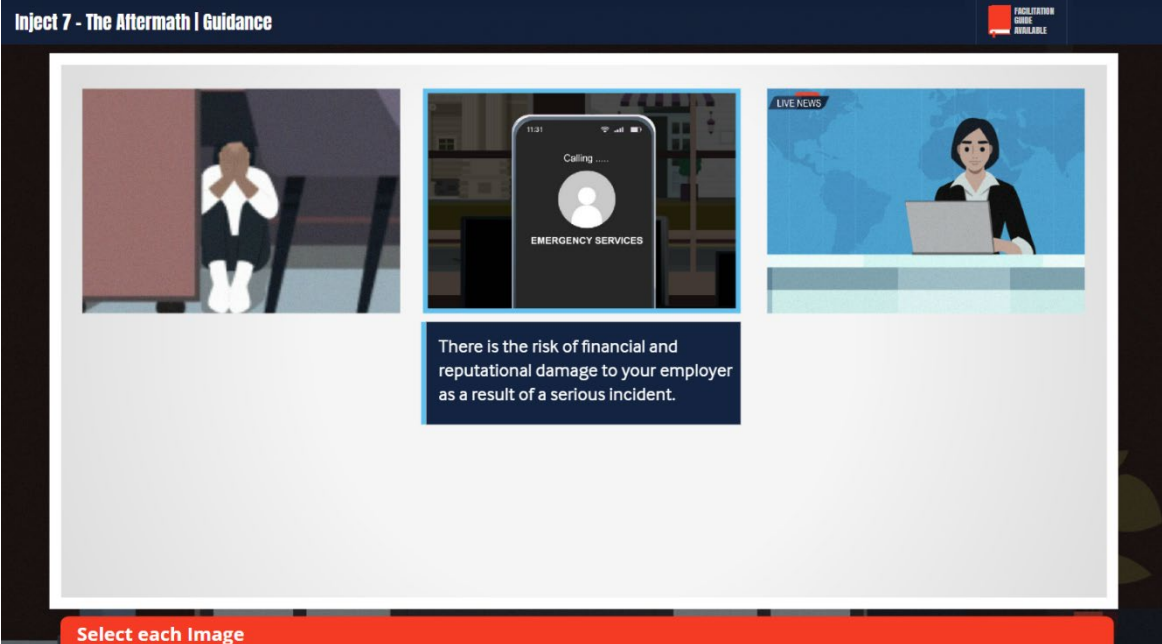
Group Session



Click and Reveal

Use the Guidance screen in the digital interactive experience as a summary of the key actions that are needed in this situation and any similar situations.

In the group, read out the guidance. Check people understand.



Inject 7 - The Aftermath | Guidance

FACILITATOR GUIDE AVAILABLE

LIVE NEWS

Calling ...

EMERGENCY SERVICES

There is the risk of financial and reputational damage to your employer as a result of a serious incident.

Select each Image

[Starting the Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the Session](#)

9. Closing the Session

In this section we will look at the following:

- 9.1 Considerations
- 9.2 Reflection
- 9.3 Summary



Duration of digital experience = 3 minutes

Duration of group work = 5 minutes

Total = 8 minutes

This inject continues our scenario and shows what happened when the area is cordoned off and businesses may need to stay closed.

**Group Session**

Talk to the group about finishing the scenario. Explain that we will go through the screens to record our thoughts and then we can see the summary relating to our performance.

Inject 7 - The Aftermath | Reflection FACILITATION GUIDE AVAILABLE

Think about the scenario so far and take some time to reflect using the questions shown.

<p>What impact would it have if you could not return to work while the area is cordoned off?</p> <input type="text" value="type your text here"/>	<p>How might your workplace want you to manage requests from media officials and behave online in response to the attack?</p> <input type="text" value="type your text here"/>
---	--

Hint **Ok**

Capture your thoughts here

[Starting the Session](#)[Inject 1](#)[Inject 2](#)[Inject 3](#)[Inject 4](#)[Inject 5](#)[Inject 6](#)[Inject 7](#)[Closing the Session](#)

9.1 Considerations



Considerations

The digital interactive experience has a screen with a summary of the considerations that you may need to think about when planning how to react appropriately to an incident involving a marauding attacker.

Talk the group through the bullets and try to think about how they apply to your business.



Ask the group questions such as:

- How could we apply that to our workplace?
- What is it about this that concerns/motivates you?
- If things are not going well, what happens to you and others involved?
- How much control do you have over the situation?
- How do you feel about this?

9.2 Reflection



Group Session

Exercise: Rate Your Ability



Ask the group to talk about how well they NOW understand the process of identifying and responding to a marauding attacker.

Come to a collective agreement about how people feel generally in the group and select your response. See if there has been a change since the start and reflect on why if things have improved or not.

Quick Tips

There are guidance pages on the ProtectUK website with more information if you need it for reference or support.

<https://protectuk.police.uk>



Group Session

[Starting the
Session](#)

[Inject 1](#)

[Inject 2](#)

[Inject 3](#)

[Inject 4](#)

[Inject 5](#)

[Inject 6](#)

[Inject 7](#)

[Closing the
Session](#)

Look at the Reflection questions in the digital interactive experience. This is an opportunity to pause and reflect on the entire experience. With the group, go through the key reflection questions in the experience and record thoughts and ideas.



The questions are:

What went well during this exercise?

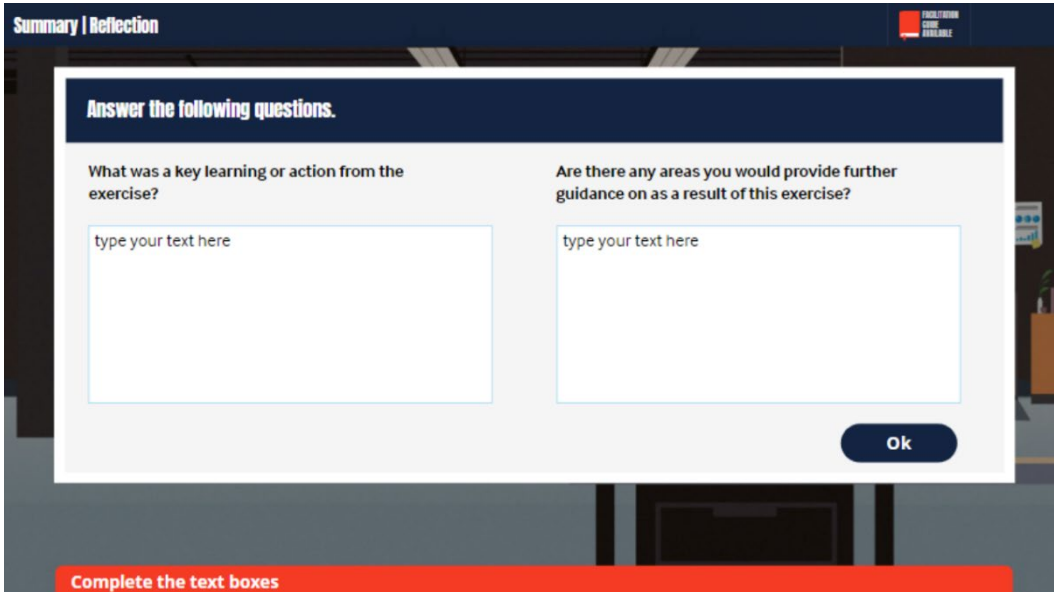
What were the challenges?

What was a key learning or action from the exercise?

Are there any areas you would provide further guidance on as a result of this exercise?

Support the group when they respond to the questions.

Exercising and learning should not be a one-off activity. You are encouraged to revisit the reflection questions, PDF documents and scenario to ensure that any key lessons and considerations are implemented within your business.



The screenshot shows a digital interface titled "Summary | Reflection". It contains a dark blue header with the text "Answer the following questions." Below this, there are two columns of questions, each with a corresponding text input box. The first question is "What was a key learning or action from the exercise?" and the second is "Are there any areas you would provide further guidance on as a result of this exercise?". Both input boxes contain the placeholder text "type your text here". At the bottom right of the form is an "Ok" button. A red banner at the bottom of the screen reads "Complete the text boxes".

At the end of the scenario experience, you can download a PDF document containing your text inputs for each interaction. This is so you can keep a copy for your records. Your responses will not be stored or kept within the online experience.

9.3 Summary



Group Session



Visual Montage

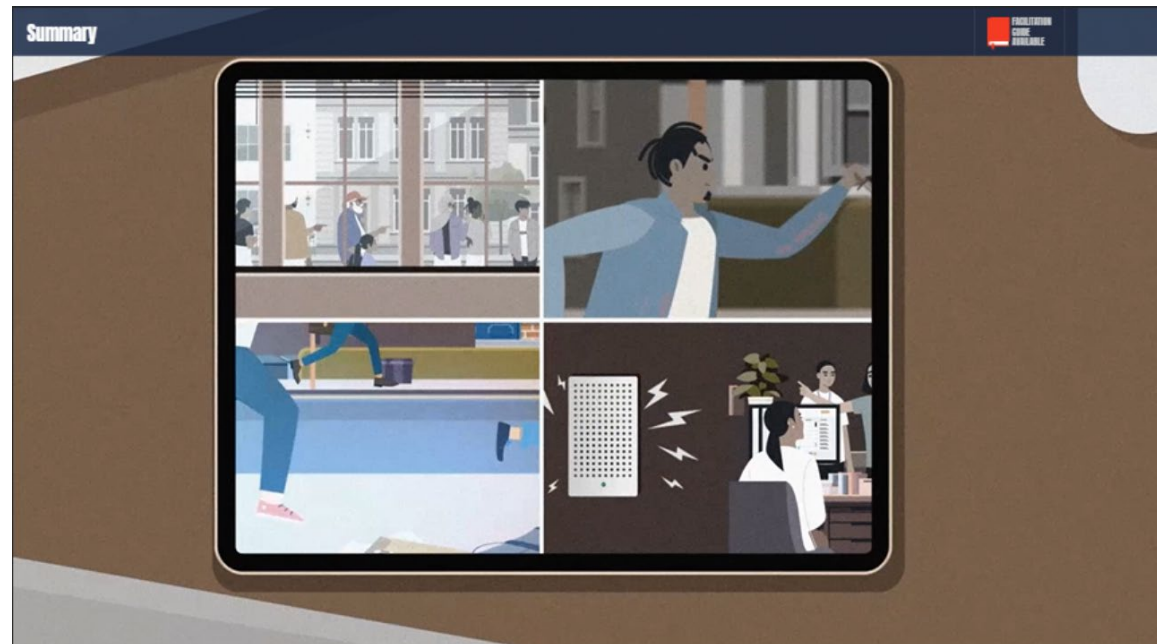
Within the digital interactive experience there is a screen summarising scenario performance. It assesses the decisions made and provides a positive or constructive audio feedback.



In the group, listen to the summary. Check people understand and ask them what they think.

Ask people how they feel now they have reached the end of the session.

Ask them what they would do differently in their personal lives and work lives.



Thank the group for attending the session. Share where they can find any guidance and resources within their place of work and who they can approach for further support. You may wish to signpost them to the ProtectUK website.

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Further Resources and Next Steps

If staff have not completed the ACT Awareness e-Learning, encourage or make arrangements for them to do so. The ACT Awareness e-Learning is a free online course which provides an overview of the actions all staff can take to prevent and respond to terrorist incidents.

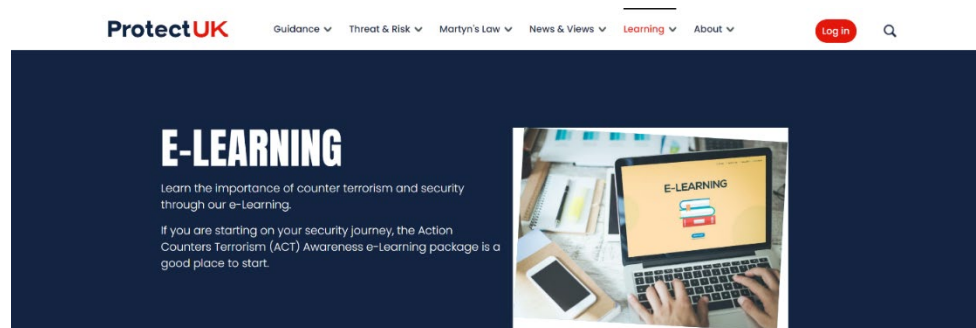
Consider downloading the ProtectUK App from the Android or iOS App Stores for actionable information, including incident reporting and first aid guidance.

Complete the ACT in a BOX: Improvised Explosive Devise (IED) scenario.

Ensure that you return to the lessons identified within this exercise and reengage with staff at regular intervals. You may wish to repeat this experience or another scenario in future.

Incorporate relevant lessons identified or considerations within your organisational plans or policies. ProtectUK can be used to help you develop or update them.

Please note, if implementing any new security measures, ensure that staff are briefed and speak with your insurance provider (for example, if fitting thumb locks to external doors).



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