

**RECOMMENDATIONS
ON TERRORISM PREVENTION
IN PUBLIC UTILITY BUILDINGS OF THE
STATE ADMINISTRATION**

Terrorism Prevention Centre of Excellence of the Internal Security Agency

www.tpcoe.gov.pl



Managing the risk with respect to the security of public utility buildings of the state administration in the event of terrorist threats:

- a. The Building Manager **shall assess the risk** of disruption to the functioning of the office – in the case of terrorist threats – at least once a year, unless there has occurred an event that would justify a reassessment, or if a relevant message/recommendation has been received from a competent authority.
- b. **Risk** shall be understood as the **probability of the occurrence of a given phenomenon** multiplied by its **effect** taking into account the individual characteristics of a building and the nature of the work performed there. The **risk** should be assessed on the basis of a generally available Standard¹.



Increasing the effectiveness of responding to any incidents of a terrorist nature in public utility buildings of the state administration by:

- a. Appointing the so-called **safety leaders**, i.e. persons trained in responding to terrorist threat situations at the office, for tasks such as warning, alerting, evacuating, and giving first aid in the event of selected threats².
Safety leaders should have at their disposal dedicated equipment including, among others, distinguishing/reflective elements, means of communication, and medical bags.
- b. Developing and introducing into internal use the **operating instructions** (i.e. instructions on what to do) in special situations.

¹ e.g. according to PN ISO 31000:2018-08 or as an element of the implementation of a business continuity management system according to PN-EN ISO 22301:2014-11.

² e.g. **MASS KILLER, PLANTING OF AN EXPLOSIVE DEVICE**

OPERATING INSTRUCTIONS

- *tasks and competences of safety leaders;*
- *a table of warning signals and messages as well as alarm signals and messages (prepared for various threats, to be transmitted remotely in Polish and English – depending on the needs resulting from the type of persons served at the office). Procedures for conduct in a situation of direct contact with a threat (e.g. a package left somewhere, informing about this fact, etc.);*
- *procedures for evacuation in case of selected threats at the office, with a distinction between threats inside and outside the office, and with marked main and alternative locations for evacuation;*
- *rules for giving first aid and medical self-help;*
- *rules for cooperating with services such as the Police, the Internal Security Agency (ABW), the State Fire Service;*
- *synthetic versions of the above instructions should be provided to all the employees of the office, and should constitute the subject of basic training.*

- c. It is recommended to make a copy of the **emergency documentation** in paper (and electronic) version, placed in a dedicated bag/briefcase, with the possibility of being handed over to the coordinator of a counter-terrorist operation.

EMERGENCY DOCUMENTATION

Among other things, the documentation should contain: maps with the marked location of the building and access roads, plans of buildings with marked horizontal and vertical traffic routes (staircases, elevator shafts, and technical shafts), arrangement plan of the elements of the video surveillance system, contact information of the building's administrators. All the gathered documentation should be subjected to quarterly revisions.



Increasing the awareness, knowledge, and skills of the office's employees with regard to safety in the context of a terrorist threat, by:

- a. Conducting basic training in what to do in dangerous situations², for all the employees at the office.

² e.g. **MASS KILLER, PLANTING OF AN EXPLOSIVE DEVICE**

SCOPE OF BASIC TRAINING

The training should cover issues that would raise awareness for the event of a threat situation, and that would identify the basic symptoms of a dangerous situation, as well as the rules of safety, including the instructions that are in force at the office, presentation of the roles, powers, and responsibilities of the security staff, how to act in basic dangerous situations (warning, alarming, and evacuation, responding to selected threats).

- b. Conducting advanced training for security staff, the security department, **safety leaders**, or other groups of employees.

SCOPE OF SPECIALIST TRAINING

The training should cover issues relating to: first aid / qualified first aid, use of AEDs (defibrillators), basics of intervention techniques and tactics, including 'touchless intervention' (e.g. persuasion, negotiation) for persons who are not using violence or force, identification of dangerous objects including explosive devices or explosive materials.



Designating the areas and establishing the rules of access with the use of technical safeguards and physical security:

- a. The Manager shall ensure that the building's regulations have (in place) a ban on bringing in firearms or dangerous tools, which should be made clear through appropriate information boards visible at the entrance to the office and verified by security staff on an ad hoc basis using technical equipment.
- b. It is recommended to **designate public areas**, in which petitioners are served, as well as non-service areas with limited access (using an **Access Control System**), in order to minimize the risk of uncontrolled access of unauthorized persons to the sensitive areas of the office.

- c. Designating locations for special evacuation³.
- d. The Manager shall ensure a properly prepared and equipped location for the receiving and inspecting of letters/packages addressed to the Office, together with the training of the staff who perform any tasks that are dedicated to this purpose there⁴.
- e. **It is recommended that selected buildings of the office be covered by compulsory security⁵.**
- f. The Manager shall ensure direct physical security at the building, provided by security staff entered on the list of qualified physical security staff, kept by Voivodeship Police Commanders⁵.
- g. Security staff should perform their tasks primarily in public areas of the office as well as in sensitive areas (e.g. at entrances to the building, in areas where foreigners are served).
- h. Security staff should know the rules and be able to apply the means of direct coercion that are adequate to the specific nature of possible threats, and should be equipped with means of communication ensuring communication between them and the persons who manage the building.
- i. It is recommended that the Manager prefer employment of persons carrying out security tasks based on procedures and physical conditions that will enable them to fulfil their duties properly.

³“CITADELLE” room intended for protecting only authorized employees of the building.

⁴Any envelopes/packages should be accepted only in accordance with the prepared instructions together with determined conditions for the acceptance and bringing in of envelopes/packages by courier companies.

⁵Pursuant to Article 5 of the Protection of Persons and Property Act of 22 August 1997 (Journal of Laws 1997, No. 114, Item 740, as amended) When making decisions on this issue, one should be guided by a purposive and extensive interpretation of the provisions of Article 5 para. 2 of said Act.

PHYSICAL SECURITY

It is recommended that – for physical inspections at the buildings – the Managers ensure stationary or mobile devices for detecting explosive materials and dangerous tools (such as scanners, detectors, and explosives detection gates) together with trained personnel being the security staff.

The Manager shall ensure that selected employees of the office are provided with PANIC BUTTONS that signal a threat in specific zones and ensure quick response from security staff.

In addition, it is recommended that the offices be fitted with a SILENT NOTIFICATION SYSTEM, e.g. displaying alarm messages on the monitor screens of officials who are at work.