

3. ARMED INTRUDER & HOSTAGE (incl. Siege)

(Must be read in conjunction with Generic Response)

An **Armed Intruder** is defined as a **person who enters the Centre precinct, is armed with a weapon and behaving in a threatening manner towards a person or persons (whether or not the weapon has been used)**.

(Note: In a situation where a person(s) is actively engaged in killing or attempting to kill people, and who demonstrated their intention to continue to do so while having access to additional potential victims, immediately (Refer to Procedure 1 – ‘Active Armed Offender’).

INITIAL RESPONSE TO AN ARMED INTRUDER

- Maintain personal safety. DO NOT approach the intruder.
- Notify Security and other Scentre Group personnel via radio.
- Move people to safety by ushering persons away from the danger area and encourage them to remain calm.
- Notify ‘000’ (or ‘111’ if in NZ) and provide all available information including any identifying features, weapon, location and path of travel and offender actions.
- Assign a team member to meet police on arrival, escort to scene, provide access to Control Room and/or EOC.
- If confronted by the offender:
 - Cooperate with all reasonable requests by the offender.
 - Utilise confrontation management and de-escalation techniques.
 - Remain calm.
 - Do not attempt to apprehend or disarm the offender.
- If you are with a group of people, encourage others to comply with the offender.
- DO NOT ATTEMPT TO USHER THE OFFENDER AWAY FROM OCCUPANTS!

RESPONSE BY CHIEF WARDEN

- If the report is unverified, obtain situational awareness (review CCTV, liaise with ECO members and contractors in the area, telephone retail partners, observe from a safe distance).
- Where possible, monitor the armed intruder continually via CCTV or via radio updates.
- If safe, deploy Scentre Group personnel or Contractor to **observe and monitor** the

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- position of the armed intruder from a distance, without confronting him/her, confirming the report or possession of a weapon.
- Implement an evacuation plan for those at risk but DO NOT use the EWIS system or Evacuation Tones as this may trigger a violent response. Use a controlled systematic approach commencing with the people and areas closest to the activity.
 - Notify other Scentre Group personnel, giving the following information.
 - A description of the armed intruder, and the weapon being carried (If known).
 - The location and direction of travel of the intruder
 - If any person has been threatened or injured at that point in time
 - Remove all Concierge Desk personnel away from the area to a safe location.
 - Where appropriate, consider the need to lock off lifts, entrance doors or access points to that location to reduce the likelihood of tenants, retailers or shoppers entering the incident site.
 - Request Ambulance to be on standby.

RESPONSE TO HOSTAGE SITUATION

(Initial Response to a report that a person(s) is being held)

- Confirm the situation by reviewing CCTV if possible or by having senior Scentre Group personnel speak to the informant.
- The Chief Warden will assess the information supplied and, if confirmed, declare an emergency, adopting all associated emergency protocols.
- Obtain CCTV images of the offender and weapon for Police.
- Notify Police and advise them of the situation and the safest approach route and
 - A description of the offender, and the weapon being used (If known)
 - The location of the offence
 - If any person has been injured at that point in time
- Deploy Scentre Group ECO member or contractor to meet the Police.
- Implement the evacuation plan for those at risk but DO NOT use the EWIS system.
Use a controlled systematic approach commencing with the people and areas closest to the activity, if safe to do so.
- If safe, maintain an inner and outer perimeter using caution tape or barricades.
- Do not deploy Scentre Group personnel or contractor into a dangerous area or situation.
- Monitor the situation (including media attention).
- Adopt relevant communication protocols – Refer to [Appendix 11 – ‘Communication’](#).

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Business Continuity will be required - Refer to [Appendix 7 'Business Continuity Recovery & Centre Re-Occupation'](#), **Section 2.7** as required.