



# **Counter Terrorism Awareness** **Self Delivery Resource**

**ACT**

ACTION  
COUNTERS  
TERRORISM

# Notice to participants

Please note that some of the material is sensitive in nature. Although there are no graphic images, bad language or other such potentially offensive content herein, reference is made to the 2017 terrorist events.

We draw your attention to this in advance as some participants may have family, friends or colleagues who were affected by these events, or maybe directly involved.

We apologise in advance for any upset this may cause. If you have any questions or comments, please contact Nora Leggett at the BVRLA ([nora@bvrla.co.uk](mailto:nora@bvrla.co.uk))

# Aim of Session

## To achieve an understanding of:

1. Current terrorist threats to the United Kingdom
2. Vehicle attack methods
3. Your responsibilities as a vehicle rental operator for security

## To share practical advice:

1. Steps to help reduce the risk and impact of a terrorist attack
2. Guidance for your staff, vehicles or company are involved in a terrorist attack

## To promote the importance of:

1. Effective company policies and procedures to embed a security culture
2. The ACT campaign and its key messages

# UK Threat Levels

Current national threat level	<b>SEVERE</b>
Current Northern Ireland-related terrorism threat level	<b>SEVERE</b>

<b>Critical</b>	An attack is expected imminently
<b>Severe</b>	An attack is highly likely
<b>Substantial</b>	An attack is a strong possibility
<b>Moderate</b>	An attack is possible, but not likely
<b>Low</b>	An attack is unlikely

# Threat Landscape



- Lone Actors delivering unsophisticated attacks
- Complex attack plots featuring organised networks e.g. Paris, Brussels, Spain
- Diverse attack methodologies ranging from knives and **using vehicles as a weapon (VAW)**, to firearms and explosives
- Intent to inflict maximum casualties in soft targets and crowded places including the night-time economy
- Ongoing concerns over targeting of Emergency Services, Armed Forces and certain Ethnic or Religious Communities



# Why target the Vehicle Rental Sector?

Terrorist organisations have a strong online media presence with a simple message:

- Choose a vehicle
- Obtain the vehicle
- Select a target (crowded place)

For more detail behind this view the video via the link below for the research of Dr Maher:

[https://www.youtube.com/watch?v=xSHoB6teriA&list=PL0H\\_wNq8IhiMAQdcLekkZPwlRV2pz2QIY](https://www.youtube.com/watch?v=xSHoB6teriA&list=PL0H_wNq8IhiMAQdcLekkZPwlRV2pz2QIY)



## JUST TERROR TACTICS

# TRUCK ATTACKS

### The Ideal Vehicle

Slightly Raised Chassis and Bumper



Fast in Speed or Rate of Acceleration



Double-Wheeled, Load-Bearing Truck



Large in Size Heavy in Weight

### How to Acquire a Vehicle

- 1 Buying
- 2 Renting
- 3 Taking from a Kafir by Force or Deception
- 4 "Borrowing" from a Kafir or Murtadd

1



2



3



4



### Ideal Targets

- 1 Large Outdoor Festivals, Conventions, Celebrations, and Parades
- 2 Pedestrian-Congested Streets (High / Main Streets)
- 3 Outdoor Markets
- 4 Outdoor Rallies

1



2



3



4



# Vehicle Borne Threats

Vehicle-borne threats range from vandalism to sophisticated or aggressive attack by determined criminals or terrorists. A vehicle offers a convenient way to deliver a large explosive device, although the vehicle itself may be used as a weapon.

- 1. Use of Vehicle as a Weapon (VAW)**
- 2. Vehicle Borne Improvised Explosive Device (VBIED)**
  - Parked
  - Penetrative
  - Encroachment
  - Deception (Operation Camion and the importance of 'decommissioning' your old fleet vehicles)
  - Duress
- 3. A combination of methods**



Date	Location	Attack Type	Target	Injured	Deceased
14/07/16	Nice, France	VAW <b>(Lorry) stolen</b>	Crowded Place (Bastille Day)	434	86
28/11/16	Ohio US	VAW (Car) & bladed weapon attack	Crowded Place (Students)	13	0
23/12/16	Berlin, Germany	VAW <b>(Lorry) stolen</b>	Crowded Place (Christmas market)	56	12
22/03/17	Westminster Bridge, London	VAW (Car) & bladed weapon attack , <b>vehicle rented</b>	Crowded Place (Iconic Tourist Site and police)	49	6
07/04/17	Stockholm, Sweden	VAW <b>(Lorry) stolen</b> and IED	Crowded Place (Retail Destination)	15	4
03/06/17	London Bridge, Southwark, London	VAW (Van) & bladed weapon attack – <b>vehicle rented</b>	Crowded Place (Night time economy)	48	8
19/06/17	Finsbury Park, London	VAW (Van) <b>vehicle rented</b> from Cardiff area	Crowded Place (Worshippers)	10	1
17/08/17	Las Ramblas, Barcelona, Spain	VAW (Van) & bladed weapon attack - <b>vehicle rented</b> with credit card	Crowded Place (Iconic Tourist Site)	130	16



# Vehicle Weaponisation Attacks



Nice, July 2016



Barcelona, August 2017

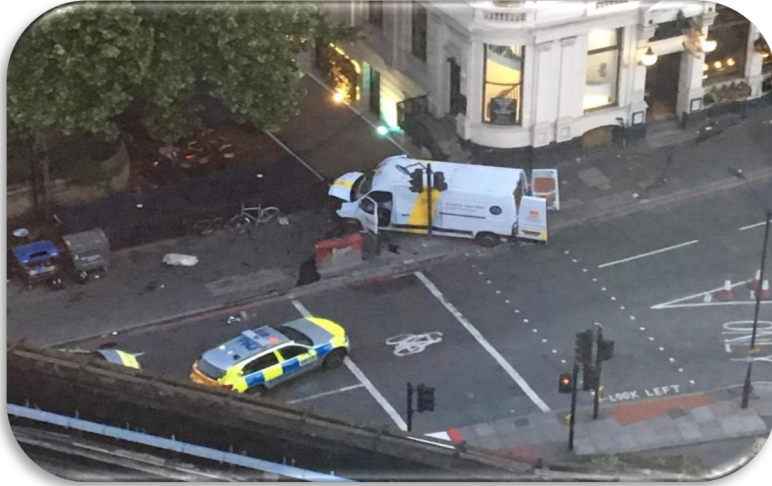


Berlin,  
December  
2016



Stockholm, April  
2017

# Vehicle Weaponisation Attacks



London Bridge, June 2017



Finsbury Park, June 2017



Westminster, March 2017

# So what?





# Our Responsibilities

*The cost of doing nothing could be very high...*

- Insurance cover and annual premiums
- Your Operator's Licence and Reputation
- Health and Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1992 (amended 1999)



# “Where do I start?”

*Qualify your Business as well as your Customers*

Think about the security of your premises and work vehicles in the same way you think about your.....



- Would you leave your house unlocked?
- Would you leave your keys in your car?
- Would you just hand over your own property to a stranger without first checking *who they are* and *what they need your property for*?
- **Conduct a Security Risk Assessment!**



# Security Self Assessment

Q #	Management Structure	Y/N (delete as applicable)	Comments/Actions
1	Are Senior Management aware of terrorist threats and have they issued company-wide directives to promote anti-terrorism goals?	Y / N	
2	Has the company written policies designed to reduce the threat of terrorism and improve the security of their operations?	Y / N	
3	Does the company employ staff dedicated to security-related matters?	Y / N	
3A	If so, have these staff members been properly briefed on the company's security policies?	Y / N	
3B	Do these staff members meet regularly with senior management and is this documented?	Y / N	
4	Does the company have an operational plan that accounts for escalating security/terrorism threats?	Y / N	
4A	If so, has the company properly briefed its staff on these plans?	Y / N	
4B	Has the company ever practiced implementing these varying plans?	Y / N	
5	Does the company engage regularly with government security bodies, police representatives and first responder services?	Y / N	
6	Does the company perform security vulnerability audits within their operations?	Y / N	
7	Has the company conducted a potential threat assessment against its staff, facilities, vehicles, and other assets?	Y / N	
7A	If so, has an action plan been implemented because of that audit to address any security issues?	Y / N	
7B	Has the company adopted a regular process for conducting internal audits of security policy and procedure, with clear evaluation of those audits?	Y / N	
8	If the company has a web-site, has it been checked or analysed for suspicious content or searches?	Y / N	

The assessment is designed as a “yes” or “no” exercise. If you answer “no” then there is a potential area to improve. It is a good way to start a security plan.

The risk assessment looks at:

1. Management structure
2. Employee Information
3. Employee Training
4. Vehicle & Facility Security
5. Communications
6. Customer Qualification

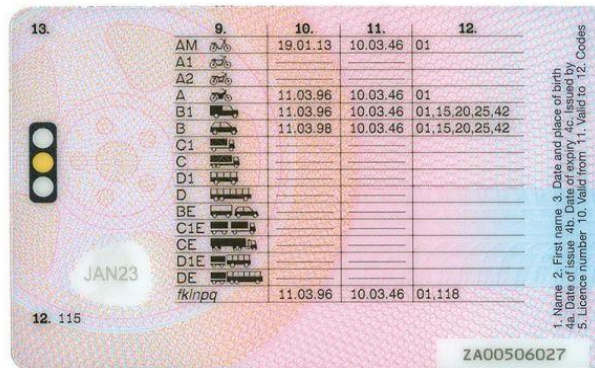
# RVSS – Rental Vehicle Security Plan

1. Appoint a person to take charge of security
2. Accept electronic methods of payment ONLY at start of rental
3. Share customer data with law enforcement on request and in keeping with data protection legislation
4. Train staff in GDPR (data protection)
5. Undertake driver licence checks to ensure photocard is a facial match of the renter

# RVSS – Rental Vehicle Security Plan

6. Undertake on-line ID checks when customers do not attend rental office in person
7. Take additional information from customers who rent commercial vehicles for non-business use
8. Support Counter Terrorism campaigns, train staff to identify and report suspicious behaviours
9. Fit latest security technology to fleet (if appropriate)
10. Remove company livery at defleet (wherever possible)

# Qualify Your Customer - Driver Licences



- Check the date of issue
- Does the name and DOB match the booking?
- Check the DL number – does it look right?
- **Does the photo match the person in front of you?**
- Check their signature against that on the agreement.
- Does the address match the booking address?
- Check the vehicles the person is eligible to drive
- Check the valid from and to dates
- Check for restriction codes – check what they mean
- Use a UV light to see if the holographic images are present
- Feel the licence – does it have raised tactile surfaces where it should?
- Does the driving wheel icon appear on the front and back?
- Does the hologram picture on the reverse change?

# DVLA Checks



[Home](#) > [Driving and transport](#) > [Driving licences](#)

## View or share your driving licence information

You can use this service to:

- view your driving record, eg vehicles you can drive
- check any penalty points or disqualifications you have
- create a licence 'check code' to share your driving record with someone, eg a car hire company

The 'check code' will be valid for 21 days.

You can't use this service:

- if your licence was issued outside of England, Wales or Scotland
- to check the progress of a licence application
- to check historical information, eg expired penalty points

[Start now >](#)

You can use this service to check someone's driving licence information, e.g. the vehicles they can drive or any penalty points or disqualifications.

You need:

- ✓ the last 8 characters of their driving licence number
- ✓ a check code from the driver
- ✓ You must use the code within 21 days. You can only use the code once - you have to get another code to do another check.

Is this part of your qualification policy? ***If not, should it be?***





# PRADO

## Public Register of Authentic Travel & Identity Documents Online

- Online website
- Provides free guidance and examples
- Details of common International documentation
- Includes Driver Licences and Passports
- Free to use
- Essential resource
- <http://www.consilium.europa.eu/prado/en/prado-start-page.html>
- ACT - Document Awareness Workshop. See [www.nactso.gov.uk](http://www.nactso.gov.uk)



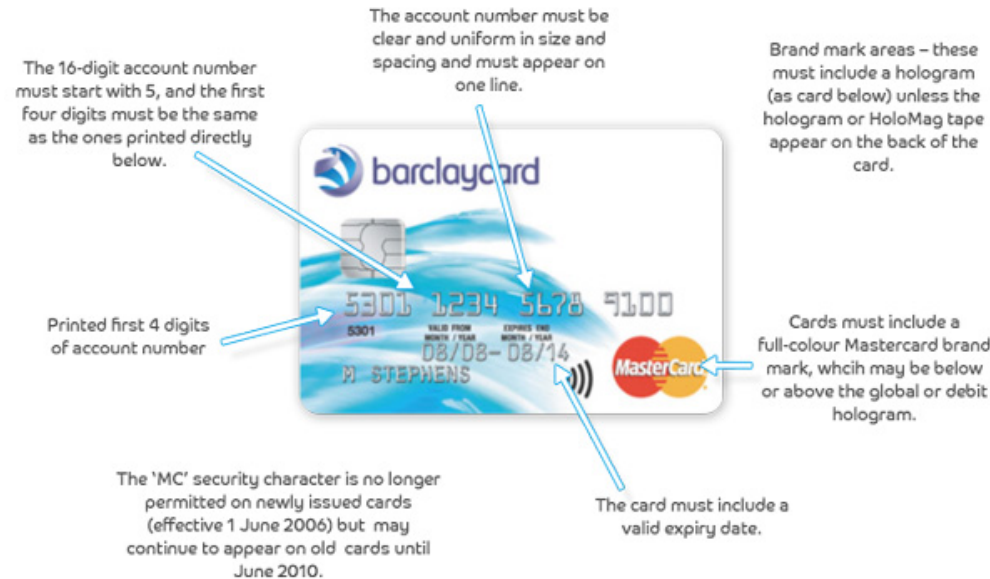
European Council  
Council of the European Union

# Credit & Debit Cards Checks

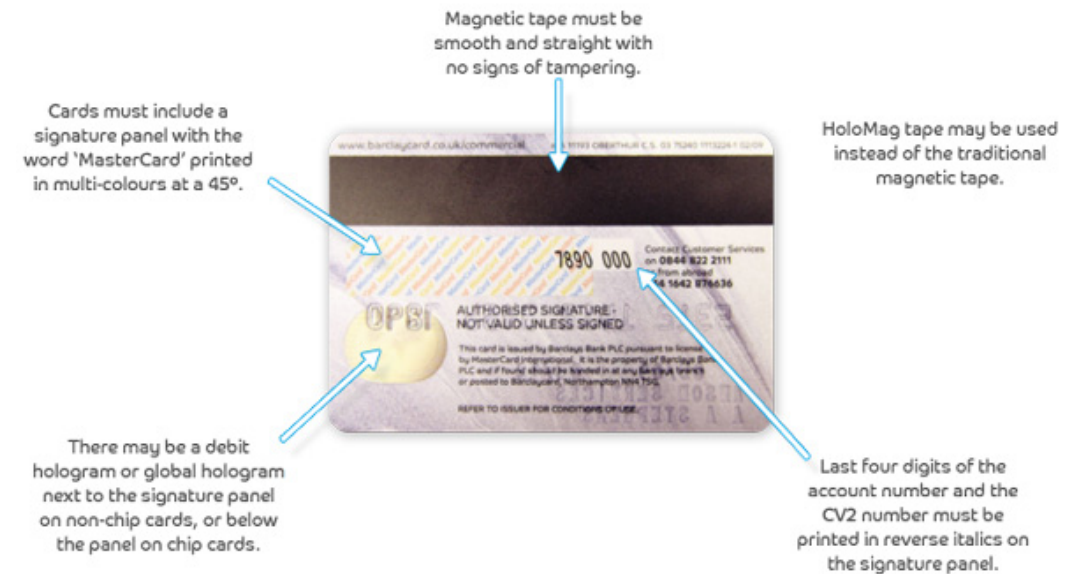
- ✓ Card number – typically 16 digits long (but can be up to 19 on certain cards)
- ✓ Expiry date - in date?
- ✓ Signature strip –signed?
- ✓ 3-digit security code – ask the customer to tell you it?
- ✓ Check the first four digits above or below the embossed long card number match (Visa and Mastercard).
- ✓ UV check

- ✓ Check the card number matches the online booking information and the receipt presented by the customer at the point of collection.
- ✓ Check the customer signature matches that on their driver licence or passport.
- ✓ Unsigned? Get the customer to provide another form of ID and get them to sign the strip on the card in front of you. Check the signature matches.
- ✓ Run your fingers over the security strip on the back. If raised, then its counterfeit.

## New security features - MasterCard (front)



## New security features - MasterCard (back)



# Other Qualification Checks

- CCTV? Taking photos for security purposes; what is your privacy policy?
- Secondary ID? Utility Bills; two or more?
- Airport – sight of tickets/booking documents/hotel confirmation
- RISC Online – previous experiences of this customer with other rental firms – would you rent based on previous record?
- Ask customers about their plans:
  - Nature of travel – business or pleasure
  - Duration
  - Locations
- Verify other named drivers

# Vehicle Security

Company policies and procedures:

- Key management – Who has them?
- Where are they kept? Are they secure over-night? Logging in and out
- Walk-round inspections ('Was the vehicle locked?') pre and post rent – check for unauthorised modifications
- Telematics/Geo-Fencing/Tracking/Disabling Devices
- Multi-Fleet checks – do you have the right number of vehicles at any given time?



# Staff Security

- Company policies and procedures
- Recruitment / vetting / behaviour checks/ reporting concerns
- References for new employees
- Documentation checks e.g. Driver Licence
- Visitors Books for premises:
  - Inspection staff
  - Contractors
  - Visits from external organisations
- Watch for behavioural changes





# Depot Security

- Company policies and procedures
- CCTV – use, response, retention
- Access control (fences and gates)
- Consider a systematic periodic risk review process
- Key policy and control
- Staff vetting



# What if the worst happens?

**Your company and / or your staff become involved in an incident.**

**What will you need to consider?**

- Designate someone to liaise with the police. (Make sure they are senior enough to make decisions and carry them out)
- Identify a single point of contact within the Police and liaise ONLY with them.
- Consider your duty as an 'operator' to notify the Transport Commissioner
- Police will want – tracking data, staff data, paperwork, CCTV. GDPR may not apply to their investigation.
- Check the police contact is genuine (e.g. not a journalist masquerading as a contact)
- What are your business continuity plans?

# Objectives of Hostile Reconnaissance

Aims	Hostile Reconnaissance
<p>Terrorists are in our communities. They aim to:</p> <ul style="list-style-type: none"><li>• Cause harm</li><li>• Target crowded, busy places</li><li>• Use easily accessible tools e.g. chemicals, vehicles, kitchen knives, etc</li><li>• Maximise damage and terror</li></ul>	<p>Terrorists are no different from other criminals in that if they hope to succeed:</p> <ul style="list-style-type: none"><li>• They will need to plan their attack</li><li>• Scope out and gather information e.g. routes, security arrangements, vehicle options, busiest sites</li><li>• Evaluate obstacles and how to overcome them</li><li>• Rehearse the attack</li></ul>

# What behaviour can be seen as suspicious?

Whose behaviour are we talking about?

- Members of the public, customers? (Suspicious behaviour / planning an attack)
  - Unusual questions?
  - Loitering around premises/observing staff/transactions
  - Paying attention to security procedures
  - Fraudulent / incomplete documentation
- Members of staff? (Insider Threat)

## REMEMBER!

- **YOU** know what normal is for your industry (work practices, regulations);
- **YOU** know what normal is for the behaviour of your colleagues and customers.
- **YOU** are the **EXPERTS!**

# Suspicious Behaviour

- You cannot spot a terrorist from their appearance alone, **BUT**, it's during this time that you have the best chance of recognising their **SUSPICIOUS BEHAVIOUR** and responding to it in the best way.
- You **CAN** report your suspicions to the authorities.

**Stopping a terrorist before they can carry out their plans will save lives.**





# Challenging and reporting suspicious behaviour

**DON'T ignore it!**

**What you do will depend on many factors, but you must TELL someone.**

**Options include:**

- Alert Security so they can intervene and/or direct any CCTV to capture any suspect activity
- Within your business, do you have a process for staff to report concerns about staff colleagues?
- If safe to do so, approach a person acting suspiciously and ask them to account for their actions. Remember: You cannot stop or detain that person or prevent them from leaving if they decline to answer.
- Always consider dialing 999 if you need an immediate response. Be prepared to tell the operator:
  - **WHO** you saw, **WHAT** you saw, **WHERE** it was, **WHEN** it happened, **WHY** you were suspicious?
- Contact the ACT line on 0800 789 321

# Challenging & reporting suspicious behaviour

## Potential barriers to overcome

- Embarrassment
- Don't want to get involved
- Concerned you might be wrong
- Don't know who to call?

Dial 999 for an immediate Police response

Anti Terrorist Hotline – 0800 789 321

***Action Counters Terrorism (ACT)***



# COMMUNITIES DEFEAT TERRORISM

If you see or hear something that could be terrorist related, **ACT** on your instincts and report it to the police, in confidence, at [gov.uk/ACT](https://gov.uk/ACT).

**Your actions could save lives.**



## Responding to a Firearms or Weapons Attack



# Firearms and Weapons Attack

- If there is a safe route, RUN, if not hide
- Insist others go with you
- Don't let them slow you down
- Leave your belongings behind
- Don't congregate at evacuation points

A graphic consisting of a black square on the left containing a white silhouette of a hand with the index finger pointing. To the right of this square, the word "HIDE" is written in large, bold, black, sans-serif capital letters. The entire graphic is set against a light gray rectangular background.

# Firearms and Weapons Attack

- If you can't run, HIDE
- Find cover from gunfire
- Be aware of your exits, try not to get trapped
- Lock yourself in a room if you can
- Move away from the door
- Be very quiet, turn your phone to silent
- Barricade yourself in





# Firearms and Weapons Attack

- Dial 999 when you are safe
- Give your location
- Give the direction the attacker is moving in
- Describe the attacker
- Give any further information
- Can you safely stop others from entering the area

# Further advice & guidance

Link	Site Name
<a href="http://www.act.campaign.gov.uk/">www.act.campaign.gov.uk/</a>	Action Counters Terrorism website
<a href="http://www.nactso.gov.uk">www.nactso.gov.uk</a>	NaCTSO website
<a href="http://www.cpni.gov.uk">www.cpni.gov.uk</a>	Centre for the Protection of National Infrastructure
<a href="http://www.bvrla.co.uk">www.bvrla.co.uk</a>	British Vehicle Rental & Leasing Association

# Summary



SUMMARY

- Ring 999 to report suspicious behaviour
- Or ring ACT line on 0800 789 321
- Train your staff fully on security awareness
- Look for suspicious behaviour but don't jump to conclusions. Think!
- Risk assess your business from the top down
- Identify gaps in security and fill them
- Engender a security culture
- Have robust customer qualification procedures and ensure they are consistently applied
- Ask open questions when qualifying customers
- Screen staff properly when recruiting
- Depot and vehicle security are equally important

# Final Thoughts

- Thank you to you for participating in today's webinar
- **Feedback & Suggestions:** Please spend a few minutes to complete the online survey which BVRLA will send via email to you.
- **Presentation & Recorded Version:** Presentation deck with Facilitator Notes available on the BVRLA website later this month – a link to this and a recorded version of the webinar will be sent to you by email
- Should you have any questions on the material contained in this presentation, please send these to [training@bvrla.co.uk](mailto:training@bvrla.co.uk)



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