



## D3.3: Citizen Training Materials

WP3 – Human factors and legal and ethical aspects

### D3.3: Citizen training materials

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## Executive summary

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The CREST project aims to equip law enforcement agencies with an advanced prediction, prevention, operation, and investigation platform, which includes the ability to deliver pertinent information to different target groups in an interactive manner tailored to their needs. An understanding of the ways that terrorists operate, and how the aftermath of a terrorist attack affects those involved, allows us to prepare our populations to survive and come back from acts of violence, and to encourage victims to access their rights and to receive support. An understanding of the way individuals reacts to stressful situations, and how our ability to plan for such situations will give us the resilience to survive them, provides opportunities to show our citizens how they can help themselves come through major disasters. As a result of orchestrated terrorist attacks on European cities it is imperative that citizens should be given the resources to cope if they find themselves caught up in any kind of terrorist event.

This document aims to educate citizens on how to respond before, during and after an act of terrorism and how personal resilience can be built once such an act has taken place. It provides valuable information, using reliable sources, on how best to ensure personal safety when involved, directly or tangentially, in scenarios that range from active shooter incidents to biological attacks. It provides information on what we can do to prepare ourselves, in small ways, for times of crisis and how we can reach out to support services to ask for help once the crisis is over.

In one hand, the information provided in this document supports the objectives of the CREST project; using civil society means educating populations, encouraging citizens to prepare for crisis situations, and implementing law enforcement agency information disseminated during times of crisis. On the other hand, the information included in this report can then be used by the users of the CREST platform to educate the citizens and will also serve as the basis of the upcoming CREST awareness-raising campaigns.

The manual, was carefully developed to follow a logical sequence on how a citizen should prepare themselves and how to build resilience in the case of a terror attack. In addition, at the end of each chapter, there is a section of useful tools and resources that can be used, either within the CREST Platform and CREST channels, or in other educational sessions by trainers, to better explain and explore each thematic to the general public.

# 1 Introduction

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Terrorism is a global phenomenon; few countries within the European Union have so far been immune to it. Terrorism is not just the purview of ideological groups, it is also a tool used by home-grown lone-wolf operatives and (international) criminal organisations. Law enforcement agencies around the world work hard to identify and prevent individuals, and groups that see terrorism as an appropriate means of achieving their goals.

Terrorism is a crime that has a very real and direct impact on human rights, with devastating consequences. Even though some countries face a higher risk than others, it is important that all citizens understand how to respond if needed.

The following training manual comprises specific and practical tips, for the general public, on how to react, cope and build resilience in the event of a terrorist attack as well as, relevant background information. The content is divided into three phases: the first focusing on pre-attack, what you can do to be prepared; the second on what to do during an attack, what you can do to be safe and protect yourself; and the last phase post-attack, what you can do to cope and build resilience.

The manual also includes a section on more practical tips for specific types of attacks. Each section also includes a list of useful resources that can be used in future training and education purposes for the general public and other relevant stakeholders.

The goal of this manual is to compile user-friendly content, that can later be used in the CREST Platform by LEAs to provide this information to the general public, and to be integrated within the CREST Awareness-raising campaigns that are in the development stage.

## 2 Understanding Terrorism

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Many Western European cities have been targeted by terrorist attacks over the past century, and we are all aware that our governments are alert to the threat of another event. We are also aware that terrorism can take many forms and can be carried out by individuals or groups holding a variety of ideological beliefs, so it is to our benefit to understand what terrorism is, of how the EU supports those victimised by a terrorist attack, and what we can do to help ourselves during an attack.

### 2.1 What is terrorism?

There is currently no internationally agreed definition of terrorism. The EU law defines terrorist offences as intentional acts committed with the aim of *'seriously intimidating a population', 'unduly compelling a government or international organisation to perform or abstain from performing any act', or 'seriously destabilising or destroying the fundamental political, constitutional, economic or social structures of a country or an international organisation'*<sup>1</sup>.

A terrorist may be a member of a group or maybe a single individual, working either as part of a cell (a small group of 3 – 5 people) or alone. The terrorist may be a national of the country the attack takes place in or the national of another country. There is no one-size-fits-all profile for a terrorist, but generally, he or she will be someone who has values and ideals that are violently expressed against social norms; however, it should be recognised that the phrase 'one man's freedom fighter is another man's terrorist' has an associated underlying 'truth' – terrorists do not exist in a vacuum, they are supported financially and physically by members of the public in the countries they attack as well as by countries they may originate from or by organisations they are members of.

This guide provides information on how you should prepare and respond to various terrorist attacks, but before we move on to the guidance, we need to look at what we understand by the term terrorist attack. A terrorist attack comprises any event that is carried out by an individual or group against another individual or group using violence to disrupt social norms. Attacks by *homegrown terrorists*, including by individuals identified as *incels* (young celibate males with a hatred of women), ideologists, anarchists, and others, often take place in city centres or other public spaces, using a variety of means: knives, vehicles, bombs, firearms, arson, etc. These types of attacks are also used by large-scale terrorist organisations, which additionally target victims by kidnapping hostage-taking, hijacking, etc.

### 2.2 Victims' Rights after a Terrorist Attack

It is the responsibility of individual countries to safeguard their citizens from the threat, and reality, of terrorism. Security is overseen by governmental agencies, which include departments monitoring external and internal threats against the population. The EU also relies on agencies such as Europol and Interpol to help prevent terrorist attacks and to hunt down perpetrators after an attack has taken place. There are different threat levels, ranging from low to critical, which governments use to indicate a country's vulnerability to a terrorist attack.

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<sup>1</sup> Directive (Eu) 2017/541 Of The European Parliament And Of The Council of 15 March 2017 on combating terrorism and replacing Council Framework Decision 2002/475/JHA and amending Council Decision 2005/671/JHA



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As citizens, we should pay attention to the threat levels posted on the websites of Internal Affairs Ministries. Awareness of these threat levels should encourage us to review the information provided in these guidelines, for our safety and the safety of our families.

While each EU Member state is responsible for the creation and implementation of its legal framework, the EU also developed specific legislation for the Member States to establish and maintain citizens' rights. Such rights are enshrined in the Victims' Rights Directive<sup>2</sup>, where we can find a broad definition of a **victim of a crime** that not only applies to those directly impacted by a crime, but also to the family members of anyone who dies because of a crime.<sup>3/4</sup>

**Victims of terrorism are victims of crime** – terrorism is an offence, or crime, against people with a view to destabilising a country's social structure, as broadly defined by the EU. The definition of victims of terrorism varies between countries; however, individuals who are present at a terrorist attack are recognised as direct victims, including those maimed or killed, and those with no physical injuries, including those affected psychologically. The direct victims' friends, and peers are indirect victims. The relatives of those killed or harmed in a terrorist attack are recognised as being most affected.

There is no EU definition for the term *witness*, though it is generally acknowledged to mean someone who can give factual attestation to, or provide evidence of, an event or transaction: a witness to a crime can give evidence in a court of law as to the circumstances of that crime. Victims of terrorism can also be witnesses to the offence of terrorism. When a terrorist attack takes place, those present at the scene will have information about the event.

The Victims' Rights Directive provides victims of terrorism, in line with victims of other crimes, the right to financial, legal, and practical information; the right to access free of charge, confidential support services; the right to restitution and compensation; and the rights to protection and safe justice. It is to our advantage to familiarise ourselves with our rights as EU citizens, in case we become victims of crime or victims of terrorism.

For more information on your rights, criminal procedures and how to get help, please don't hesitate to contact your [nearest Victim Support Organisation](#) or [contact VSE](#) and we can help by referring you to one of our members.

## 2.3 Impact of terrorism

**Terrorism impacts** not just those who were present at the scene of an attack, nor just their family and friends, but the impact extends to the edges of our community and society. None of us are immune. A terrorist attack can leave communities economically or financially vulnerable, society fragmented and distrustful, families and social circles devastated. The more [prepared](#) we are at the individual level and community level to respond to terrorist threats and attacks, the quicker we can recover and the less victimisation we suffer. The guidelines below will set out some tips on how to react and how to prepare for an attack, as well as how to cope and how to build resilience (for more information on how to cope, please [section Recover](#)).

<sup>2</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1421925131614&uri=CELEX:32012L0029>

<sup>3</sup> [https://ec.europa.eu/commission/presscorner/detail/en/MEMO\\_15\\_6113](https://ec.europa.eu/commission/presscorner/detail/en/MEMO_15_6113)

<sup>4</sup> For more information on victims' rights by country, please see [https://e-justice.europa.eu/65/EN/victims\\_of\\_crime](https://e-justice.europa.eu/65/EN/victims_of_crime)

Warning: The guidelines below may make you feel nervous or may bring back memories of previous trauma, if this is the case, please reach out to your nearest victim support organisation to talk to a counsellor.

## 2.4 Resources

Website - European Legal and policy framework on victims' rights – EC website

[https://ec.europa.eu/info/policies/justice-and-fundamental-rights/criminal-justice/protecting-victims-rights/victims-rights-eu\\_en](https://ec.europa.eu/info/policies/justice-and-fundamental-rights/criminal-justice/protecting-victims-rights/victims-rights-eu_en)

Website – European Council – EU response to terrorism

<https://www.consilium.europa.eu/en/policies/fight-against-terrorism/#>

Website - Victim Support Europe website (section on victims of terrorism)

<https://victim-support.eu/help-for-victims/info-on-specific-types-of-victims/victim-of-terrorism/>

Website - Victim Support Europe – Map of members

<https://victim-support.eu/help-for-victims/find-help/>

Website - EU Centre of Expertise for Victims of Terrorism website

[https://ec.europa.eu/info/policies/justice-and-fundamental-rights/criminal-justice/protecting-victims-rights/eu-centre-expertise-victims-terrorism\\_en](https://ec.europa.eu/info/policies/justice-and-fundamental-rights/criminal-justice/protecting-victims-rights/eu-centre-expertise-victims-terrorism_en)

Tool – EU Handbook on victims of Terrorism – EUCVT [ EU Centre of Expertise for Victims of Terrorism]

[https://ec.europa.eu/info/sites/default/files/law/eu\\_handbook\\_on\\_victims\\_of\\_terrorism\\_2021\\_01\\_15\\_en.pdf](https://ec.europa.eu/info/sites/default/files/law/eu_handbook_on_victims_of_terrorism_2021_01_15_en.pdf)

Websites – Defining Terrorism

<https://www.unodc.org/e4i/en/terrorism/module-4/key-issues/defining-terrorism.html>

[https://www.europarl.europa.eu/RegData/etudes/ATAG/2015/571320/EPRS\\_ATAG\(2015\)571320\\_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/ATAG/2015/571320/EPRS_ATAG(2015)571320_EN.pdf)

<https://www.fema.gov/pdf/areyouready/terrorism.pdf>

Tools – Teaching tools for defining and understanding Terrorism

<https://www.unodc.org/e4i/en/secondary/teaching-guide-terrorism-violent-extremism/index.html>

<https://www.unodc.org/e4i/terrorism/module-14/index.html>

<https://ncmideast.org/wp-content/uploads/sites/1065/2011/07/Classroom-Activities-for-Teaching-about-Terrorism.pdf>

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<https://www.usip.org/sites/default/files/terrorism.pdf>

Media – Movie “Not Forgotten: Stories of Remembrance of Victims of Terrorism” from the UN Office of Counter-Terrorism

[https://www.youtube.com/watch?v=Iz2GnUhgXCw&ab\\_channel=UNOfficeofCounter-Terrorism](https://www.youtube.com/watch?v=Iz2GnUhgXCw&ab_channel=UNOfficeofCounter-Terrorism)

Media – video “The journey of recover” – educational video on the impact of terrorism

<https://thejourneyofrecovery.co.uk/>

Media - Surviving Terrorism: Victims' Voices from Norway

[https://www.youtube.com/watch?v=GZZgIpVSMFU&ab\\_channel=UnitedNations](https://www.youtube.com/watch?v=GZZgIpVSMFU&ab_channel=UnitedNations)

Media – Bring back our girls

[https://www.youtube.com/watch?v=rmZMa8gBvZc&ab\\_channel=BringBackOurGirls](https://www.youtube.com/watch?v=rmZMa8gBvZc&ab_channel=BringBackOurGirls)

Media - Voices of Terrorism Victims

[https://www.youtube.com/watch?v=rynfxJl1DjU&ab\\_channel=UnitedNations](https://www.youtube.com/watch?v=rynfxJl1DjU&ab_channel=UnitedNations)

Media - Victims of Terrorism: Voices of Women from Spain

[https://www.youtube.com/watch?v=oos\\_UmIUbyYw&ab\\_channel=UnitedNations](https://www.youtube.com/watch?v=oos_UmIUbyYw&ab_channel=UnitedNations)

Media - Victims of terrorism [What Europe does for you]

[https://www.youtube.com/watch?v=Lf1oFLLajDw&ab\\_channel=EuropeanParliamentaryResearchService](https://www.youtube.com/watch?v=Lf1oFLLajDw&ab_channel=EuropeanParliamentaryResearchService)

Media - The impact of terrorism on victims and their families

[https://www.youtube.com/watch?v=6bpS4Vmc0Bw&ab\\_channel=UnitedNations](https://www.youtube.com/watch?v=6bpS4Vmc0Bw&ab_channel=UnitedNations)

Media - Good Practices: Assistance to Victims of Terrorism

[https://www.youtube.com/watch?v=nR7dLlx-MMk&ab\\_channel=GlobalCounterterrorismForum%28GCTF%29](https://www.youtube.com/watch?v=nR7dLlx-MMk&ab_channel=GlobalCounterterrorismForum%28GCTF%29)

Media - Cameroon and Nigeria: Resilience in the Face of Terrorism (Victims’ Voices)

[https://www.youtube.com/watch?v=s7o4Ku-kec&ab\\_channel=UnitedNations](https://www.youtube.com/watch?v=s7o4Ku-kec&ab_channel=UnitedNations)

Media - Seeking Justice in the Face of Terrorism in Mali

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[https://www.youtube.com/watch?v=2IAcPkzIwtM&ab\\_channel=UnitedNations](https://www.youtube.com/watch?v=2IAcPkzIwtM&ab_channel=UnitedNations)

Legislation - Directive (EU) 2017/541 of the European Parliament and of the Council of 15 March 2017 on combating terrorism and replacing Council Framework Decision 2002/475/JHA and amending Council Decision 2005/671/JHA

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32017L0541>

Case-Law - Guide to the case law of the European Court of Human Rights

[https://www.echr.coe.int/Documents/Guide\\_Terrorism\\_ENG.pdf](https://www.echr.coe.int/Documents/Guide_Terrorism_ENG.pdf)

Website - DG Home - Counter terrorism and radicalisation

[https://ec.europa.eu/home-affairs/what-we-do/policies/counter-terrorism-and-radicalisation\\_en](https://ec.europa.eu/home-affairs/what-we-do/policies/counter-terrorism-and-radicalisation_en)

Tools – Impact of terrorism

<https://voicescenter.org/tip-sheets/mass-violence/mental-health>

Tools – Training manual on victims of terrorism

<https://www.unodc.org/e4j/terrorism/module-14/index.html>

Definition of Terrorist offences under the Directive (EU) 2017/541 Of The European Parliament and of the Council of 15 March 2017 on combating terrorism and replacing Council Framework Decision 2002/475/JHA and amending Council Decision 2005/671/JHA

**Article 3 – Terrorist offences**

1. Member States shall take the necessary measures to ensure that the following intentional acts, as defined as offences under national law, which, given their nature or context, may seriously damage a country or an international organisation, are defined as terrorist offences where committed with one of the aims listed in paragraph 2:

- (a) attacks upon a person's life which may cause death;
- (b) attacks upon the physical integrity of a person;
- (c) kidnapping or hostage-taking;
- (d) causing extensive destruction to a government or public facility, a transport system, an infrastructure facility, including an information system, a fixed platform located on the continental shelf, a public place or private property likely to endanger human life or result in major economic loss;
- (e) seizure of aircraft, ships or other means of public or goods transport;
- (f) manufacture, possession, acquisition, transport, supply or use of explosives or weapons, including chemical, biological, radiological or nuclear weapons, as well as research into, and development of, chemical, biological, radiological or nuclear weapons;
- (g) release of dangerous substances, or causing fires, floods or explosions, the effect of which is to endanger human life;
- (h) interfering with or disrupting the supply of water, power or any other fundamental natural resource, the effect of which is to endanger human life;
- (i) illegal system interference, as referred to in Article 4 of Directive 2013/40/EU of the European Parliament and of the Council (1) in cases where Article 9(3) or point (b) or (c) of Article 9(4) of that Directive applies, and illegal data interference, as referred to in Article 5 of that Directive in cases where point (c) of Article 9(4) of that Directive applies;
- (j) threatening to commit any of the acts listed in points (a) to (i).

Figure 1- Definition of Terrorist offences under the EU Directive on combating terrorism

## 3 Prepare and practice

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Frequently, terrorist attacks result in tragic outcomes: one being that, often, people are seriously injured. Therefore, it is important that if you are caught up in an attack, you know how to help yourself, and how to help others around you. The following chapter will provide you with information on how you can reduce the risk of being harmed and be prepared in the event of an eventual act of terrorism.

### 3.1 Be prepared

To ensure your safety and the safety of others, it is vital to **be prepared**.

At the simplest level, to help yourself, you can, for example, enrol in first aid courses, carry an up-to-date first aid kit, and have a plan in case a disaster strikes. But also, you can be prepared and informed on how to react, and what to do in the event of an attack.

### 3.2 First aid training

Sadly, in a terrorist attack, people will suffer physical injuries - from the relatively minor to severe life-threatening trauma. Help may be minutes or even hours away yet every second counts when it comes to survival.

If you know what to do - enough to maybe slow blood loss or keep a person breathing – you could help your loved ones and those around you to survive, and even help yourself. Of course, those same skills can help in many other situations such as a car accident or an injury at home.

Not only might this be critical before professionals arrive, but your help can also be essential to police and ambulance services who may be overwhelmed by the number of victims.

There are many ways you can get first aid training – from extensive weeks-long training to simple half-day courses. We've provided some resources here for basic online information on first aid. Even knowing this can make a difference.

A first aid training course could make the difference between an injured person having a temporary or a long-term disability. There are materials available online that can provide you with some basic information on first-aid (see [section Resources](#)). For training in your country check out courses in community centres or first responder organisations like Firefighters or the Red Cross – you can check your local area for upcoming sessions. Some of them even provide training for free. And don't forget, employers often offer first aid training as well.

### 3.3 First aid Kits

In many countries, it is mandatory that you carry a **first aid kit** in your car, the same applies to workplaces. Since you can't predict when and where an attack may occur, having a few essential items with you can make a difference. As such, you can create a small trauma kit, with small items such as a bandana or a triangular cloth, bandaging, a tourniquet or compress to stop bleeding; these don't take up a lot of space and you can easily carry out in your backpack or purse, and become very handy in all sorts of emergencies. If you want to create your own first-aid kit, you can find a **checklist** to guide you on the essentials in [Appendix I](#). If, on the other hand, you would like to buy one instead, you can find **links for ready to use** first aid kits in the [Resources section](#).

## 3.4 Terrorism Preparedness training

While it is normal for people to have, and use a first aid kit, it is unusual for us to think about **terrorism preparedness training**. However, such training – given the increasing incidence of terrorist attacks that target public locations – provides us with guidance on how we can better understand and react to being caught up in such an event. For example, it may be useful to be able to recognise the **common sounds** linked with terrorism – gunshots from different weapons, bomb explosions, etc., and you can find some **examples in the [section Resources](#)**.

**Terrorism preparedness training**, such as *ACT Awareness eLearning*, introduces the topic of terrorism, identifies suspicious behaviours and items, and provides information on specific types of terrorist offences (for more information on this please find the link in the [section Resources](#)).

## 3.5 Disaster Plans

In Europe, it's not so common to have a set of **plans in case a disaster occurs**, unless they live in an area that is commonly subject to earthquakes, flooding, or wildfires. These plans do a number of things – they help you prepare items you may need in an emergency, ensure you have essential papers copied, and help you establish a plan with your family members – where to meet, and how to talk to each other.

A well-thought-out written plan may help you and your family, or your employer, deal with the chaos of an attack or any other major emergency.

Such planning should be updated regularly and everyone (whether family or staff) should understand what to do; your plan must include activities that can be practised on a regular basis as this could help alleviate fear, anxiety, and stress (for examples of planning for potential disasters, [please see section Resources](#)).

The planning for potential disasters should include:

- Identification of possible risks
- Identification of emergency alerts and warnings
- Identification of an evacuation route to/and safe shelter on familiar paths, on the way from/to work/home.
- Family/household communication plan and easily identified safe place to meet
- Identification of individual family responsibilities
- Identification of any special needs or requirements (children, disabilities, the elderly, pets, etc.)
- Updated emergency preparedness kit

## 3.6 Tips for travellers

When travelling abroad, it is always worth thinking about the problems that could arise and preparing for them. This also means being ready for a disaster or terror attack – even whilst recognising the risk may be low. Of course, if you are travelling to a location that has a high risk of terrorism, this is even more important and there are **some skills and tips** to help reduce your personal exposure.

When travelling, some basic tips that can prove helpful even if not related to a terror attack. For example, making sure that you have a copy of all essential documents might come in handy, you can leave them with someone or have a copy saved in a different location; letting people closest to you know your travel

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arrangements, where you are going when you are coming back, where you are going to stay and even having some basic emergency information in your mobile phone.

However, if you are travelling to a country where the level of the terrorist threat has been considered high, (each country categorises their national level of threat), you might consider additional security measures, such as maintaining some distance from locations that have been the **target of terrorism in the past** and avoid all large demonstrations or gatherings in public spaces.

Make a note of the **emergency assistance numbers** in the country you are visiting. Does your home country have a mechanism to register your travel abroad? If so, you will be contacted in the event of any disaster and your Embassy will support you. If your country doesn't have this facility, then you may want to make a note of the Embassy telephone number and where it is located – remember that if you are an EU national and your country doesn't have an embassy in the country you are travelling to, you can go to any EU Embassy.

Make sure you note down some **useful phone numbers**, such as of the travel agency or airlines, local transport and hire car phone. You might consider having the information either downloaded or printed out since you may lose internet or phone connection during an attack or disaster.

Prepare an **evacuation plan** just in case there is a terrorist attack or other disaster. If you are travelling with friends, you could agree on a (safe) location to meet in case of emergencies, and perhaps ensure that you all have a (paper) copy of each other's telephone numbers. You may also want to carry a small amount of cash on your person to be able to use a payphone or for a taxi.

Try to be as **aware of your surroundings** as much possible and try to be alert to people around you and how they behave, without letting that affect your day to day. You can be aware of your surroundings without becoming overly concerned or paranoid. (For more about situational awareness, please check [section Awareness](#))

You may also want to **check the exits** from your location. Whether it's your hotel, a train station, an airport, a shopping mall or even a store or a cinema, look for the green exit signs, bars and restaurants may also have an exit from the kitchen or other areas that may be closer and safer than the front door, that way you will ensure you know how to leave a building in an emergency.

## 3.7 Tips for parents or carers

As parents, we should keep our children safe and help minimise their fears. However, it is important that we **talk to children about terrorism** and explain what it is, using notions and concepts that children will understand.

While you should use clear, simple language that young children will understand, you shouldn't overload them with information as this may cause a child to be overwhelmed. You should clearly explain that there are good people, who will help others during and after an attack, working to prevent terrorism. Above all, you should try to **make them feel safe**.

If there is a terrorist attack, you should aim to **tell children the truth** whilst sticking to the facts, without speculations and personal opinions. All the while, be conscious of managing the information in a way that doesn't frighten or overwhelm children, bearing in mind their age and maturity.



### D3.3: Citizen training materials

**Try to be a good listener.** Try to give children honest answers and facts in response to difficult situations – they will usually sense when adults are not being honest, so better not to avoid the topic while making sure statements are consistent and reassuring and no unrealistic promises are made.

Try to be aware of **the emotional state** of the children you interact with. It is important to spot emotional or behavioral changes while keeping in mind that everyone expresses grief and trauma in different ways. It is important to provide children with support, if changes in a child's behavior or similar problems are noted, it is advisable to seek professional help as soon as possible.

We should aim to help children to establish a **routine and schedule** as structure and familiarity will be reassuring for them. During stressful periods, some activities (school, sports or other hobbies, birthday parties, holidays or group activities, etc.) can take on an added importance.

Keeping open communication channels and **good relationships with your children's school are highly recommended.** Teachers should be made aware of any traumatic episodes or events that children have been subjected to, so they can be on the alert for any possible behavioral changes. If changes are identified during school hours, teachers should inform parents immediately.

**Stereotyping** people or countries that are often associated with violence should be always avoided. You may want to use the opportunity to teach tolerance and explain prejudice. It is also advisable to limit children's social media exposure and their access to local news as constant exposure to these forms of communication may increase anxiety, which could have a negative impact on their post-incident recovery.

## 3.8 Tips for professionals and organisation

Organisations, as well as individuals, must be prepared for the effects of a terrorist attack. Terrorism can **disrupt your business** in many ways. While an attack is unlikely to occur in your actual workplace, it will still affect your organisation: are your employees (or their family members) involved in the attack, can they get to their place of work, can they get home? Managers, and business owners, should make preparations for (the unlikely event of) a terrorist attack. Below you can find some helpful suggestions on how to do this.

Create a **crisis response team** - an organisational group that will analyse any possible workplace risks and vulnerabilities. Develop incident response and protocols, and train the staff. Members of this crisis response team should include those responsible for HR, communications, security, and facilities management.

Carry out **risk identification and risk analysis** protocols regarding terrorist attacks and examine how these risks can be addressed. A similar assessment should be made on the (physical and IT) security vulnerabilities of the organisation.

Develop a clear crisis management plan, emergency response plan, and business continuity plan. The **crisis management plan** will help guide decision making and action planning by your crisis response team. This can be accompanied by a specific crisis communication plan, otherwise, it should include crisis communication materials, which may require further development.

The **emergency response plan** should be deployed after a terrorist attack and aims to preserve human life as well as physical property and resources. Evacuation, as well as stay-in-place protocols (measures to keep staff safe inside the building if an incident is taking place in the near vicinity), should be covered in this plan.

### D3.3: Citizen training materials

Establish **security protocols** that include signage, accessible hiding places, and optimisation of technical capabilities. Provide **staff training** on what to do in the case of a terrorist attack.

The **business continuity plan** should ensure that your business operations can get back to normal as soon as possible. The plan may include, for example, alternative working arrangements for employees unable to get to the workplace. The plan should foresee the need for support to be given to staff members to assist in recovering from a terrorist attack, no matter that staff were not directly involved in the incident.

## 3.9 Tips for the elderly or persons with disabilities

You may have loved ones, friends or colleagues who have disabilities or may be elderly. It's important to know that terrorist attacks may affect them differently or you may have to have some specific plans to assist them. Of course, this isn't to assume that people with disabilities or elderly persons aren't independent or can't cope. So it's important to plan these issues with the person, empowering them and reflecting on their situation and capabilities.

A **personal support network** could be established in preparation for an emergency, such as a terrorist attack. This network, of friends, family, co-workers and personal support staff, could help develop a disaster plan: the plan may need to be created by the network for people who are physically, emotionally, or mentally unable to create it themselves.

A **disaster plan** will be needed for each location where the subject spends time, whether at home, school, work, etc. A copy of the plan should be given to their network members and a copy should be kept on them.

It is also advisable to identify a **meeting place** where everyone should go if separated from the caregivers or family. Keeping a copy of this meeting place on oneself (wallet or purse), and sharing it with the personal support network is also advisable.

Choosing substitute **caregivers**, who know the personal needs and can help in an emergency, if the primary caregiver is unavailable or unable to provide support during a terrorist attack.

If **relying on oxygen or other medical electrical equipment**, it might be a good idea to contact the medical supply company – or ask someone from the network – to discuss backup plans if an emergency occurs.

## 3.10 Resources

### First Aid Kit Checklist

Please see [Appendix I](#).

### First Aid Kits Examples

<https://www.sja.org.uk/first-aid-supplies/first-aid-kits/>

<https://www.redcross.org/store/first-aid-supplies>

### D3.3: Citizen training materials

#### Websites - First Aid Information

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/742418/SJA\\_Public\\_Advice.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/742418/SJA_Public_Advice.pdf)

<https://www.gov.uk/government/publications/counter-terror-first-aid-awareness>

<https://www.redcross.org.uk/first-aid/learn-first-aid>

#### Media – First Aid Information

[https://www.youtube.com/watch?v=w1Lv6Mxamhk&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=w1Lv6Mxamhk&ab_channel=CounterTerrorismPolicingUK)

[https://www.youtube.com/watch?v=PQQnfeG67ao&ab\\_channel=MSB](https://www.youtube.com/watch?v=PQQnfeG67ao&ab_channel=MSB)

[https://www.youtube.com/watch?v=wEt1o5cYtvs&t=15s&ab\\_channel=MHASingapore](https://www.youtube.com/watch?v=wEt1o5cYtvs&t=15s&ab_channel=MHASingapore)

#### Media – YouTube video with different sounds of gunshots

[https://www.youtube.com/watch?v=1N\\_m3tsPyP0&ab\\_channel=SintonizarProductions](https://www.youtube.com/watch?v=1N_m3tsPyP0&ab_channel=SintonizarProductions)

#### Media – YouTube video with an interview with the Richmond Police Department (USA) explaining the difference between gunshots and fireworks

[https://www.youtube.com/watch?v=yd\\_s8W8f7Y8&ab\\_channel=ABC7NewsBayArea](https://www.youtube.com/watch?v=yd_s8W8f7Y8&ab_channel=ABC7NewsBayArea)

#### Media – Video with both gunshots and fireworks sounds

[https://www.youtube.com/watch?v=knXj6Mo6Vhs&ab\\_channel=WFMYNews2](https://www.youtube.com/watch?v=knXj6Mo6Vhs&ab_channel=WFMYNews2)

#### Website - ACT Awareness eLearning

<https://www.gov.uk/government/news/act-awareness-elearning>

#### Tools - Disasters Plans Templates

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/make-a-plan.html>

[https://www.redcross.org/content/dam/redcross/atg/PDF\\_s/Preparedness\\_Disaster\\_Recovery/General\\_Preparedness\\_Recovery/Be\\_Red\\_Cross\\_Ready/ECCard.pdf](https://www.redcross.org/content/dam/redcross/atg/PDF_s/Preparedness_Disaster_Recovery/General_Preparedness_Recovery/Be_Red_Cross_Ready/ECCard.pdf)

<https://www.ready.gov/plan>

<https://www.monplandurgence.be/fr-BE/Home>

#### Media – video with tips for travellers - Counter Terrorism Policing UK

[https://www.youtube.com/watch?v=kzcldaLbYPA&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=kzcldaLbYPA&ab_channel=CounterTerrorismPolicingUK)

#### Tools – Tips for organisations

<https://www.gov.uk/government/publications/counter-terrorism-organisational-first-aid-preparedness>

### D3.3: Citizen training materials

<https://www.fema.gov/pdf/plan/managingemerconseq.pdf>

<https://www.continuitycentral.com/index.php/news/business-continuity-news/2615-how-to-prepare-your-organization-for-a-terrorist-attack>

<https://www.mom.gov.sg/~media/mom/documents/employment-practices/sgsecure/sgsecure-guide-for-workplaces.pdf?la=en>

[https://www.cstsonline.org/assets/media/documents/CSTS\\_report\\_sloan\\_workplace\\_prepare\\_terrorism\\_preparedness.pdf](https://www.cstsonline.org/assets/media/documents/CSTS_report_sloan_workplace_prepare_terrorism_preparedness.pdf)

<https://www.psnipolice.uk/globalassets/advice--information/action-counters-terrorism/images/rp084--safety-its-your-business---tri-fold.pdf>

[https://www.youtube.com/watch?v=GTFNYtKf6m8&ab\\_channel=CPNIUK](https://www.youtube.com/watch?v=GTFNYtKf6m8&ab_channel=CPNIUK)

#### Websites – Tips for Parents/Carers

<https://www.savethechildren.org/content/dam/usa/reports/emergency-prep/GRGS-TERRORISM-TIPS.PDF>

<https://www.chp.edu/for-parents/health-tools/parent-resources/parenting-tips/terrorism/teachers-talking-about-terrorist-attacks>

<https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/mental-health-resources/war-and-terrorism/helping-children-cope-with-terrorism>

[https://www.aacap.org/AACAP/Families\\_and\\_Youth/Facts\\_for\\_Families/FFF-Guide/Talking-To-Children-About-Terrorism-And-War-087.aspx](https://www.aacap.org/AACAP/Families_and_Youth/Facts_for_Families/FFF-Guide/Talking-To-Children-About-Terrorism-And-War-087.aspx)

<https://voicescenter.org/tip-sheets/mass-violence/talking-children>

<https://www.ready.gov/kids>

<https://store.samhsa.gov/product/tips-talking-helping-children-youth-cope-after-disaster-or-traumatic-event-guide-parents/sma12-4732>

<https://www.911memorial.org/learn/youth-and-families/talking-children-about-terrorism>

[https://www.ptsd.va.gov/understand/types/terrorist\\_attacks\\_child.asp](https://www.ptsd.va.gov/understand/types/terrorist_attacks_child.asp)

#### Websites – Tips for the elderly or persons with disabilities

<https://ldh.la.gov/assets/docs/OAAS/EmergencyPrep/EmergencyPreparednessBrochure.pdf>

<https://www.ready.gov/disability>

#### Websites – Governmental or official websites providing general information on how to react in the event of an attack

<https://www.gouvernement.fr/en/how-to-react-in-the-event-of-a-terrorist-attack>

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/terrorism.html>

<https://crisiscenter.be/en/what-can-you-do>

[https://www.psnipolice.uk/advice\\_information/action-counters-terrorism/](https://www.psnipolice.uk/advice_information/action-counters-terrorism/)

### **D3.3: Citizen training materials**

<https://www.chicago.gov/city/en/sites/gearupgetready/home/terrorist-attacks.html>

<https://www.met.police.uk/advice/advice-and-information/t/terrorism-in-the-uk/staying-safe-from-terrorism/>

## 4 Awareness

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The above chapter provides the reader with a broad range of advice on how to prepare themselves, their families, their workplaces, and their networks before a major disaster incident or a terrorist attack. We will now look at some of these topics in more depth.

This section discusses awareness, which is generally accepted to mean *'the knowledge or understanding of a particular activity, subject, etc.'*, as related to own surroundings and behaviours of those around oneself. As such, it is important that one is **always aware of one's surroundings**; being alert to activities that happen around us.

Terrorists take advantage of people's lack of attention to their surroundings, so one might want to consider **being especially vigilant in public areas**, where attacks often take place. Often, crowded public locations have been targeted for attacks, whether by vehicle, explosive devices or by terrorists using firearms. Often awareness of people acting in a suspicious manner, vehicles that are parked or that are driven, in restricted areas, packages or other objects that appear to be ownerless could be helpful. When feeling threatened, one should immediately contact the police.

Being alert to unusual behaviour is important. While it can be difficult to specify what constitutes unusual behaviour, it is probably better to err on the side of caution. If seeing someone using unusual access to a building, such as a fire escape, and if feeling threatened by that behaviour, better to contact the police or security personnel – it may be a perfectly normal shortcut – it is better to make a genuine mistake than to let a terrorist attack take place (for videos on suspicious behaviour and how to detect, please see [section Resources](#)).

It is good practice to know the exits from the location where one finds oneself: **identifying the green emergency exit signage** in public locations such as malls, transport venues, etc. Restaurants will always have an exit through the kitchen, should you need to avoid leaving through the front door. It is also good practice to identify safe places to hide, whether at home or at work (for more information on where to hide, see [section HIDE](#)).

Different types of attacks might suggest various types of security measures, for more detailed information on specific security measures for different types of attacks, please see [section Different Types of Terrorist Attacks](#).

### 4.1 Resources

#### Media – Videos on how to detect suspicious behaviours

[https://www.youtube.com/watch?v=z\\_TKoE8O3mI&ab\\_channel=EuropeanJewishCongress](https://www.youtube.com/watch?v=z_TKoE8O3mI&ab_channel=EuropeanJewishCongress)

[https://www.youtube.com/watch?v=RX6x1HuOWeU&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=RX6x1HuOWeU&ab_channel=CounterTerrorismPolicingUK)

[https://www.youtube.com/watch?v=s1CcFFmcOWM&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=s1CcFFmcOWM&ab_channel=CounterTerrorismPolicingUK)

#### Media – Videos on how to detect suspicious objects

[https://www.youtube.com/watch?v=Bo5RLMEmttI&ab\\_channel=EuropeanJewishCongress](https://www.youtube.com/watch?v=Bo5RLMEmttI&ab_channel=EuropeanJewishCongress)

[https://www.youtube.com/watch?v=jjcaksGQ6HU&ab\\_channel=CISA](https://www.youtube.com/watch?v=jjcaksGQ6HU&ab_channel=CISA)

### D3.3: Citizen training materials

#### Tool - Unattended vs. Suspicious Item

<https://www.cisa.gov/publication/unattended-vs-suspicious-item-postcard-and-poster>

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/563349/HOT\\_Poster\\_NaCTSO.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/563349/HOT_Poster_NaCTSO.pdf)

#### Media – Videos on situational awareness

[https://www.youtube.com/watch?v=MYEAQG62pYA&ab\\_channel=VOctv-VoicesOnCall](https://www.youtube.com/watch?v=MYEAQG62pYA&ab_channel=VOctv-VoicesOnCall)

[https://www.youtube.com/watch?v=viqK\\_yNaog&ab\\_channel=VOctv-VoicesOnCall](https://www.youtube.com/watch?v=viqK_yNaog&ab_channel=VOctv-VoicesOnCall)

[https://www.youtube.com/watch?v=Eblf60WyUzk&ab\\_channel=VOctv-VoicesOnCall](https://www.youtube.com/watch?v=Eblf60WyUzk&ab_channel=VOctv-VoicesOnCall)

#### Website – ActEarly campaign

<https://www.counterterrorism.police.uk/actearly/>

## 5 React

It is, in most cases, impossible to predict how individuals will react to a ‘dangerous’ situation or terrorist attack, but our natural response – an automatic physiological reaction over which people have little control – will probably be to protect oneself and loved ones from the perceived threat.

The body’s physiological response to stress and fear may lead to loss of peripheral vision and reduced hearing, as well as a diminished ability to make decisions and process verbal instructions; this is known as ‘freezing’. Alternatively, one may wish to ‘flee’, one’s reaction requires quickly leaving the area, usually by using familiar routes or following a crowd. A third innate response may be to ‘fight’, even if your chances of winning are low, or the “fawn” response - when someone moves closer to the source of their trauma and tries to placate or win over their aggressor – may kick in.

While everyone hopes that, during a period of endangerment, we would still be able to evaluate what is happening around us and then take appropriate calm rational action to ensure the safety of loved ones, feelings will include disbelief, fear, anxiety, horror, lack of confidence in one’s own ability to help, or one may even blank out what is happening and fail to react at all. **ALL these reactions are ‘normal’** and will be different, individualised for each person, so they cannot be validated as being right or wrong: the human brain controls these reactions at the subconscious level. (For more information on how the human brain reacts to a traumatic event, please view the videos in the [section Resources](#)).

No matter how the sub-conscious-self wishes to defend itself, there are some actions that people can learn to carry out that may alleviate the risks we face during a terrorist attack. These include:

**Assessing the current situation.** What is the knowledge of the situation or what knowledge can be discovered from the activities of those around? What has taken place – has there been an explosion, gunfire, a crash? How are people reacting? What direction are people running in – away from you or towards you? Are the police or other first responders already on site?

**Assessing the current location.** Before deciding whether to run, hide, stay in place, or negotiate consider the topography (natural and artificial physical features) of the location (building/open space/street, etc.). Is there a safe, secure location nearby that one can easily get to? If not, consider where safety can be found without placing oneself in harm’s way. Take note of where the danger appears to lie, can you take steps to avoid that location? If you can’t then try to find somewhere nearby to hide. If the danger appears to be removed from your location, consider your options for staying where you are.

**Re-assessing the situation and the options based on the best available information.** Once decided on a course of action, one should be alert to any continuing or developing threats to the situation and location: has there been a change in those around you, have there been any additional explosions, further gunfire, more attacks on people in the street? Do these appear to be closer or further away from the location? Does the location still offer the same level of protection? Should leaving be considered because the threat appears to have decreased, or increased? What reliable news has been available on the internet/government information centre’s? Have you been able to contact family, the police, or your employer to let them know you have been caught up in a terrorist event? Have individuals who may be involved in the event been seen?

It may be difficult to put these actions into practice during a real-life terrorist attack but becoming familiar with these questions – now – will allow one time to consider the situation and to come up with the means to identify the level of danger one may be facing in the future. For further information on post-attack actions, please find further information in the [sections RUN, HIDE, FIGHT and TELL](#).



## 5.1 Resources

### Media - Video on reactions

[https://www.youtube.com/watch?v=MYEAQG62pYA&ab\\_channel=VOctv-VoicesOnCall](https://www.youtube.com/watch?v=MYEAQG62pYA&ab_channel=VOctv-VoicesOnCall)

[https://www.youtube.com/watch?v=viqK\\_yNaog&ab\\_channel=VOctv-VoicesOnCall](https://www.youtube.com/watch?v=viqK_yNaog&ab_channel=VOctv-VoicesOnCall)

[https://www.youtube.com/watch?v=Eblf60WyUzk&ab\\_channel=VOctv-VoicesOnCall](https://www.youtube.com/watch?v=Eblf60WyUzk&ab_channel=VOctv-VoicesOnCall)

[https://www.youtube.com/watch?v=jEHwB1PG-Q&ab\\_channel=Braive](https://www.youtube.com/watch?v=jEHwB1PG-Q&ab_channel=Braive)

[https://www.youtube.com/watch?v=uxweRCXaLVA&ab\\_channel=DemystifyingMedicine](https://www.youtube.com/watch?v=uxweRCXaLVA&ab_channel=DemystifyingMedicine)

[https://www.youtube.com/watch?v=ZLF\\_SEy6sdc&ab\\_channel=DovetailQld](https://www.youtube.com/watch?v=ZLF_SEy6sdc&ab_channel=DovetailQld)

[https://www.youtube.com/watch?v=ZdlQRxwT1I0&ab\\_channel=TheTraumaFoundation](https://www.youtube.com/watch?v=ZdlQRxwT1I0&ab_channel=TheTraumaFoundation)

### Website on fight or flight reaction

<https://www.ptsduk.org/its-so-much-more-than-just-fight-or-flight/>

## 6 Run and Escape

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In the event of a terrorist attack or other forms of a harmful event, the primary reaction is often to leave the site of the danger to find safety and help. The following should be considered in evaluating whether this is the correct action to take:

As above, **assess one's current location** in terms of its physical features so it's easier to determine where the danger is coming from or is it safer to stay than to leave?

Please, find below some tips that might be useful:

If on a premises located close to the site of a terrorist attack

- Stay away from windows.

If you are inside a building

- Identify the location of emergency exits;
- Identify how many floors would have to be navigated to get outside; is there an emergency route to the outside that would not be exposed to danger?
- Only leave the building if stairs can be safely used as a means of escape without them becoming blocked by attackers infiltrating the premises.

Having ascertained that the building can be safely exited:

- Leave belongings behind (one should consider always having a copy of a means of ID and some cash);
- Encourage others to leave the building;
- Be alert and aware of the surroundings;
- Make one's way quickly to safety.

If you find yourself in a public area

- Assess your surroundings - are the streets blocked by damage, people, terrorists; is there a route one can easily take to a known safe location; is it necessary to go into an unfamiliar area; can plans be quickly altered if the situation changes? If there is no nearby place of safety, then one should move away from the site of the harmful event.
- Being alert to all sudden noises is advisable – gunfire doesn't sound as it does on TV – if hearing anything one can't account for or identifying another threat, one should flee immediately and not consider any other action other than reaching a secure location.
- Alerting those around and dissuading them from entering the area one's just left is highly recommended; The same goes for encouraging and helping others to safety, without allowing them to slow down.
- Once safe from further threats, alert the authorities by calling the emergency numbers; provide information on previous and current locations; give any information on the incident or the attacker.
- Obey all instructions that are issued by local law enforcement agencies. Make way to (a pre-planned) secure area; take (a mental) note of "*safe havens*", such as police stations and hospitals.

If there is an attack but not close enough to be in any danger, it is recommended not to stay to watch what is happening, as one might only get in the way of the emergency services and there is a risk further attacks may occur.

- Consider leaving the area as soon as possible.
- If there's a bomb blast, it is highly advisable not to run as one may be suspected of being the bomber. If in a crowd, one should stay on its perimeter.

### D3.3: Citizen training materials

- Stay clear of glass shop fronts.

If the event occurs near home and one can safely get into the house/apartment:

- Check for damage using a flashlight, do not light matches or candles or turn on electrical switches. Being aware of fires and gas leaks also helps.
- Do not go into the streets.
- Be alert for local news developments.
- Adhere to any curfews or security restrictions.

Under all circumstances, one should **follow the instructions given by emergency responders**. Staying put until the police says it's safe to leave is desirable. If necessary, one will be evacuated by the police – if one reaches safety, staying away from the area of the attack until the police reach out for information is advisable.

If there's no time to find a safe way out of the attack location, see [section HIDE](#).

## 6.1 Resources

Media – Run, Hide, Tell campaign / Run, Hide, Report Campaign / Run, Hide, Fight Campaign

[https://www.youtube.com/watch?v=2H01LlpHr0E&ab\\_channel=MSB](https://www.youtube.com/watch?v=2H01LlpHr0E&ab_channel=MSB)

[https://www.youtube.com/watch?v=ZqATBrJ-J\\_s&ab\\_channel=%E9%A6%99%E6%B8%AF%E8%AD%A6%E5%AF%9FHongKongPolice](https://www.youtube.com/watch?v=ZqATBrJ-J_s&ab_channel=%E9%A6%99%E6%B8%AF%E8%AD%A6%E5%AF%9FHongKongPolice)

[https://www.youtube.com/watch?v=TeOdxKozra0&t=1s&ab\\_channel=FBI%E2%80%93FederalBureauofInvestigation](https://www.youtube.com/watch?v=TeOdxKozra0&t=1s&ab_channel=FBI%E2%80%93FederalBureauofInvestigation)

[https://www.youtube.com/watch?v=rDTkRHTJxis&ab\\_channel=RushUniversitySystemforHealth](https://www.youtube.com/watch?v=rDTkRHTJxis&ab_channel=RushUniversitySystemforHealth)

[https://www.youtube.com/watch?v=s3y51Vd4kJ4&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=s3y51Vd4kJ4&ab_channel=CounterTerrorismPolicingUK)

[https://www.youtube.com/watch?v=WDiv-PwEde4&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=WDiv-PwEde4&ab_channel=CounterTerrorismPolicingUK)

[https://www.youtube.com/watch?v=HDjv1qdJFhg&ab\\_channel=BreakingtheSafe](https://www.youtube.com/watch?v=HDjv1qdJFhg&ab_channel=BreakingtheSafe)

[https://www.youtube.com/watch?v=zpUIXlw0f6c&ab\\_channel=OCSTrainingTeamProductions](https://www.youtube.com/watch?v=zpUIXlw0f6c&ab_channel=OCSTrainingTeamProductions)

[https://www.youtube.com/watch?v=H0BsrB5ADUY&ab\\_channel=NationalPoliceChiefs%27CouncilNPCC](https://www.youtube.com/watch?v=H0BsrB5ADUY&ab_channel=NationalPoliceChiefs%27CouncilNPCC)

[https://www.youtube.com/watch?v=NL96sHr75LA&ab\\_channel=MHASingapore](https://www.youtube.com/watch?v=NL96sHr75LA&ab_channel=MHASingapore)

[https://www.youtube.com/watch?v=taFBg8-QyyE&ab\\_channel=MHASingapore](https://www.youtube.com/watch?v=taFBg8-QyyE&ab_channel=MHASingapore)

## 7 Hide or shelter in place

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After careful consideration of available options, in the event of a terrorist attack or other harmful events, if the choice was taken to remain in the current location, this section will provide information on how to best protect oneself by finding a safe place to hide.

If you are in an open area that is subject to an attack, you should **seek shelter or a place to hide within the nearest building**.

As above, **assess your current location** in terms of its physical features: can you determine where the danger is coming from, are you safer where you are than trying to find an alternative hiding place or finding a means of exiting the building? Hiding in a building can provide you with an illusion of safety; however, you should learn how to turn that illusion into reality.

Most building layouts are similar to those you may already be familiar with, so **using your existing knowledge** will help complicate matters for terrorists; try to keep a balanced approach, not become overly suspicious, and be aware of your surroundings.

As an example of good practice, you should always make yourself familiar with the exit route signage in a building – whether a mall, a hotel, a restaurant, or an office – if for no other reason than fire alarm protocols require that all inside a building should leave by the clearly marked exits.

Below, you can find some practical tips:

- **Stay away from the windows**, if you are on a premises located close to the site of a terrorist attack.
- Inside a building: **identify the location of emergency exits**; how many floors would you have to navigate to get outside; is there an emergency route to the outside that would not expose you to danger? Only leave the building if you can safely exit without confronting attackers inside the premises.
- Having ascertained that you cannot safely exit the building: **turn your phone to silent**, and keep it from vibrating; if necessary, leave your belongings behind (you should consider always having a copy of your ID and some cash on your person) while you seek shelter.
- **Make your way quickly to find cover** – whether in an office, a storeroom, a shop, etc.; if possible, barricade/lock all entry points and keep away from doors and windows, encourage others to follow you to the secure location. Is there anything you can use in case you need to defend yourself?
- If you are hiding with other people, or with children, do everything you can to **keep yourself, and them, calm and quiet**. Be aware that noise will give away your place of safety.
- **If you are injured, attend to yourself** before checking what additional support others may need – first aid, medication, water, etc.
- **Be alert and aware of your surroundings**. Gunfire doesn't sound like it does on TV, it's more of a popping sound like a car backfire or fireworks: don't ignore that sound. Establish where the sound is coming from and decide whether you need to run or remain hidden.
- **Do not open the door**, even if the person tells you they are the police (if you have access to a phone, call the police, give your location, and provide them with a safe word to verify their status).
- If, while hiding, you identify an exit, take it as soon as the attackers are distracted. To be discovered, or taken hostage, is often fatal.
- Be aware that police officers may enter your location at some stage to secure the building and locate those who have hidden from the threat.
- If you're confronted by law enforcement or military personnel, keep your hands open, up, and away from your body. If you can, point out any threats with an open hand and verbally identify the threats.
- Obey official instructions to exit the building.

## 7.1 Know where to hide

Once you have decided to hide, you will have to act quickly to find a suitable location; this will very much depend on where you are when the attack takes place, how well you know the premises, how the building was constructed, what shelter you will have access to and, importantly, what munitions the attackers are using.

A safe hiding place, in an armed offender situation, will have a **sturdy opaque physical barrier** between you and the offender. For example, if you have access to an internal room, you should lock the door and, if possible, place any large object behind it. However, you should be aware that the walls of many internal rooms are not made of concrete, and you may need to use additional resources, such as desks or cabinets, to shelter behind.

Once you have found a suitable hiding place, **turn your phone to silent! Lie on the floor, away from doors and windows**, ideally behind solid (wooden/concrete/brick) items that can help absorb the shock from, or deflect/slow the trajectory of, any bullets or explosion; however, you should be aware that few internal structures/moveable objects will be bullet-proof. Injuries can also be caused by glass shards, falling masonry, overhead objects dislodged by a blast, bullets/shrapnel bouncing around a room, etc. (For more information, see [section Resources](#)).

An effective barricade will initially depend on the door to the room you are hiding in: does it open into the room or the hallway? What items do you have available to prevent the door from opening, is there a key in the lock, and does it need a pass card or code to open it? If the door locking mechanism appears complicated, then time will not be wasted on trying to open it unless the building is under siege.

What items are in the room? Can you move desks, cabinets, chairs, and other furniture in front of the door to prevent it from being opened into the room? Do you have cords, belts, or other materials to prevent the door from being opened into the corridor? The more obstructions you are able to create the less likely the terrorists are to waste on your room, buying you time to contact the authorities with information on your situation – see [section TELL](#).

If you have been able to barricade yourself in a room/cupboard, contact law enforcement agencies using Wi-Fi, if it is safe to do so, to provide them with information on your circumstances and location. It is better to be hidden in a room, out of the terrorists' line of sight, than in the open. Remain quiet, prone on the floor, until the arrival of first responders. As above, be wary of anyone presenting themselves as being a rescuer – find a way to verify this information.

If you are caught up in an attack without recourse to hiding inside a building, alternative hiding places can include:

- Concrete or brick walls and partitions
- Vehicles
- Earth banks, hills, mounds or even a big vase filled with earth (planters), etc.
- Fences and other large structures

If you are in a building that is not directly involved in the attack, including your home, you may be told to **shelter in place**, this means that you should remain in the building, which should be locked down by management, or yourself, until the 'all clear' is given. You should keep away from windows, keep to the centre of the building, do your best to ensure the safety of those you are sheltering with by keeping calm and not panicking. You should follow all instructions given by the building management, law enforcement, and city officials and should only leave the premises when it has been confirmed that it is safe to do so.

## 7.2 Resources

### Website – how to barricade

<https://guardiandefenseplan.com/how-to-barricade-a-door-effectively/>  
<https://guardiandefenseplan.com/how-to-barricade-a-door-effectively/>

<http://www.survivalresponsellc.com/ultimate-guide-to-barricading-a-door/>  
<http://www.survivalresponsellc.com/ultimate-guide-to-barricading-a-door/>

### Website – Best materials that stop bullets

<https://www.rrds.com/bulletproof/top-bulletproof-materials-for-improved-workplace-safety/>

### Website – Informative website from the Swedish Police that contains information on first-aid, best materials to stop bullets, etc.

<https://webbutbildning.msb.se/utb/terrorberedskap/player.htm?nw=true&lang=en-GB#page1606378789108>

## 8 Survive

As highlighted above, during an ongoing terrorist attack it is better to be out of sight, than in the open. Unfortunately, you may find yourself in a position where you are unable to [find an exit](#) or a place to [hide](#) as you are in close proximity to the terrorists when their attack is initiated. In this instance, your task is to ensure that you use every opportunity to **survive** this encounter.

Your priority is to keep yourself as safe as possible, each situation will be different and will be fluid, the advice provided below should be adapted to your specific experience, whether you are [hiding](#) from the terrorists (see above) or whether you are taken [hostage](#) during the attack, or ultimately have to [fight](#) for your life. Below you can find specific tips for each situation.

### 8.1 Tell

In the sections above, you have been given advice on how to run from, hide from, and survive during a terrorist attack.

Finding a safe location is your primary task but once you are in a place of safety, you can then reach out to the authorities to give them what information you have about the event or the attackers. Your knowledge may help first responders and law enforcement agencies provide assistance to others and prevent the attackers from inflicting (further) casualties.

- Once you have ensured your safety, evaluate your situation before using a phone as it might put you in danger, if used prematurely, alerting the offenders to your presence.
- Prepare your thoughts before you contact the police, you need to be specific and accurate when you reach out with information.

#### 8.1.1 What information to provide during an attack

If you are hiding in a location that has been targeted by terrorists, providing the authorities with accurate up-to-date information is important, and you shouldn't assume that others have already reached out. When you call the emergency hotline (112/999 or the local emergency number) make it clear that you are calling about the ongoing attack. You should provide:

- Identification – give your name and your status (a bystander, a shop owner, a facility manager, etc.) to help establish your knowledge of the area in question. If the attack is in a shopping mall and the caller is a store manager, they will likely know the location of the emergency exits, etc. However, if the caller is a bystander/client in the same location, their knowledge of the premises will be less detailed.
- Location - where are you, do you know where the suspects are in relation to your position?
- Direction - where did you last see the suspects, are you aware of the direction in which they were heading?
- Description – can you describe the attacker(s); can you provide details of their features, clothing, weapons, etc.; do you know how many attackers may be on-site?
- Further information – are you aware of any casualties, their injuries, and where they are located? Do you have any information on the building, its entrances and exits? Do you know if there are any hostages, etc.? How long ago did you last see/hear the attackers?

Share your information in clear simple language, try not to speak too quickly, and try to keep calm when sharing details that might be upsetting.

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If you have a hearing or speech impairment (or feel that it would be safer for you, because of your current location) most countries have the option of contacting the emergency services by text message. Your message should indicate which service is to be contacted, the nature of the emergency and the location, ideally with a precise address or landmarks. For example Police, knife attack, inside Docks Brussels, Bd Lambermont 1, Brussels.

If you are caught up in a terrorist attack outside your own country and you cannot speak the local language, use the message service to communicate with the emergency services – you should be able to use Google to translate your message into the local language, make sure to highlight which language you normally speak. Alternatively, and in addition, you can contact your Embassy or consular services with your information and the details of the attack.

## 8.2 Fight/Fawn

While expert advice is that you should not antagonise terrorists if you are confronted by an unavoidable threat, you should use all available means to fight, and you should encourage others to help overwhelm the attackers.

- Fighting/fawning should be seen as a last resort if running or hiding are not an option or if you are in imminent danger.
- Use any available objects as improvised weapons to try to incapacitate the attacker, use anything to save your life. Don't fight fair! Abandon fairness when dealing with terrorists that don't play fair.
- By using teamwork and surprise, a coordinated ambush can incapacitate an attacker.
- In fawning, you will be trying to connect with the terrorist to avoid being hurt – this may be difficult due to linguistic, religious, or ideological differences. You should use moderate, non-threatening language -verbal and physical. Be aware and cautious as this can lead to a hostage situation ([see Hostage Situation](#)).

### 8.2.1 Police response – it's important to remember

A terrorist attack creates its unique environment, which will impact all those caught up in it. Law enforcement agencies and first responders will be under a lot of pressure and their behaviour may appear chaotic to the untrained eye.

But police officers are trained to respond to these situations. It is important for you to remember that when police officers arrive at the scene, they will not immediately have the means to identify who are the terrorists and who are the hostages and victims. The first responders on the scene will wish, as their first goal, to neutralise the offender – terrorist – so, don't be surprised if they pass by you without stopping.

Bellow, you can find some tips that can help you and the first responders on the scene, as well as can help you to understand their reactions.

- Entry into the hostage area may be loud and violent, the police may use 'flash bangs' to incapacitate the terrorists, these will affect everyone in the vicinity, and you might be disorientated, unable to see or hear properly for several minutes.
- Police officers will arrive armed (with rifles/handguns, etc.) and wearing protective gear (bulletproof vests, helmets, etc.), they may point guns in your direction. Keep calm and keep your hands visible.
- The first police priority is to locate the offender(s)—which means they may move past people that need help. They are not ignoring you, in fact, they keep note of the location of the victims, but they must neutralise the threat first.



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- Police may treat you firmly and push you to the ground/side for your safety until the threat is neutralised.
- Keep calm, keep still, keep your hands visible, and don't shout. Obey all police commands, they are there to help you.
- Stay where you are until the police tell you it is safe to evacuate.
- Promptly follow any instructions given by emergency responders.

## 8.3 Hostage Situation

You could find yourself in any one of four types of hostage situations: barricade, containment, human shield, and kidnapping but the advice from experts remains much the same:

- Do not resist the terrorists;
- If you can, turn off your phone, or put it on silent or do not disturb mode (turn off the vibration).
- Try to remain calm and do not bring unwanted attention to yourself by being overly anxious or argumentative; without endangering yourself try to calm anyone who is panicking.
- Maintain a low profile, don't engage in eye contact with the terrorists, keep still and obey any instructions as quickly as possible; if appropriate 'play dead'; be unobtrusive; try not to antagonise your captors by flouting their 'rules'.
- Try to establish a personal link with the terrorists, talk about family but not politics or religion, be humane, – if you require specific medical assistance, give your name, and let your captors know of your needs in as non-threatening a way as possible.
- Try to help others if your life isn't in danger, use simple first aid to help the wounded, including your captors.
- Be aware that when responding to a terrorist attack, the police priority is to deal with the immediate threat to prevent further injuries; knowing this will help minimise possible secondary victimisation during the police response phase.
- When the hostage situation ends and first responders arrive, get as low to the ground as possible in case there is gunfire, continue to keep as calm and quiet as possible, listen to their instructions and follow them carefully.

## 8.4 Resources

Website – How to react in a hostage situation

<https://www.nato.int/docu/collog/w970707/p6.pdf>

<https://ehs.stanford.edu/manual/emergency-response-guidelines/hostage-situation>

[https://policy.un.org/sites/policy.un.org/files/files/documents/2020/Aug/chapitre\\_4\\_-\\_gestion\\_des\\_situations\\_de\\_prise\\_dotages.pdf\\_-\\_Annex\\_A](https://policy.un.org/sites/policy.un.org/files/files/documents/2020/Aug/chapitre_4_-_gestion_des_situations_de_prise_dotages.pdf_-_Annex_A)

## 9 Recover

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You have been through a traumatic experience, and your safety and that of your loved ones have been compromised, whether by the threat of an attack or by direct/indirect involvement in an attack. You and your community have been impacted by the events that unfolded, by the casualties, by the violence, and by fear.

For the present chapter, the threat is vanquished, it is time to regroup and time to recover. Previously, your primary goal was to remain safe, your current goal is seeing to your mental and emotional health and that of your loved ones: you should allow yourself time to recover.

If you think it can be helpful to your recovery, you can try to write an account of your experiences: it should be as accurate as possible, based on your recollection of the events; use a diagram to show your location and that of others, based on your knowledge; and it should include a timeline of events – before, during and after the attack. Writing will help most people come to terms with what happened, and your account can be submitted to the investigators to help piece together the overall timeline of events. Be aware that, this exercise might not be suited to everyone, so you may wish to seek a professional that can help you and guide you through this experience.

If you have been directly or indirectly involved in a terrorist attack, you should contact the authorities, a hotline number and other information will be provided via all media sources, to register your experience: you may be classified as a ‘victim of terrorism’ and as such you will have certain rights and responsibilities that you can choose to exercise.

These **rights and responsibilities** will be laid down in your country’s laws; generally, they include the right to receive information, the right to receive legal, financial, medical, and practical support, the right to access justice and the right to participate in legal proceedings against the attackers, and the right to compensation. Your local town hall or victim support organisation should be able to assist you in determining your rights.

Assuming that you have not been physically injured during the attack, as the days go by, you may feel that you are able to put the event behind you and return to ‘normal’ – you should be aware that your subconscious may hold on to the anxiety and stress that you experienced during the attack for a much longer period. You may become easily upset, angry, confused, fearful or you may wish to avoid friends and family ([see section React](#)), these may all be **signs you may have a post-traumatic stress disorder (PTSD)** and you should seek professional help even if you feel that you are coping well. If you have been offered counselling through your contact with your local town hall or victim support organisation, you should consider speaking with a counsellor even if some weeks, months or even years have gone by.

If you, or anyone in your family, has been diagnosed with PTSD following a terrorist attack, it will be helpful if you are able to talk about your situation with family members and friends, telling them of your diagnosis or how you feel will allow them to understand what you are going through. Practical information will be given to you on how family and friends can support you and you should share this information with those closest to you.

Information is available on how to support children, who have been impacted by terrorist attacks, how to support them if their friends or family have been affected by an attack, and on where to seek professional support for them or other family members.

If you become a victim of a terrorist attack outside your home country, you should inform your Embassy or consular services before you return home. If your country does not have any such services in the country of

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the attack, and you are an EU citizen or officially reside in an EU Member State, you should contact any EU Embassy or consular services to inform the staff of your involvement in the attack. You will have rights as a cross-border victim and, on your return home, you should contact your local victim support services to ensure your rights (see above) are exercised.

## 9.1 Practical coping ideas

Whether or not you are under the care of a counsellor, there are some easy to use mechanisms that will help you cope with the stress created by your unintentional participation in a terrorist event. Please see below some practical coping ideas and see [section Resources](#) for additional information.

- Remember to breathe. Take time to stop what you are doing and use breathing exercises to defuse your internal stress and any emotional situations you may find yourself in. You can talk to your GP/counsellor to help you and teach you appropriate breathing exercises.
- Whenever possible, you may want to delay making any major decisions. Simplify life for a while, and make easy to complete lists to help with your day-to-day tasks.
- If you forget (to do) something, or if you find that you can't cope with daily activities, that's normal – give yourself time to recover. However, slowly try to reintroduce order by re-establishing your (family's) home, school, and work routines.
- Look after your mind and body, eat healthily, and exercise regularly (walking at least 30 minutes a day is highly advisable) to help with depression symptoms and to help you sleep. Massage and tapping as a means of releasing tension and providing comfort.
- Reduce or avoid alcohol and drugs. If there are no previous comorbidities with PTSD symptoms, it might be better to avoid the use of substances, as they only provide temporary relief, and if used in excess they may delay the healing process blocking mental, emotional, or physical pain. It is advisable to consult your GP or a psychotherapist, if you follow prescribed treatments, as to see how this could interfere with potential PTSD symptoms and to assess if the dosage needs adjustment.
- You might want to call a friend or family member if you feel overwhelmed or have a panic attack. Talk to a professional counsellor or psychologist, member of the clergy, or other survivors about your experiences (search online or ask for survivors' associations/ online support groups). If you are having suicidal thoughts, call your local Samaritans or victim support organisation. Your emotional pain requires the same support as physical pain to help your mind recover from loss and trauma.
- Don't be afraid to ask for help or to ask questions about what assistance may be available to you, particularly on financial, practical, and legal matters. Find out what may be expected of you because of your classification as a 'victim', to help plan for new or stressful situations. Ask to be put in touch with victims of terrorism specialists through your local victim support organisation.
- Try to talk to your children about what has happened, explain how you are feeling and get them to tell you their feelings – this should be done sympathetically and in a non-confrontational manner. If your children are very young, they might appear scared by your emotional issues, but, on the other hand, they would have the chance to see that emotions are human and everyone has them, a fact that would legitimise their own emotions, so it is advisable not to hide it from them, but talk them through your feelings. You should try to reassure them of your love and stress that they are not to blame.

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- It is also recommended to avoid upsetting confrontations or activities at bedtime if you are having trouble sleeping. Ideally, one would have time to give oneself thirty minutes during the day as “worry time”, writing down the fears and nightmares. If you still can’t sleep, don’t stress yourself, you can still rest by lying quietly and listening to relaxing music or by reading a good book. If your sleeping problems continue, you may want to see your doctor/counsellor/psychotherapist.

## 9.2 How to deal with the media after the attack

After an act of terrorism, news outlets will cover the event in detail and journalists might contact victims and family members to capture their personal experiences. While sharing their personal view might be a good coping strategy, victims, family members and loved ones should also consider that speaking publicly might have an unwanted impact on their well-being. If you intend to accept an offer to speak to the press, you should be emotionally prepared for that interview.

If, on the other hand, you don’t feel ready to talk about the event and receive public exposure, you should refuse without hesitation; speaking with the press may be just as traumatic as the event itself. Please refer to the chapter on secondary victimisation in the EUCVT handbook (see section Resources under chapter 2). For more information on how to prepare for a press interview, please check the [section Resources](#).

## 9.3 How to find support for victims of terrorism?

Being a victim is an emotional experience, you will be stressed and worried about your personal safety. It is important to reach out for help: there are many organisations ready to support you when you are ready to ask for assistance. Victim Support offers free, confidential advice and help to all crime victims and its staff will work with you in the aftermath of your attack.

After a terrorist attack, VSE will collect victim-related information and publish it on the website - [www.victim-support.eu](http://www.victim-support.eu).

If you have been affected by terrorism, there are a number of ways you can contact support services to receive assistance or information. If you need help in accessing support, please don’t hesitate to contact your [nearest Victim Support Organisation](#) or [contact VSE](#) and we can help you by referring you to one of our members.

## 9.4 Resources

Website – How to deal with media

<https://voicescenter.org/tip-sheets/mass-violence/media>

Media - 5 Types Of Unhealed Trauma

[https://www.youtube.com/watch?v=GCeLbvEw\\_8w&ab\\_channel=Psych2Go](https://www.youtube.com/watch?v=GCeLbvEw_8w&ab_channel=Psych2Go)

Media - Good Practices: Assistance to Victims of Terrorism

### **D3.3: Citizen training materials**

[https://www.youtube.com/watch?v=nR7dLlx-MMk&ab\\_channel=GlobalCounterterrorismForum%28GCTF%29](https://www.youtube.com/watch?v=nR7dLlx-MMk&ab_channel=GlobalCounterterrorismForum%28GCTF%29)

#### **Manual - Terrorism and the Media**

<https://unesdoc.unesco.org/ark:/48223/pf0000247074>

#### **Tools – Coping after Terrorism Incidents**

[https://www.fbi.gov/file-repository/coping\\_terrorism.pdf/view](https://www.fbi.gov/file-repository/coping_terrorism.pdf/view)

[https://www.fbi.gov/file-repository/coping\\_terrorism\\_injured.pdf/view](https://www.fbi.gov/file-repository/coping_terrorism_injured.pdf/view)

[https://ec.europa.eu/home-affairs/system/files\\_en?file=2020-09/enhancing\\_resilience\\_victims\\_after\\_terrorist\\_attacks\\_032018\\_en.pdf](https://ec.europa.eu/home-affairs/system/files_en?file=2020-09/enhancing_resilience_victims_after_terrorist_attacks_032018_en.pdf)

<https://www.savethechildren.org/content/dam/usa/reports/emergency-prep/GRGS-TERRORISM-TIPS.PDF>

<https://voicescenter.org/tip-sheets/mass-violence>

<https://voicescenter.org/tip-sheets/mass-violence/responders>

<https://voicescenter.org/tip-sheets/mass-violence/practitioners>

<https://voicescenter.org/tip-sheets/mass-violence/talking-children>

# 10 Different types of terrorist attacks

In the sections below, you will find specific tips for distinct types of terrorism. Please understand that a terrorist attack is an evolving process; in other words, elements of one single attack might be found within two (or more) of the categories listed. It should be noted that the advice given for a named type of attack is for information purposes and may need to be adjusted in practice.

## 10.1 Vehicle Ramming

During a ramming attack, the driver will use the vehicle to harm or kill pedestrians, or to damage a building or another vehicle. The vehicle may be driven at speed into a crowd, but explosive devices or firearms may also be available to the driver. In many cases, these attacks are carried out in pedestrian or restricted areas, accessed by ramming barriers and other structures. As ordinary vehicles are used, these attacks are not readily identifiable ahead of time.

A vehicle ramming attack happens quickly, but here is some **advice for your safety**:

- Face traffic when walking down the street, and be aware of any danger signs, such as vehicles speeding up, vehicles hopping the curbs, sounds of collisions, or any other unusual vehicle movement.
- If a vehicle is being driven recklessly and dangerously towards pedestrians, move away from the vehicle as quickly as possible and, if possible, out of the area of the attack
- If there is no escape route, if possible, seek cover behind natural or artificial objects, putting them between you and the vehicle, while being careful not to become trapped
- Remain alert for secondary attacks – conducted by another attacker or by the driver, who may be carrying firearms or explosive devices
- Don't rush to tend the injured, first assess the scene and the risk, whether the vehicle is still on the scene and can still be considered as a threat. For example, is there a secondary vehicle or is the offender on foot and might be considered a threat. Only after assessing that is safe to do so, help others.

Rental agencies should be alert to the following:

- Requests for large or heavy-duty vehicles without a valid reason for their use
- Insistence on paying in cash, any discomfort shown by the renter when asked to pay by card
- Inability to produce documentation, such as a valid driver's license with appropriate endorsement for the class of vehicle sought
- Inability or difficulty in operating large or heavy-duty rental vehicles, which might indicate a lack of experience in driving such vehicles
- Parking a vehicle, or loitering, in the same area multiple times without any reasonable explanation
- Unexplained use of binoculars, cameras or recording devices, etc.

**Advice for law enforcement officers:** how to mitigate the risks of vehicle ramming attacks

As vehicle ramming has recently become a 'preferred' attack instrument for terrorists, the advice below **aims to reduce the risks and opportunities for such pedestrian-orientated events**. While it will be near impossible for law enforcement agencies to ensure the safety of all city streets, major pedestrian thoroughfares should be regularly subject to a comprehensive site assessment to identify and eliminate their vulnerabilities.

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These assessments, which generally can be conducted at any time, should always be carried out, with a view to site or public space security issues, before major events held at public locations. The assessment should include:

- Identifying where pedestrians and vehicles interact (street intersections, venue entrances, parking lots, sidewalks on busy streets, etc.) to assess vehicle ramming damage limitation.
- Evaluating the need for permanent or temporary barriers to protect pedestrianised areas, such as concrete defences or heavy vehicles.
- Defining vehicular and pedestrian areas that require specific traffic or other controls to be initiated.
- Evaluating traffic patterns at event locations to develop strategies that reduce speed limits and improve pedestrians' safety. Keep in mind that terrorists will do all they can to find weaknesses in these strategies to carry out their attack.
- Prior to, and on the day of a public event, monitoring vehicles approaching event entrances or pedestrian locations. Looking out for signs of suspicious behaviours.
- Considering the use of remote parking locations and using shuttle services to minimise the number of vehicles present at an event.
- Installing clearly visible and easily recognisable emergency exit and first-aid location signage at event locations and pedestrianised areas.

## 10.2 Active shooter or Firearms attack

An active shooter is an individual who attempts to kill or harm people in a confined area, usually by using firearms. In most cases, active shooters do not follow any pattern in selecting victims, such attacks are unpredictable and can evolve quickly. The advice below may help you to prepare and respond to an active shooter attack. As above, you should be aware of any potential threats in your immediate surroundings and when you enter a closed space, pay attention to the exit signs and routes.

During a firearms attack:

- You should move as far as possible from the shooter's position: your first reaction should be to **run to a place of safety**. If you are inside a building and there is an escape path, try to evacuate the premises, without exposing yourself to the shooter. Always remain aware of your environment and of the location of the shooter; if you believe you are getting too close to the shooter, turn back and try to find another exit route or safe hiding place. (For more advice, see [section Run and Escape](#)).
- If you are **unable to exit the building: hide**. Find a room, lock the door (if possible) and/or block it with everything you can easily move to barricade the exit. Get away from the windows and doors, and keep low to the ground to avoid stray shots that may come through the walls. **Turn your phone to silent**. (for more information, see [section Hide](#))
- You may not be able to run or hide – usually when the shooter is too close to you – as a last resort you should **try to defend yourself** or incapacitate the shooter by using improvised weapons to use against him/her (for more information, see [section Survive](#)).
- Regardless of what action(s) you take (run/hide/fight), call the emergency numbers ONLY when it is safe to do so. When law enforcement officers arrive, their focus is on stopping the shooter/shooting first. They will head to the area where the shots were last heard (for more information, see [section Survive](#)).

## 10.3 Bombing & Explosion

By using bombs and explosives, terrorists intend to kill or attempt to kill as many people as they can. (Suicide) bombings and improvised explosive devices can be used indoors or outdoors.

In the event of an explosion, you should **leave the area as quickly and as safely** as you can: cover your mouth to minimise your exposure to dust, smoke, and chemical substances from the blast; avoid falling debris; be aware that other devices may not have yet exploded; and be aware of the risk of fire from the previous explosion(s).

If you are inside a building where there has been an explosion, leave as quickly and as safely as you can. However, keep in mind that you should not use the elevators, and **be aware that floors and staircases may have been weakened**. If you are unable to leave the building, be aware of falling debris and get under a desk, table, or other protective furniture until you can safely leave. Once you are sure that the attacker has gone, signal your presence and location to others by using a flashlight or by making noises (tapping on a pipe, wall, or furniture).

You may be on a train or a bus when there is an explosion: if you are not in danger, you should stay on the train or bus until the rescue services arrive. However, if you are in immediate danger and must leave the vehicle, **be aware of other risks related to walking through tunnels or on train tracks**. In either event, you should try not to breathe in too much smoke, dust, or chemicals – keep calm, do not exert yourself, do not shout, and cover your nose and mouth with a piece of clothing.

No matter where an explosion occurs if you are close by, move away from the initial attack location to avoid further potential explosions and to avoid the risk of further victimisation.

## 10.4 Biological attack

The objective of a biological attack is to **maliciously release a toxin or other biological substance** to harm, disable, kill or attempt to harm, disable or kill as many people as possible. The biological contaminant is spread by various means: air, water, food, person-to-person contact, by infecting animals to carry an illness to humans.

There are three main biological vectors used by terrorists: viruses, bacteria, and toxins (poisons). A biological attack is not always immediately apparent, as the symptoms may be similar to those of other illnesses and may only develop some time after the contamination event.

In case of a biological attack:

- Know, and keep notes of, your and your family's medical history
- Be aware of specific family needs (age-related requirements, disabilities, medical prescriptions or equipment, etc.)
- Prepare communication plans in case of an attack (or disaster) that might separate your family members (how to contact each other, where to meet, etc.)

Here is some advice on what to do during a biological attack:

- Alerts will be made through emergency TV or radio broadcasts, phone calls, or visits from emergency authorities.
- Keep informed of the latest developments, by listening to the news (TV, radio, official websites and social media accounts of official sources, or credible experts), on symptoms and signs of



### D3.3: Citizen training materials

the contamination/disease, areas in danger, what to do and who to contact if you present signs of contamination.

- If you are in, or close to, a contaminated area, leave your house, office, etc. for a safer location, if this is possible. Cover your mouth and nose, try not to breathe in too much air, avoid touching surfaces exposed to potential contamination.
- If you think you have been exposed, avoid going home in case you risk contaminating other people. Contact the authorities and follow their instructions as to which medical facilities you should visit. If the disease is contagious, you might be quarantined at a specific location.
- You may be told, by the authorities, to remove your clothes, without touching the external surfaces, and place them in a (sealed plastic) bag, or other container. Under advisement, you should wash yourself with soap and water before putting on clean clothes.
- Depending on the agent used and the level of contamination you have been exposed to, there might be long-term health consequences. Don't hesitate to reach out to the medical services if you notice any unusual symptoms in the future; clearly connect the symptoms with the potential contamination source when speaking to medical services.

## 10.5 Chemical attack

A chemical attack uses harmful chemical agents to harm, kill or attempt to harm or kill as many people as possible. Chemicals can be released in various ways resulting in different reactions, there are no common indicators to identify a chemical agent. To be able to recognise a potential attack, you should be aware of some obvious signs connected with chemical agents:

- irritation of the eyes, changes to your vision.
- vomiting and diarrhoea.
- coughing, breathing and respiratory irregularities.
- muscular weakness, paralysis, seizures.
- skin redness, irritation and burns.
- collapse, loss of consciousness, or death.

A chemical attack may be underway if there is a:

- Leakage of gas or vapour, powder, or liquid .
- Strange unexplained smell.

If a volatile chemical is released in your location, you should:

- Try not to breathe in too much: do not exert yourself, do not shout, and cover your nose and mouth with a facial mask or a piece of clothing.
- If you are in a building or enclosed space, leave to find uncontaminated air as soon as possible; staying inside will increase your exposure to the chemicals. Exit, if you can pass through an uncontaminated area; break a window to allow uncontaminated air into the room.
- If you cannot leave the building, move to the highest floor, close and seal doors and windows with tape or plastic sheeting, and turn off fans and air conditioning systems.
- If the attack was conducted outdoors, try to find an uncontaminated building, and enter and seal a room using the above techniques. If this is not possible, or if you are in an open space, try to avoid any obvious vapour/gas clouds, and move uphill to avoid the heavier gases.
- Do not sit or lie down, even if you are feeling unwell: you might not be able to get back up again.

### D3.3: Citizen training materials

If you think you have been exposed to chemical contamination, once you are in a place of safety:

- Tell an emergency service responder that you may have been exposed.
- Do not go home, or to a hospital, in case you contaminate those around you. Wait for the emergency services to come to you and follow their instructions.
- Remove all contaminated clothing, without touching the outside surfaces, place them in a sealed plastic bag.
- Flush your skin and eyes with plenty of water: **NB** check with the emergency service responder as some chemicals have an adverse reaction to water.
- Put on clean clothes.
- Be aware that some symptoms might appear sometime after the contamination took place.

## 10.6 Cyberattack

Cyberattacks are malicious attempts to infiltrate and/or damage a computer or network system. Cyberattacks can include:

- Accessing your personal devices: computer, mobile phone, and other connected devices.
- Accessing your personal accounts and data.
- Identity theft.

There are several actions you can take to minimise the risks of a cyberattack:

- Only post a limited amount of personal information online.
- Do not use location features in online applications.
- Update your software and operating system regularly.
- Use strong passwords, that include (upper and lowercase) letters, numbers, and symbols.
- Only use secure internet connections and secure websites ('https://').
- Beware of suspicious emails, requesting personal or financial information, or offers that are 'too good to be true'. Do not click on links when receiving emails from unknown senders.
- Check your bank account statements regularly.
- Use an antivirus to check threats.
- Change your home Wi-Fi password regularly.

If you become a victim of a cyberattack, you should:

- Change **all** passwords to your computer, social media, bank accounts, etc.
- Consider taking your device to a professional to scan for, and eliminate viruses.
- Inform your network users (family, colleagues, school, etc.)
- Contact your banks and other financial companies to tell them someone might be using your identity.
- Report the attack to the national authorities.

## 10.7 Radiological attack

A radiological attack **disseminates radioactive material in an attempt to harm or kill people**. By using a 'Radiation Dispersion Device' (RDD), radioactive material can be spread by means of a bomb or other conventional explosive, a container placed in a public space, an aeroplane or a drone, etc.

To prepare for a radiological attack, it is recommended that you:

- Know, and keep notes of, your and your family's medical history.
- Be aware of specific family needs (age-related requirements, disabilities, medical prescriptions, equipment, etc.).

### D3.3: Citizen training materials

- Prepare communication plans in case of an attack (or disaster) that might separate your family members (how to contact each other, where to meet, etc.).

In some cases, the authorities may be able to warn the population, in the area of the anticipated RDD strike, ahead of time. However, as it is impossible to know how much time there is, you should be prepared to react quickly:

- Cover your mouth and nose with fabrics or clothes, try not to breathe in too much air.
- If outdoors, find shelter in the nearest building. If no shelter is available, leave the location of the attack as quickly as you can to find shelter.
- When indoors, if possible, turn off the ventilation and air conditioning systems, close and seal doors and windows. Seek shelter in an interior, or underground, room located as far from the suspected RDD's location as possible.
- Follow the instructions provided by the emergency services. If you have been exposed, decontamination will be necessary.

The effects of the radiation exposure on your health depend on the type of radiation and device used, the level of radiation present in the body, and the length of exposure. If you think you might have been exposed to the radiation, follow the instructions provided by official sources, via TV and radio programmes, official websites and social media channels.

## 10.8 Resources

### Tools - Useful Information on Vehicle Ramming

<https://police.wayne.edu/pdf/10-tips-for-surviving-a-terrorist-vehicle-attac-greg-ellifritz.pdf>

<https://www.cisa.gov/sites/default/files/publications/Vehicle%20Ramming%20-%20Security%20Awareness%20for%20ST-CP.PDF>

### Tools - Useful Tools on Vehicle Ramming

[https://www.youtube.com/watch?v=Yw-fY86WhRg&ab\\_channel=U.S.DepartmentofHomelandSecurity](https://www.youtube.com/watch?v=Yw-fY86WhRg&ab_channel=U.S.DepartmentofHomelandSecurity)

[https://www.youtube.com/watch?v=zDs\\_K2kIshI&feature=emb\\_logo](https://www.youtube.com/watch?v=zDs_K2kIshI&feature=emb_logo)

### Tools - Useful Information on crowded places

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52019SC0140&from=FR>

<https://www.gov.uk/government/publications/crowded-places-guidance/evacuation-invacuation-lockdown-protected-spaces>

<https://www.nationalsecurity.gov.au/Securityandyourcommunity/Pages/australias-strategy-for-protecting-crowded-places-from-terrorism.aspx>

<https://www.cisa.gov/publication/public-demonstrations-and-outdoor-eating-venues>

### Tools - Useful Information on Active Shooter

<https://www.fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-resources>

<https://www.fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-resources>

<https://www.gov.uk/government/publications/marauding-terrorist-attacks>

### D3.3: Citizen training materials

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/894567/MTA\\_Guidance\\_SG\\_Announcements\\_OFFICIAL\\_OPEN\\_SOURCE\\_FINAL\\_V2.1.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/894567/MTA_Guidance_SG_Announcements_OFFICIAL_OPEN_SOURCE_FINAL_V2.1.pdf)

[https://www.psnl.police.uk/advice\\_information/protecting-yourself/stay-safe-in-a-marauding-terrorist-firearms-attack/](https://www.psnl.police.uk/advice_information/protecting-yourself/stay-safe-in-a-marauding-terrorist-firearms-attack/)

<https://police.wayne.edu/pdf/seal-steps-to-surviving-an-active-shooter-cade-courtley.pdf>

[https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

[https://www.fema.gov/sites/default/files/2020-10/fema\\_scenario\\_1\\_active\\_shooter\\_TTX\\_answer\\_key-01102020.pdf](https://www.fema.gov/sites/default/files/2020-10/fema_scenario_1_active_shooter_TTX_answer_key-01102020.pdf)

#### Tools - Useful Tools on Active Shooter

[https://www.youtube.com/watch?v=5VcSwejU2D0&ab\\_channel=ReadyHouston](https://www.youtube.com/watch?v=5VcSwejU2D0&ab_channel=ReadyHouston)

[https://www.youtube.com/watch?v=Xy37CP8Qfy8&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=Xy37CP8Qfy8&ab_channel=CounterTerrorismPolicingUK)

[https://www.youtube.com/watch?v=WDiv-PwEde4&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=WDiv-PwEde4&ab_channel=CounterTerrorismPolicingUK)

[https://www.youtube.com/watch?v=gx0d6W-QeUQ&ab\\_channel=CounterTerrorismPolicingUK](https://www.youtube.com/watch?v=gx0d6W-QeUQ&ab_channel=CounterTerrorismPolicingUK)

#### Tools - Useful Information on Bomb threats

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/908583/Bomb\\_Threats\\_Form\\_5474.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/908583/Bomb_Threats_Form_5474.pdf)

<https://www.cisa.gov/publication/dhs-doj-bomb-threat-guidance>

<https://www.gov.uk/government/publications/crowded-places-guidance/bomb-threats>

#### Media – Bomb threats

[https://www.youtube.com/watch?v=pg7yVTBciWg&ab\\_channel=U.S.DepartmentofHomelandSecurity](https://www.youtube.com/watch?v=pg7yVTBciWg&ab_channel=U.S.DepartmentofHomelandSecurity)

[https://www.youtube.com/watch?v=Sa6Lk2H9sYQ&list=PL-BF3N9rHBLK-0QvuHbeBK8ecL5qaxsPI&index=4&ab\\_channel=CISA](https://www.youtube.com/watch?v=Sa6Lk2H9sYQ&list=PL-BF3N9rHBLK-0QvuHbeBK8ecL5qaxsPI&index=4&ab_channel=CISA)

#### Tools - Useful Information on Biological Attacks

<https://www.cdc.gov/niosh/topics/emres/terrorresp.html>

[https://emergency.cdc.gov/training/historyofbt/index.asp?CDC\\_AA\\_refVal=https%3A%2F%2Femergency.cdc.gov%2Fbioterrorism%2Ftraining.asp](https://emergency.cdc.gov/training/historyofbt/index.asp?CDC_AA_refVal=https%3A%2F%2Femergency.cdc.gov%2Fbioterrorism%2Ftraining.asp)

[https://www.un.org/sites/www.un.org.counterterrorism/files/uncct\\_ctif\\_wmd\\_wg\\_project\\_publication\\_final.pdf](https://www.un.org/sites/www.un.org.counterterrorism/files/uncct_ctif_wmd_wg_project_publication_final.pdf)

<https://emergency.cdc.gov/bioterrorism/prep.asp>

#### Tools - Useful Information on Hostage Situations

<https://emergency.yale.edu/be-prepared/hostage-situation>

[http://www.ihl.state.ms.us/rm/downloads/survivng\\_hostage\\_situation.pdf](http://www.ihl.state.ms.us/rm/downloads/survivng_hostage_situation.pdf)

### D3.3: Citizen training materials

#### Tools - Useful information on Chemical attack

<https://www.who.int/csr/deliberatedemics/chapter4.pdf>

[https://www.health.ny.gov/environmental/emergency/chemical\\_terrorism/chemical.htm](https://www.health.ny.gov/environmental/emergency/chemical_terrorism/chemical.htm)

#### Tools - Useful information on cyberattack

<https://www.techtarget.com/searchsecurity/definition/cyberterrorism>

<https://www.readynh.gov/disasters/cyber.htm>

<https://www.fbi.gov/investigate/cyber>

<https://www.ncsc.gov.uk/cyberaware/home>

#### Tools - Useful Information on Radiological Attack

<https://www.dhs.gov/radiological-attack>

<https://www.interpol.int/Crimes/Terrorism/Radiological-and-Nuclear-terrorism>

[https://www.europarl.europa.eu/RegData/etudes/STUD/2021/653645/EXPO\\_STU\(2021\)653645\\_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/STUD/2021/653645/EXPO_STU(2021)653645_EN.pdf)

# 11 Dissemination and Presentation Methodology

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The manual was drafted having the general public as the main target group. The information collected and included in this manual will be the basis of the CREST Project awareness-raising campaigns, aimed at educating the public on how to react and how to build resilience in the case of an act of terrorism. We believe, that it is important to increase public awareness and preparedness and that with these materials we are enabling the empowerment of citizen's.

The content of this manual will be converted and the basis of CREST awareness-raising campaign. The campaign will focus on a targeted media strategy focusing on the most consumed media in the selected campaign countries, in order to convey the campaign message. Project partners will consider the advantages and disadvantages of both traditional and new media and implement the most appropriate to the aim of the campaign. A mix of channels will be used to maximize impact and widespread reach to all target audiences, at local, national and international levels e.g., online (e-newsletters, websites); networks (social media and partner's channels); media/press (press releases); print (posters, leaflets).

## 12 Conclusions

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In view of the incidents of terrorism that take place throughout Europe, and the devastating impact of such acts, it has become increasingly clear that citizens need to play a more active role in the preparedness for terrorist attacks and can't solely rely on their national governments for that. There are many things and actions that individuals can take upon themselves to understand and learn what and how they can prepare, react and build resilience in the event of an act of terrorism.

Time and time again, it has been demonstrated that those caught up in such life-changing events show determination and resilience when given the appropriate support by their governments and by support services. However, it can be postulated that these survivors might have fared better and been able to access support more easily if they had had access to the advice and knowledge that would have prepared them for these experiences.

This document plays a part in the provision of information that is relevant to us all: from offering advice on how to speak to children about terrorism to what should be available in home/office first-aid kits; what weaponry might be available to modern-day terrorists, etc. While confronting such information may make us uneasy, it is better to be provided with knowledge and to be able to prepare ourselves and our families than to be left unaware.

Finally, this document also provides the opportunity to reflect upon issues of family and individual safety, and to encourage individuals to adopt small changes that may help in times of crisis.

# Appendix I

## First aid kits - Checklist

*A well-stocked first-aid kit is essential and can become extremely useful. There are several already made kits, that can be easily found online or at your local supermarket. However, you can also create your own from scratch. Here you can find a list of your essential materials. You can find a general and broad list, for you to have at home, then add-ons for a more children friendly kit and more specific add-ons for burns.*

*Always remember to check your kits from time to time to confirm the expiration dates and to restock if needed.*

### 1 Section I

*Below, you can find a list of items that should be the base of your kit. We divided this section into different kits, based on the needs of the situation. These kits will be considered the base/core kits, that can be complemented depending on the needs of the individuals. Specific lists for specific needs, can be found under section II of the document.*

#### 1.1 Home Kit

*For a home-based kit, please make sure you include any personal items such as medications and emergency phone numbers or other items your health-care provider may suggest.*

- Absorbent compress dressings
- Adhesive tape
- Elastic wrap bandages
- Bandage strips and "butterfly" bandages in assorted sizes
- Gel blister plasters
- Compound tincture of benzoin (bandage adhesive)
- Super glue
- Rubber tourniquet or 16 French catheter
- Non-stick sterile bandages and roller gauze in assorted sizes
- Eye shield or pad
- Large triangular bandage (may be used as a sling)
- Aluminium finger splint
- Instant cold packs
- Cotton balls and cotton-tipped swabs



### D3.3: Citizen training materials

- Disposable no latex examination gloves, several pairs
- Duct tape
- Petroleum jelly or other lubricant
- Plastic bags, assorted sizes
- Safety pins in assorted sizes
- Scissors and tweezers
- Hand sanitizer
- Antibiotic ointment
- Antiseptic solution and towelettes
- Eyewash solution
- Thermometer (preferably digital)
- Turkey baster or other bulb suction device for flushing wounds
- Sterile saline for irrigation, flushing
- Breathing barrier (surgical mask)
- Syringe, medicine cup or spoon
- First-aid manual
- Hydrogen peroxide to disinfect
- Alcohol-free cleansing wipes
- Skin rash cream (hydrocortisone, calendula)
- Antihistamine tablets
- Insect-sting relief treatment
- Painkillers (aspirin, paracetamol, ibuprofen)
- Pocket mask for CPR
- Medical health information, laminated list of personal contact numbers
- Emergency blanket
- Finger splint, SAM (structural aluminium malleable) splint
- Prescription medications
- Headlamp or flashlight
- Notepad and permanent marker
- Soap

### D3.3: Citizen training materials

If you have children, there are some items that could be added to your Home Kit. It is also important to keep tablets and medicines outside the children's reach. The items that can be added to the Home Kit are:

- Eyeshield or pad with elastic loop
- Sterile cleansing wipes
- Resuscitation device
- Sterile gauze swabs
- Tubular gauze
- Microporous tape
- Soothing bruise gel
- Burn ointment, sunburn ointment
- Sunscreen
- Bulb syringe
- Tooth preservation kit (sterile balanced salt solution)

## 1.2 Company Kit

In many countries it's mandatory for your organisation to have a first-aid kit on the premises. Below, you can find a list of items that can be included in it.

- Absorbent compress dressings
- Adhesive tape
- Elastic wrap bandages
- Bandage strips and "butterfly" bandages in assorted sizes
- Gel blister plasters
- Compound tincture of benzoin (bandage adhesive)
- Super glue
- Rubber tourniquet or 16 French catheter
- Non-stick sterile bandages and roller gauze in assorted sizes
- Eye shield or pad
- Large triangular bandage (may be used as a sling)
- Aluminium finger splint
- Instant cold packs
- Cotton balls and cotton-tipped swabs
- Disposable no latex examination gloves, several pairs

### D3.3: Citizen training materials

- Duct tape
- Petroleum jelly or other lubricant
- Plastic bags, assorted sizes
- Safety pins in assorted sizes
- Scissors and tweezers
- Hand sanitizer
- Antibiotic ointment
- Antiseptic solution and towelettes
- Eyewash solution
- Thermometer (preferably digital)
- Turkey baster or other bulb suction device for flushing wounds
- Sterile saline for irrigation, flushing
- Breathing barrier (surgical mask)
- Syringe, medicine cup or spoon
- First-aid manual
- Hydrogen peroxide to disinfect
- Alcohol-free cleansing wipes
- Skin rash cream (hydrocortisone, calendula)
- Antihistamine tablets
- Insect-sting relief treatment
- Painkillers (aspirin, paracetamol, ibuprofen)
- Pocket mask for CPR
- Emergency blanket
- Finger splint, SAM (structural aluminium malleable) splint
- Prescription medications
- Headlamp or flashlight
- Notepad and permanent marker
- Soap

## 1.3 Travel Kit

A first-aid kit is an important item to have when you travel, whether it's to another country on holidays or just to go to the office. Having your essentials can make the difference.

### D3.3: Citizen training materials

- Adhesive tape
- Non-stick sterile bandages and roller gauze in assorted sizes
- Antihistamine tablets
- Painkillers (aspirin, paracetamol, ibuprofen)
- Bandage strips and "butterfly" bandages in assorted sizes
- Cigarette lighter
- Disposable no latex examination gloves
- Small flashlight
- Personal medication
- Plastic resealable bags
- Insect repellent
- Medical health information, laminated list of personal contact numbers

## 1.4 Trauma Kit

In the unlikely event of a terrorist attack, having a trauma kit can save someone's life. In this situation, it is imperative to treat different injuries e.g., burns, excessive bleeding, broken bones, breathing difficulties, etc.

An extended trauma kit can be kept in your company, at home or in your car, but you can also keep a trauma kit containing the core elements in a backpack or a purse.

**The core elements of the Trauma Kit that could be carried with you in a small Travel Kit are:**

- Emergency tourniquet
- Emergency blanket
- Pressure dressing
- Haemostatic dressings
- Breathing barrier (surgical mask)
- Water bottle
- Medical health information, laminated list of personal contact numbers

**In addition, if you wish to have a more complete trauma kit, you can add the following elements:**

- First-aid manual
- Disposable no latex examination gloves
- Emergency blanket
- Trauma dressings
- Haemostatic dressings

### D3.3: Citizen training materials

- Emergency tourniquet
- Water bottle
- Burn dressing
- Splint roll
- Medical tape
- Compressed gauze
- Alcohol pads
- Elastic bandage
- Triangular bandage
- Permanent marker
- Chest seals
- Breathing barrier (surgical mask)
- Small flashlight
- Medical health information, laminated list of personal contact numbers

## 2 Section II

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Different situations, different use might require a different kit. Below, you can find a list of more specific items depending on different injuries, that can be added to the core kits listed in the previous section.

### 2.1 Burn Kit

Below, you can find a list of items that you can add to your core kit.

- Disposable no latex examination gloves, several pairs
- Cool compress
- Basin for water
- Aloe Vera gel
- Burn gel
- Burn dressings
- Blood stopper
- Elastic bandage
- Antibiotic ointment
- Cotton balls and cotton-tipped swabs

### D3.3: Citizen training materials

- Non-stick sterile bandages and roller gauze in assorted sizes
- Pain medicines
- Cling wrap
- Microporous tape
- Scissors

## 2.2 Severe Bleeding Kit

Below, you can find a list of items that you can add to your core kit.

- Emergency tourniquet
- Disposable no latex examination gloves
- Trauma dressings
- Haemostatic dressings
- Clothing cutters
- Conforming bandages

## 2.3 Broken Bones Kit

Below, you can find a list of items that you can add to your core kit.

- Splint roll
- Finger splint, SAM (structural aluminium malleable) splint
- Triangular bandage
- Tongue depressors
- Trauma dressings
- Arm/shoulder sling

## 2.4 Emergency Items

Below, you can find a list of general items that you can add to your core kit.

- Emergency phone numbers, including contact information for your family doctor and pediatrician, local emergency services, emergency road service providers, and the poison help line.
- Medical consent forms for each family member
- Medical history forms for each family member
- Small, waterproof flashlight or headlamp and extra batteries
- Waterproof matches

### D3.3: Citizen training materials

- Small notepad and waterproof writing instrument
- Emergency space blanket
- Sunscreen
- Insect repellent
- Water bottle