



SECURITY ROTA Briefing Booklet

FOREWORD

This booklet is intended as a practical guide for security volunteers at synagogues, schools and communal locations.

CST can provide further advice and training for individuals and organisations who wish to learn more about security procedures.

Please contact CST for further details.

**IN AN EMERGENCY ALWAYS CALL
THE POLICE ON 999,
THEN CST**

Ensure you emphasise the severity of the problem and that you are calling from a Jewish location. Obtain a crime reference number and contact CST immediately.

**NATIONAL EMERGENCY NUMBER (24-HOUR)
0800 032 3263**

OFFICE NUMBERS (regular office hours):
London and Southern Regions 020 8457 9999
Manchester and Northern Regions 0161 792 6666

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YOUR ROLE

- To **ensure the safety and security** of those attending your location.
- To **question** all unknown visitors until you are satisfied they have a genuine reason for being there.
- To always be aware of the general area and **identify** and **challenge** any suspicious activity as far away from your location as possible.
- To **report** suspicious activity to your colleagues, the Police and CST in real time.
- The basic **principles of security**:
 - ▶ Protect human life, not property.
 - ▶ Face outwards to see potential threats.
 - ▶ Wider circles of security mean potential threats can be seen and dealt with at the earliest opportunity.
 - ▶ Break routine where possible.
 - ▶ Know your local environment.
 - ▶ Know how you should react to problems and emergencies.
 - ▶ To raise the alert and take action.

WHEN YOU ARRIVE

- Ensure that the area surrounding the location is safe – look out for suspicious people, vehicles and objects or anything that is out of place.
- Check that the building has not been broken into.
- Ensure security equipment is working and external emergency doors can be easily closed and locked in an emergency.
- Familiarise yourself with both the 'evacuation' and 'invacuation' procedures, and know how to implement them in an emergency.
- If possible, for Shabbat and High Holy Days, position known vehicles around the location and across driveways/gates as anti-ram blockers. (Vehicles should be locked and keys readily available in case of emergency.)
- Information about your equipment can be found on page 14 of this booklet.
- Information about using your radio can be found on page 15 of this booklet.

WHILST ON SECURITY DUTY

- **Your personal safety is vital.**
- **Monitor** the outside of the location and surrounding areas for suspicious people, vehicles and objects.
- If you see something or someone that is of concern, ensure you **act as quickly as possible**, keeping potential problems away from the community.
- **Engage** with unknown people. When questioning, be polite but firm, and not aggressive. Gain as much information as possible.
- **Refuse access** to unknown people unless you are 100% satisfied that they are genuine.
- **You have the right to refuse entry.**
IF IN DOUBT, KEEP THEM OUT!
- **If you refuse access, inform your security team, let CST know as soon as possible, passing on all information that you have.** The person that you have refused entry to may try to gain access to other communal locations.

- **Prevent crowds** from congregating outside your location. Encourage people to disperse as quickly as possible. If necessary, adjust your position to protect any crowds that build up.
- At all times act in a professional, confident manner, keeping alert to potential problems.
- At all times know how to close, lock and barricade all gates and doors.
- **IF YOU SEE SOMETHING SUSPICIOUS, ACT IMMEDIATELY, THEN REPORT IT.**

Elements of Security Positioning (in priority order)

- **Personal safety** – be sensibly positioned, such as with your back against the wall.
- **Line of Sight** – ensure you can see your colleagues and also the approaches that people will use to get to the location.
- **Ability to respond** – to intercept a problem.
- **Ability to reinforce** – your colleagues and vice versa.
- **Visibility** – security should be a visible presence, but circumstances may require you to better blend into the surroundings.

HOW TO QUESTION PEOPLE

Question anyone entering your location whom you are unsure of, or who is acting suspiciously.

- Where possible, ensure you have someone to provide backup.
- Keep focused on your goal: to ascertain if someone is suspicious or not.
- Immediately establish your position, for example by stating,
For security reasons I am going to ask you a few questions.
- Be polite, professional, but firm at all times:
sir and *madam*, *please* and *thank you*.
- **You have the right to refuse entry.**
IF IN DOUBT, KEEP THEM OUT!

Use open questions such as:

- ▶ *Why are you here?*

Do not use questions that offer a reason for being there, or that lead to 'yes' or 'no' answers. Such as:

- ▶ *Are you here for David's bar mitzvah?*

Examples of questions that can be used:

- ▶ *Hello, how may I help you?*
- ▶ *Who are you?*
- ▶ *Why are you here?*
- ▶ *How do you know about this location/event?*
- ▶ *Who do you know in this location?*
- ▶ *What is your Hebrew name?*
- ▶ *Which community do you belong to?*
- ▶ *Do you have ID? Anything with a photo?*

Examples of deeper questioning to expose untruths:

- ▶ *Which shul do you belong to?*
- ▶ *Who is the rabbi?*
- ▶ *Do you speak Hebrew?*
- ▶ *Where did you learn? (etc.)*
- ▶ *What is your address, date of birth, nationality?*

Verify: For example, if someone claims to have a friend inside the location, remain at your position and get someone else to check that information.

Action: If you do refuse access, let CST know as soon as possible, passing on all information that you have.

SUSPICIOUS PEOPLE

- Engage with anyone paying undue attention. Do it quickly and as far from your location as possible.
- Be alert to vehicles with occupants passing by more than once or parking nearby.
- If it is safe to do so, and with another person, approach the person/s and, away from arriving/ departing members of the community, question thoroughly to establish if they are a threat or not. [Refer to pages 8 and 9 of this booklet.](#)
- Identify an area away from the entrance to your location, facing CCTV cameras, to carry out questioning. If possible, also take a discreet photograph.
- If you are still suspicious, move members of the community who are outside the location, inside to an area of safety.
- Secure the building and ensure that everyone moves away from entrances and windows.
- Report to the Police, CST and security.
- If you are still suspicious: call the Police on 999 (emphasise the severity of the problem and that you are at a Jewish location), obtain a crime reference (CAD) number, then contact CST.

SUSPICIOUS VEHICLES/OBJECTS

- Do not attempt to move, gain entry to, touch or rock the vehicle/object.
- Check if ownership is known (e.g. check with local residents, shopkeepers, security personnel and caretakers).
- **Always err on the side of caution.**
If you suspect that the vehicle/object contains an explosive device:
 - ▶ Immediately move everyone away from the problem (not in line of sight).
 - ▶ Invacuate or evacuate (assess which is safest).
 - ▶ If invacuating, move everyone away from the problem to the safest point (often farthest) in your building. Close, lock and barricade doors.
 - ▶ Check routes are safe prior to evacuating.
 - ▶ Keep everyone away from windows. Move people behind solid walls.
- Call the Police on 999 (emphasise the severity of the problem and that you are calling from a Jewish location), obtain a crime reference (CAD) number, then contact CST.

IN AN EMERGENCY

- Move people away from the emergency.
- If an attack is inside, get people outside to a point of safety or disperse – if able, ensure the evacuation route is safe.
- If dispersal is appropriate; run, hide, barricade and report to the Police, then CST and security.
- If the incident is outside, get people inside, lock, block and barricade all doors, close all windows and blinds. Put as many barriers between the threat and the community as possible. Immediately report to the Police (call 999), then CST and security.
- Put mobile phones on silent and remain out of sight.
- Should you require to barricade yourself in a room or building, look for an item to defend yourself with, e.g. fire extinguisher.
- In an emergency call 999.

REPORTING AN INCIDENT

- **Call 999 in an emergency** (a live incident that is happening now, or an attack) and ask for the Police, stating that there is a live incident and you require urgent assistance. Then call CST.
- **Call 101 in a non-emergency** (an incident that has occurred in the past, passing verbal abuse or any information that may be helpful to the Police). Then call CST.
- All hate crime must be reported to the Police and then CST.
- When calling the Police:
 - ▶ Always state that you are calling from a Jewish location.
 - ▶ State the full address, including postcode.
 - ▶ Give as much information as possible about the incident.
 - ▶ Get a crime reference (CAD) number. This is a reference to your call about the incident and can be used for future follow-up.

EQUIPMENT

Make sure you have:

- **Security ID**
- **Radio and call-sign sheet**
 - ▶ If your location has been issued with a CST Emergency Radio, please read the CST Digital Radio Manual
- **Notepad and pen**
- **Mobile phone**
 - ▶ Enable 999 emergency text message facility (www.emergencysms.org.uk)
- **Camera**
- **Whistle**
- **Torch**

RADIO USE

- Your radio is for security use only.
- Names of persons or specific locations are not to be used – only call signs (such as Romeo 1).
- Messages are sent to '[call sign] from [call sign]' (e.g., 'Romeo 1 from Romeo 2').
- Only one person should speak at a time.
- Speak slowly and clearly – think before you speak.
- Do not communicate sensitive information over radio unless in an emergency. In case of terrorist attack, state 'ATTACK, ATTACK, ATTACK' followed by the details.
- Use the NATO phonetic alphabet for clarity:

A Alpha	J Juliet	S Sierra
B Bravo	K Kilo	T Tango
C Charlie	L Lima	U Uniform
D Delta	M Mike	V Victor
E Echo	N November	W Whisky
F Foxtrot	O Oscar	X X-ray
G Golf	P Papa	Y Yankee
H Hotel	Q Quebec	Z Zulu
I India	R Romeo	

PERSON DESCRIPTION FORM



Gender

Colour/Race

Age

Height

Build

Body Markings
tattoos/scars/moles

Distinguishing
Features

Mannerisms

Hair Colour/Style

Face Shape

Eye Colour

Glasses

Ears

Nose

Facial Hair

Dress/Jewellery

Additional Information/Location

Name _____ Time/Date _____

16 Contact Numbers _____

VEHICLE DESCRIPTION FORM

Registration

Make/Model

Colour

Vehicle Type

No. of Doors

Damage/Condition



No. of Persons
male/female

Speed/Direction

External Features
roof rack/sunroof

Location of Vehicle

Reason for Suspicion

Additional Information

Name _____ Time/Date _____

Contact Numbers _____



SEE IT

REPORT IT

STOP IT

Antisemitism & Suspicious Activity
ACT NOW DON'T IGNORE IT

Report to the Police on 999, then CST

When contacting the Police, ensure you emphasise the severity of the problem and that you are calling from a Jewish location. Obtain a crime reference number and contact CST immediately.

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