

AREA-WIDE EXERCISE

3 February 2021



TIMETABLE

TIME	SESSION
10:00	Introductions and session overview
10:10	Session 1: Escalating Incident:
10: 40	Session 2: Remote Working & Cyber Security: Issues & Best Practice
11:20	Session 3: Crisis Response
11.50	Session 4: Review: Issues, actions & next steps
12:00	Close

SESSION OBJECTIVES

- Explore the response to an escalating incident and crisis event in a COVID-19 related context
- Examine the organisational vulnerabilities of operating in a post-COVID environment and how these might be addressed
- Identify and share best practice
- Outline the role for BakerStreetQ

BAKERSTREETQ - COMMUNICATIONS

<u>Method/Mode</u>	<u>Number of members that will be reached</u>
BakerStreetQ Radio Network*	30(+) Operational level security staff
BakerStreetQ Incident Alerts Platform	270(+)
BakerStreetQ Hotline	Unlimited
BakerStreetQ Website Homepage	300(+)
BakerStreetQ Re-tweeting	3,200 direct followers

SESSION 1

Scenario Introduction & Escalating Incident



CONTEXT FOR THE EXERCISE

The exercise will take place as businesses are returning to work and starting to reopen following the (partial) relaxation of current lockdown restrictions

It is assumed that social distancing requirements are still in place

Please follow your own return to work procedures/protocols

It is also assumed that some staff will still be working from home and that premises may be operating on reduced hours

BACKGROUND INFORMATION

A new protest group, the “Direct Action Cell” has sent out a series of tweets highlighting its intention to engage in a campaign of action.

- The protest will be focused against any business that it considers to be operating against the Cell’s values (these are not clear)
- The location is the West End
- There is no date given and the action is non-specific
- The message has been communicated to BakerStreetQ and other contacts on the “Partner” list, by the MPS, who believe the threat is credible but don’t have any further information at this stage.

BAKERSTREETQ INCIDENT ALERT



Would you consider taking any action based on receiving this message from BakerStreetQ?

Hello Michael Wood,

Incident Alert: Possible Protest Action

We have been made aware of potential protest activity by a group that has threatened to take action against unspecified businesses in the West End. Very limited details are available but the police are treating this as a credible threat. We have not received any information thus far that the Baker Street Quarter will be a particular target. We will keep you informed when we receive more information from the police.

If you have any concerns or questions, we are here to help – you can email us at westend@saferbusiness.org.uk.

The BakerStreetQ Street Safety Team can be contacted on 07456 673895, via the radio network and also on streetsafetyteam@bakerstreetq.co.uk

The BakerStreetQ team can be contacted via info@bakerstreetq.co.uk and 020 3056 5910

You have received this email as you are our Security and Incident contact for your business or organisation. If you would like us to update your details please let us know at info@bakerstreetq.co.uk.

We need a colleague's details if you want to be removed so that we have a replacement for your organisation. This is to ensure any incident related communications reach your organisation.

EXERCISE ONLY – CONTAINS FICTICIOUS INFORMATION – EXERCISE ONLY

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ESCALATING PROTEST

The Direct Action Cell has apparently committed its first act of protest. The incident occurred overnight close to the Baker Street area. Graffiti was extensively daubed on a building when it was closed and windows were smashed, causing damage estimated at several £000's. There were no arrests. The Direct Action Cell focus is now clear. Your business is in the same sector but there is no direct threat against your premises or organisation.

- In your Groups, please discuss the actions you would consider taking if any at this stage?

DIRECT ACTION

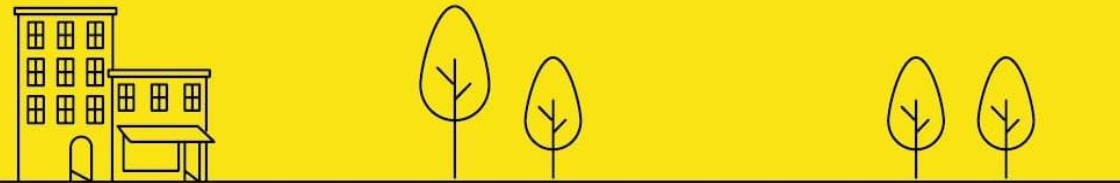
You receive a phone call from your CEO/senior manager indicating that their home address has been the target of graffiti overnight. “Direct Action Cell” has been daubed all over the property. You later learn that a number of senior staff from other businesses in your sector have experienced similar damage overnight.

What issues does this raise for your organisation?

Do you believe your organisation has a duty of care for its staff members in these circumstances?

SESSION 2

Remote Working and Risk Management



REMOTE WORKING & RISK MANAGEMENT ISSUES & APPROACHES

- Risk Assessment & Threats
- Security Awareness & Training: Social Media
- Support to Staff including Welfare
- Conventional Threats
- CPNI & NCSC Guidance

INFORMATION MANAGEMENT & REMOTE WORKING

You receive an email on your work email address purporting to be from the “Cell,” entitled “Just Introducing Ourselves.”

The message contains details relating to your business that would indicate knowledge only known to an employee (e.g., number of staff currently at work, procedure for opening up and closing the premises (if applicable), emergency assembly point, together with other specific financial/HR/operational details etc). There is no threat made to your business/premises.

Please consider the issues and the actions you think would be appropriate.

THREATENED ACTION

You receive another email from the “Cell” indicating that they have added your business to their ‘target list’
No other details are provided.

What are the risks you are considering?
What the options available to you?

Write down in priority order the 5 steps you will take.

- Please take 5 minutes to consider individually and we will then feedback.

SESSION 3

Crisis Response



CRISIS RESPONSE

You are notified that 25 protestors have arrived outside the entrances/exits of your location.

They have brought devices and some are “locked-on” to each other and are now barricading the front door(s) preventing staff from entering or leaving.

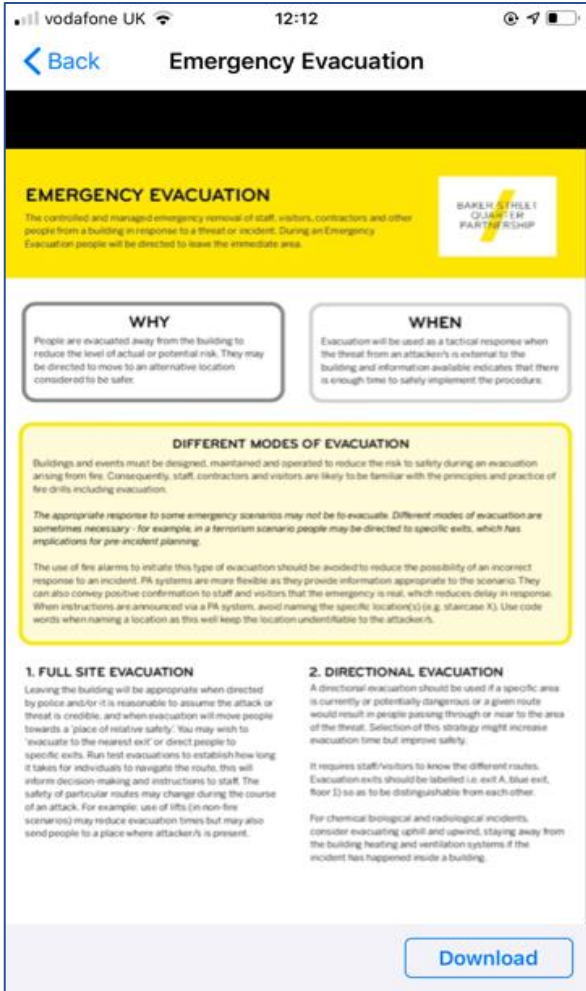
You are advised that a member of your staff is amongst the protestors and he/she appears to be handing out sheets of paper to members of the public who have gathered to watch the demonstrators.

- In your groups, please discuss your actions and the options you would consider

CRISIS AND MAJOR INCIDENT PROCEDURES

BakerStreetQ Incident Response Resource Pack

Available from Documents Library in the Incident Alerts App



RECORDING DECISIONS & SCRUTINY

- What you did/decided/ordered
- Why
- When
- How (*including consultation and expert advice*)
- Unanimity/consensus (*collective defence*)
- Implemented/achieved?
- Reviewed/revised?
- Recorded or otherwise credibly provable?
- Easily locatable?
- **Claim defensibility**

INDIRECT ACTION

You receive a call from a key supplier/customer or senior stakeholder
She indicates that she has a group of protestors outside her home
address that have locked themselves onto her car and are blocking her
drive.

They have daubed the car in paint and are handing out leaflets blaming
your company for the incident because of the work you do.

What action would you take?

What would you say to the caller?

- Please take a a minute to consider and we will feedback in the plenary

MEDIA RESPONSE

There is media interest in the incident, which together with other similar protests nearby has brought the area to a standstill.

Local London TV stations are looking to run a story on the evening news, picking up the issue about the employee being involved.

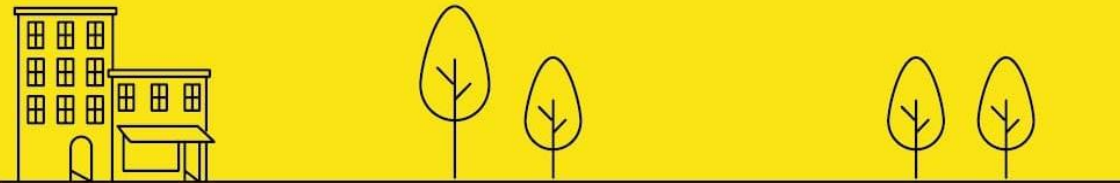
There is a lot of traffic on social media

The TV want someone to do a piece to camera, which will go out live.

- What should the response of your organisation be?

SESSION 4

Issues, actions and next steps



ISSUES, ACTIONS AND NEXT STEPS

Please consider the discussion this morning and **share in the chat** one key issue or action (or more if you wish) that you will take back to your respective business.

REFERENCED LINKS AND FURTHER READING

[CPNI Pandemic Security Behaviours Update - Nov 2020.pdf](#)

[CPNI Insider Threats in a Pandemic](#)

[NCSC Home Working: Preparing Your Organisation and Staff](#)

[NCSC Secure Home Working on Personal IT](#)

How to check if any of your accounts might have been compromised
[Have I Been Pwned](#)

[City of London Police Cyber Griffin Home Working Videos](#)