



How Martyn's Law will impact the real estate sector, and how you can prepare to protect people, premises & brand.

E-book

'Securing real estate excellence'

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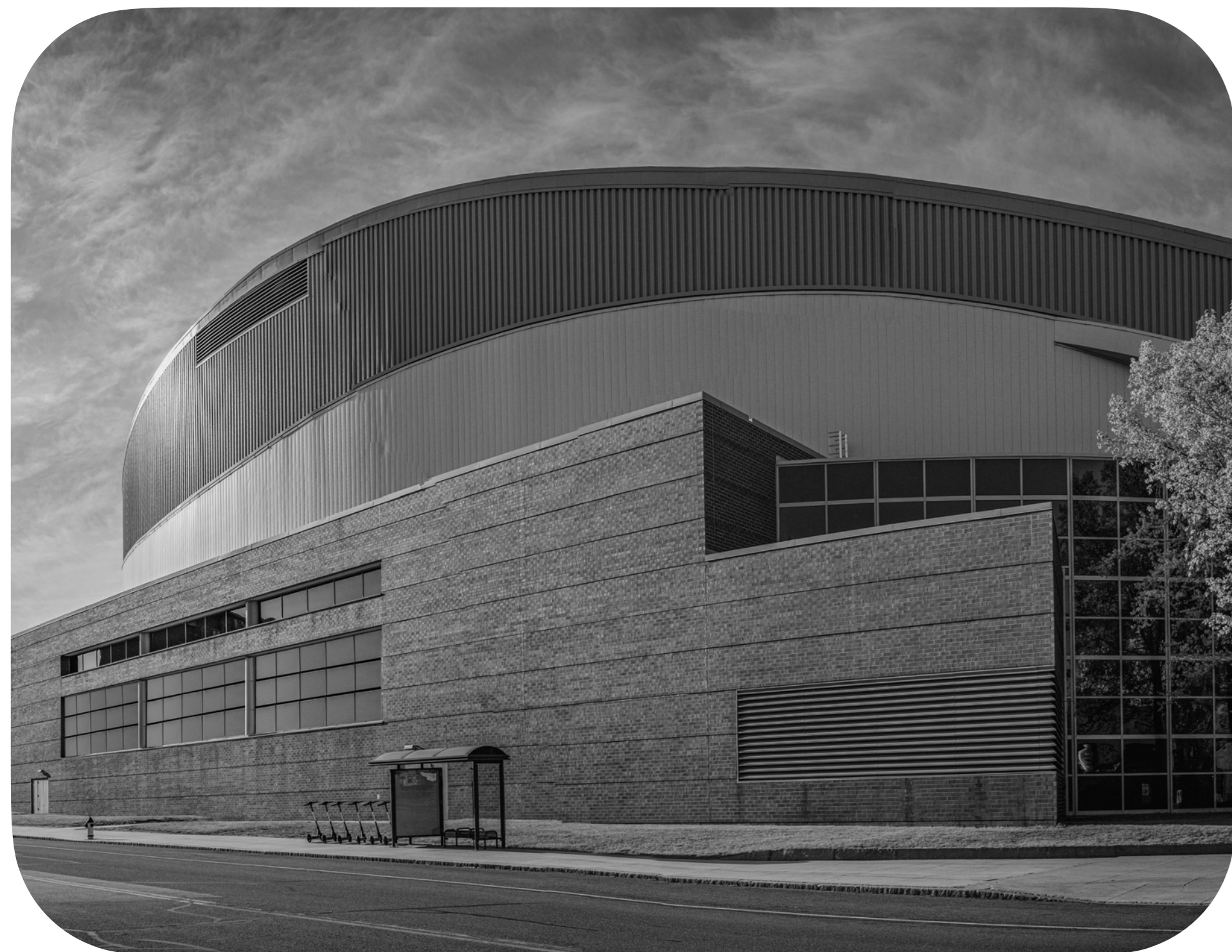
The Legislation

Following a series of terror attacks in public spaces, including those at Manchester Arena and London Bridge, government plans to introduce new legislation to improve safety and security at public venues.

Known as 'Martyn's Law' in memory of Martyn Hett, a victim of the Manchester Arena attack, the legislation will introduce a statutory duty for the owners and operators of publicly accessible locations (PALs) to take appropriate and proportionate measures to protect the public from terrorist attack.

Government remains committed to introducing this important piece of legislation to Parliament, as was reaffirmed by the Terrorism (Protection of Premises) Bill's announcement in the King's Speech on 7 November 2023. It is anticipated that the legislation will gain all party support and become law within the current term of this parliament.

Through Martyn's Law, premises will be better prepared and ready to respond in the event of a terrorist attack. Simple steps save lives.



Who will be affected by the new legislation?

The legislation covers all sites, permanent event space and temporary events or pop-ups where capacity may exceed 100 people. The Bill will require certain venues to fulfil necessary but proportionate steps according to their capacity to mitigate the impact of a terrorist attack and reduce harm. It's likely that premises and events with a capacity of 800 or above will be in the enhanced tier, while premises with a capacity of 100 to 799 will be in the standard tier.

Martyn's Law will improve protective security and organisational preparedness across the UK by mandating, for the first time, those responsible for certain premises and events to consider the terrorist risk and very importantly how they would respond to an attack.

Martyn's Law will undoubtedly affect commercial property management.



During 2017, the United Kingdom suffered five serious terrorist attacks:

22 March - Westminster Bridge

Five individuals were killed in the attack with many more seriously injured.

22 May - Manchester Arena

Twenty-two people were killed, including a number of children and teenagers. Over 100 others were injured.

3 June - London Bridge attack

Eight people were killed in the attack with many more injured.

19 June - Finsbury Park attack

One person was killed and ten others sustained serious injuries.

15 September - Parsons Green station

Twenty-three people sustained burn injuries as a result of the partial explosion whilst 28 people suffered crush injuries as crowds surged to exit the train.

Source: Intelligence and Security Committee of Parliament
The 2017 Attacks: What needs to change?

What can organisations do to prepare for the new law?

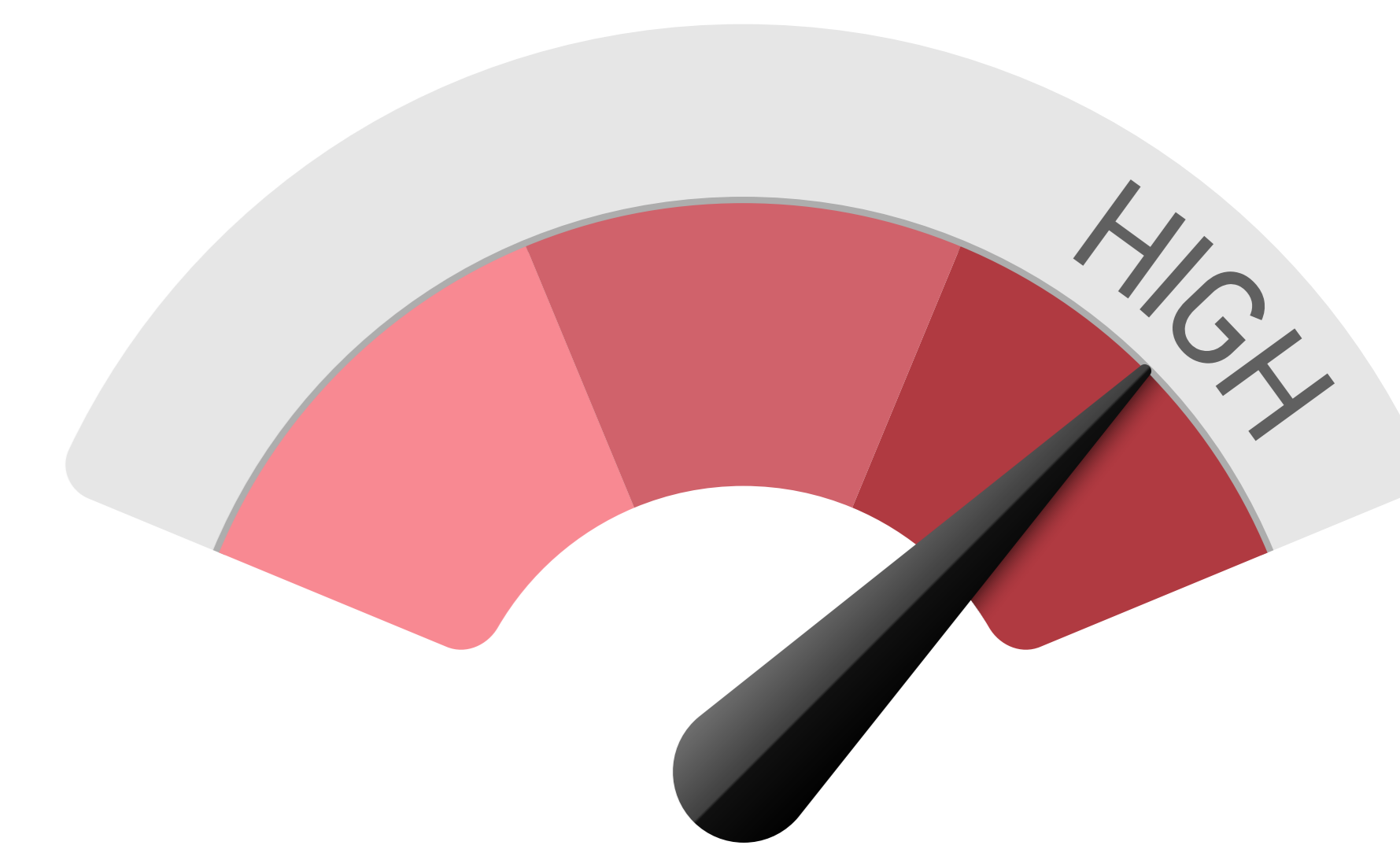
In the next 12-18 months owners and operators of Premises, Event Space and Events could find themselves subject to new security and safety requirements; that ensure the scope of the risk is understood and that appropriate preparation and response plans are in place to protect the public in the event of a terror attack.

It is therefore prudent for organisations to prepare now and review existing plans in anticipation, to ensure they are fit for purpose.

When undertaking this exercise, it can be helpful to consider that in the context of liability an organisation can be found to have failed either by failing to recognise the potential for and prepare for an attack. Alternatively, by responding inappropriately, where the response fails to contain the situation or makes it worse.

Requirements will vary between venues and may include activity beyond the assessment of terrorism related risk;

- Understand the risks associated with the location or the planned event.
- Develop a full bespoke incident plan.
- Have measures in place to respond effectively in the event of a terrorist attack.
- Have robust communication channels, escalation protocols and effective record keeping.
- Be fully prepared with strict response protocols in the event of a terrorist attack.
- Provide training and awareness for those involved in the event including their responsibilities.



One simple step to help you manage the above challenges is the use of Critical Event Management (CEM) software in your organisation.



What are the potential benefits of Martyn's Law legislation to the Real Estate sector?

The fundamental benefit is that undertaking the outlined preparedness steps will help ensure people accessing a venue or event are kept as safe as reasonably possible from the threat of terrorism. The foundations of Martyn's Law cannot be forgotten in this goal; the loss of 22 lives and injury to hundreds more at Manchester Arena, contributed to, in part by failures in security preparedness and prevention.

Benefits of compliance with Martyn's Law legislation will not only be restricted to the threat of terrorism, which fortunately is not a regular occurrence. Basic preparedness steps can help in deterring more regular, malicious activities that businesses often face, such as criminality and anti-social behaviour, or even be of use during non-malicious incidents such as a first-aid incident. Ultimately, the law prepares businesses to be resilient and prepared, which is applicable to a variety of scenarios (terrorism or non-terrorism related).

When a pounds and pence justification is sought, the added value of being a safe, secure, and welcoming public premises should not be forgotten. The fact that 70% of responses to the Government's consultation on Martyn's Law stated they wish to see public locations actively mitigating the threat of terrorism is telling.

From a cost benefit analysis perspective, Martyn's Law compliance could quickly become an issue of business reputation and success, alongside consideration that implementing basic preparedness measures is far cheaper than the potential financial penalties of non-compliance or potential legal liability following a terrorism threat.



The passing of the legislation into law should not be the light-switch moment that businesses are awaiting, before considering their preparedness to deal with a terrorist incident. Right now, business can take simple preparatory steps. Following implementation, it is expected that Martyn's Law could feature prominently in insurance tenders going forward from both liability and property perspectives.

Insurance policies can often have some element of terrorism cover included. The insured party and their broker should review their policy to ensure there is sufficient cover in the event of a terror incident. Risk surveys exploring how organisations are meeting requirements can help insurance underwriters to make more informed decisions.

How can Critical Event Management (CEM) software help you prepare for Martyn's Law?

Critical Event Management (CEM) is the practice of establishing measures to ensure incidents and events are resolved quickly and effectively.

It's closely linked to all emergency planning and influenced by existing response protocols across corporate entities.

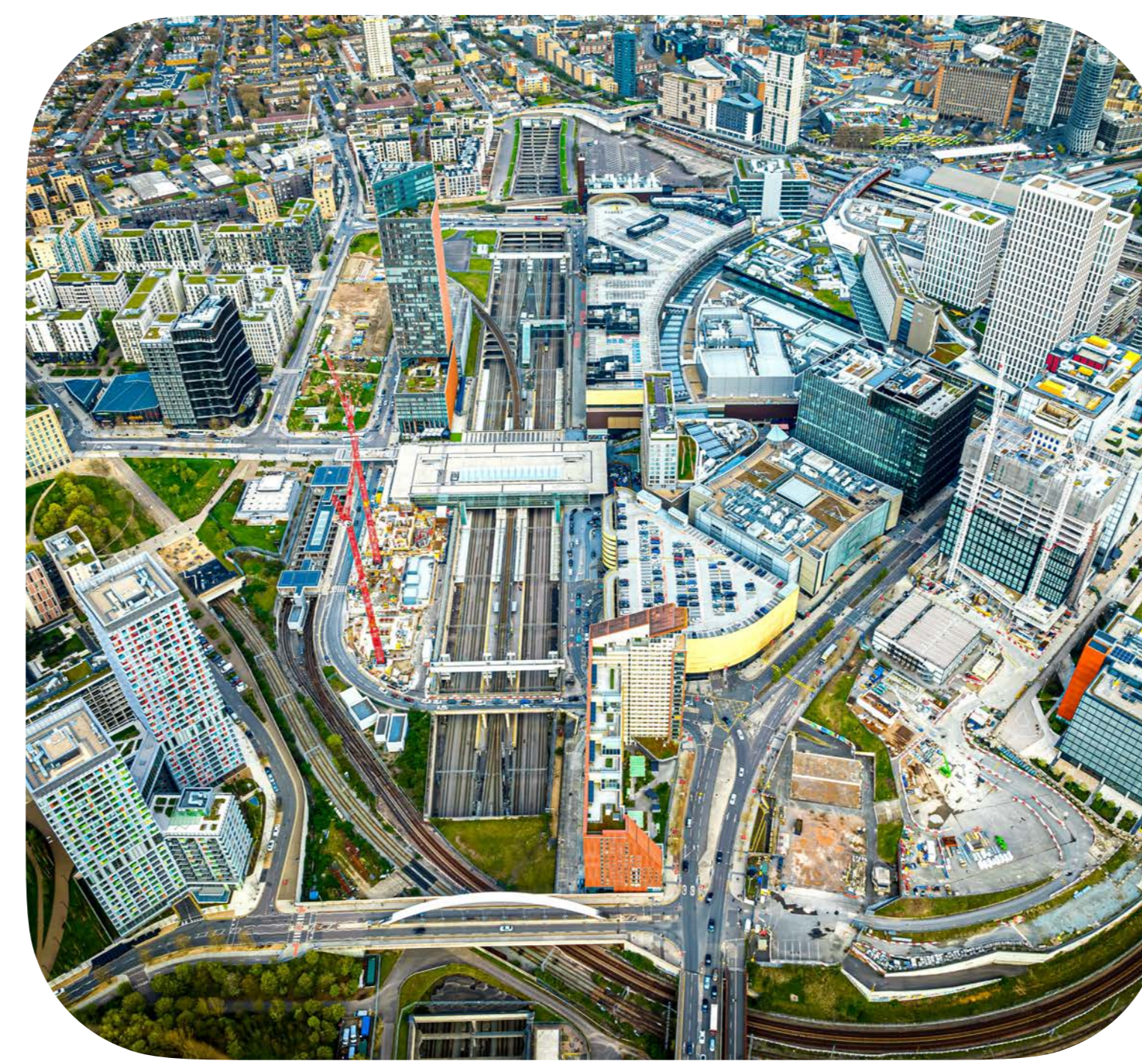
A CEM platform provides a consistent framework for planning, responding, and recovering from all types of incidents, disasters, crisis, and disruptions. It plays a crucial role in enhancing the effectiveness of a security service by supporting them through the entire lifecycle of preparation, response and recovery as well as business-as-usual operations for incident preparedness.

Its aim is to keep the whole team following the same plans, communicating on the same platform, and viewing the same operating picture: maintaining and enhancing business resilience.

A CEM platform will deliver and manage key issues such as:

- Improving communication and inter-departmental coordination, establishing key stakeholders with priority actions including Mass Notification
- All security and emergency operating procedures are automated within the CEM, ensuring actions are compliant, easily visible, and rapid.
- The technology can help organisations manage the complex process of returning to the workplace and other public spaces post event
- Within CEM, data is stored securely in one place, recording key metrics and statistics that can provide valuable insight into your operations and protection against litigation.
- Teams can utilise reporting features to manage day-to-day incidents and allow better situational awareness into routine operations, thus improving resilience and your organisation's ability to keep its employees and the public safe.
- Ensure audits, checks, risk assessments are scheduled and tracked
- Post-incident analysis can really aid the management of vulnerabilities which can highlight both successes and failures.

A CEM platform is one key solution that will support your journey to adhere to the new legislation, especially in the requirement of having a robust communication channel, escalation protocols and effective data audits.



A CEM platform will support safety and security leaders who manage premises impacted by Martyn's Law by providing;

> Connected estates and teams

A CEM provides a consistent approach to critical safety and security events across a wide range of property types such as commercial, shopping centres, retail, entertainment and industrial properties.

> The gift of time and control

A CEM does the heavy-lifting and gives back the 'gift of time and control'. The digitalisation and unification of critical events, drives compliance and efficiency in the prevention, detection, response and recovery of an incident.

> Unified data

A CEM provides a unified data source - a 'single pane of glass' that enables the prioritisation of all safety and security events. This ensures proactive risk management and mitigation, reducing the likelihood of emergencies and their potential impact. Neglecting safety and security data provides increased vulnerabilities, and, in worst cases, catastrophic consequences.

> Peace of mind

A CEM instils confidence in the location's ability to respond effectively to emergencies, fostering a sense of security among staff, occupants, tenants and visitors.

Everyone deserves to be safe.

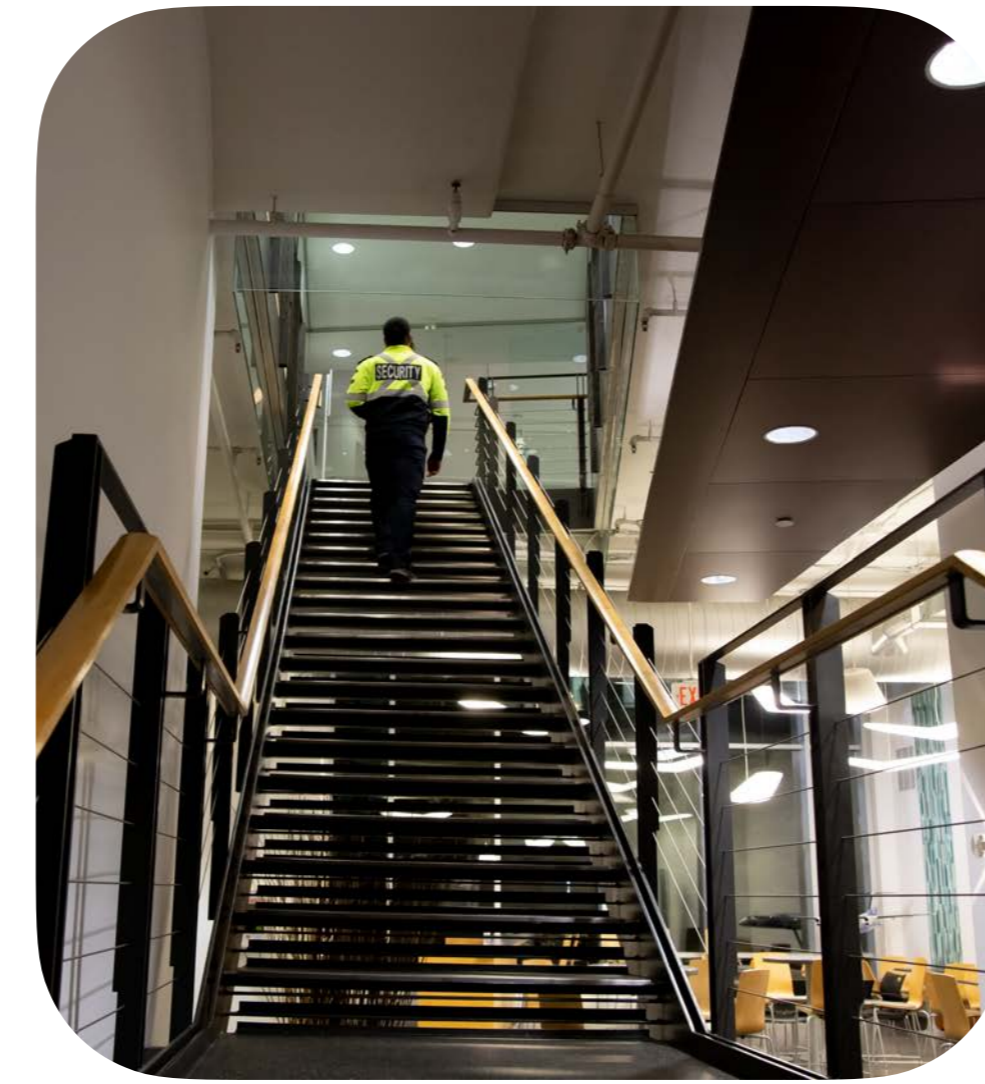
During a critical event, safety & security should never be an afterthought.

Overall Benefits of Critical Event Management



A CEM addresses ineffective and fractured 'tech stack' structures. Too often, are these critical activities (incident reporting, compliance and communications) managed through a combination of manual processes, siloed multi-systems, systems that are not fit for purpose and so complex an IT degree is required and poor process. All leading to multiple points of failure and risk.

A CEM provides an integrated approach to the management of critical events. It will support teams in the preparation, response, and recovery from events that impact continuity, operations, and safety. In this way, A CEM intersects incident management, emergency response and communications, risk intelligence and management, as well as crisis management and business continuity.



Early Detection & Threat Identification:

Allowing security teams to proactively address and mitigate risks, preventing them from escalating into major incidents.

Rapid Response & Decision-Making:

Acting as a centralised hub for data collection and analysis, decision-making is more effective, preventing harm and minimising damage.

Improved Communication & Collaboration:

Seamless communication and collaboration ensure that the right people have access to the right information at the right time, enhancing coordination and response effectiveness.

Resource Allocation & Deployment:

Security personnel, emergency responders, and assets can be deployed where they are needed most, optimising the security response.

Enhanced Situational Awareness:

Gaining situational awareness by aggregating data from multiple sources provides security teams with a comprehensive understanding of the evolving situation to make informed decisions against.

Business Continuity and Resilience:

By identifying vulnerabilities and preparing for critical events, you can minimise disruptions to operations and recover more quickly.

Regulatory Compliance:

Helping the location to meet these requirements by pre-defining process, documenting incident response procedures and maintaining records.

Continuous Improvement:

Allowing the institution to learn from past events and improve their security protocols and become more resilient over time.

System Integration:

A connected eco-system will deliver a unified response to an event, enable the automation of process, and provide data in one place for action and insight.



"Security is paramount in such dynamic environments, and SYNAPSE's capabilities in incident and case management, crisis communication, and organisational resilience are crucial.

We are proud to have such innovative solutions like SYNAPSE fortifying the security infrastructure here to ensure security, resilience and continued success"

Security Director

Zinc Systems - find out more at www.zinc.systems

With risk and technical landscapes both evolving at pace, it's clear to see that the cost of doing nothing or simply not doing enough, is one that can have catastrophic impacts.

Get in touch to learn how Zinc Systems can support your business to achieve high standards of control during critical events and how our Critical Event Management platform 'Synapse' delivers a unified, consistent and seamless process, within a user centric design, tailored to an organisations priorities, process and strategy.

Sophie Malone, Chief Commercial Officer - sophie.malone@zinc.systems

