



■ Kinexio

Preparing for Martyn's Law

Anticipating the impact on retail from the
impending Terrorism (Protection of Premises) Bill

Inside
your free
ebook

Martyn's Law –
**what we
know so
far**

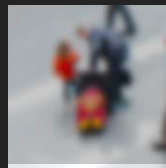
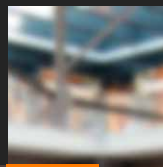
Insights into
**common
gaps**
in security processes

How technology can
**ensure you're
better prepared**
for emergency situations

What is Martyn's Law?

On 2 May 2023, Martyn's Law moved another step closer. The draft legislation, formerly known as The Terrorism (Protection of Premises) Bill, was published by the Home Office.

The draft Bill sets out what venues and other organisations would have to do to keep the public safe. It will apply across the UK and follows a campaign from Figen Murray, the mother of Martyn Hett, who sadly lost his life in the Manchester Arena terrorist attack in May 2017.



How will the Law be applied?

The draft Bill will follow a tiered model based on the size of the venue and the activity taking place.

- The standard tier will apply to public premises with maximum capacities of 100 or more. Basic activities are likely to be required such as evaluating the best procedures to minimise the impact of a terrorist attack, and terrorism protection training.
- The enhanced tier applies to public premises and events with maximum capacities of 800 or more. Further requirements are likely to be required including providing a security plan, and appointing a designated senior officer to regularly review the venue's security.

An inspection and enforcement regime will be established to promote the requirements for each tier. Non-compliance could result in sanctions and ultimately penalties for premises.

When will Martyn's Law be introduced?

The draft Bill will go through various stages before becoming law, including pre-legislative scrutiny by the Home Affairs Select Committee. Following this parliamentary process, the Bill is expected to become law later this year or early next.

How could Martyn's Law affect retailers?

As highlighted by British Retail Consortium Assistant Director, Graham Wynn, Martyn's Law is particularly relevant to the industry given the large number of retail premises across the UK.

Although many of the operational details are yet to be finalised, organisations are being advised to prepare now by familiarising themselves with the requirements. Specialist advice on evaluating and managing terrorism risks is also provided by ProtectUK.



Identifying security gaps

Martyn's Law has brought public safety into sharp focus, reinforcing the need for shopping centre managers and owners to review their existing security plans and processes.

Having worked with more than 700 shopping centres globally, there are common gaps in security practices which could have a detrimental impact on communication and reporting in an emergency. Addressing these now will help retail organisations be more prepared for a crisis and ready to respond.

1 Inefficient incident reporting

Ineffective reporting and communication can have a significant impact on security in shopping centres. Too often, manual systems are in place, risking inefficiency and inaccuracy.

Paper-based reporting is not only time consuming but prone to error. Critical information, which must be distributed to numerous stakeholders, can take too long.

2 Insufficient training

A lack of training on reporting incident reporting protocols can lead to confusion and delay in an emergency. Crucial reports may be completed incorrectly or inconsistently. Insufficient knowledge on how to recognise suspicious behaviour also risks some situations going unnoticed.

3 Limited data analysis

Without accurate data, shopping centres are unable to analyse trends, vulnerabilities or other patterns which could improve their security strategies.

Information relating to an emergency such as response times, engagement with critical messages, and how quickly situations were resolved fails to be effectively documented.

4 Ineffective communication

The need for clear and instant communication is paramount in a crisis, yet many shopping centres have ineffective channels in place.

Multiple platforms are often in use along with manual methods which hinder the flow and speed of crucial information relating to security incidents. Communication processes are also hampered by hard-to-find lists of key stakeholders.

5 Lack of coordination between teams

Ineffective security operations are exacerbated by a lack of coordination among security personnel, management, and retailers. This risks essential information, such as known threats or suspicious activity, not being shared properly, which could delay or even prevent a response to security problems.



Taking action

New technology will play a vital role in addressing these issues and creating a safer environment for visitors, tenants and employees. The Kinexio digital platform centralises critical information, communication and data, streamlining security processes.

Tailored to the individual needs of a retail centre, the technology ensures shopping centre owners and managers can:

Be better prepared:

Safety and security policies are stored in one simple, easy to use place, ensuring tenants and staff can quickly access all the information they need with a tap of a button. Details of key keyholders and emergency contacts are also centralised to help prevent delays.

Message templates for an emergency can be created ahead of time and are ready to distribute within seconds.

Act fast:

In an emergency, Kinexio enables teams to send live updates to users, ensuring a seamless response.

Emergency messages can be triggered and sent instantly via email, push notification, texts and calls. Real time messaging means all stakeholders can be kept in touch and updated on the situation, helping to keep people calm and in control.

Continuously improve:

Data can be easily accessed, and real time reports created to establish how quickly situations were resolved. Trends can be identified over time and pertinent information stored such as photos and eyewitness details in case further action is needed.



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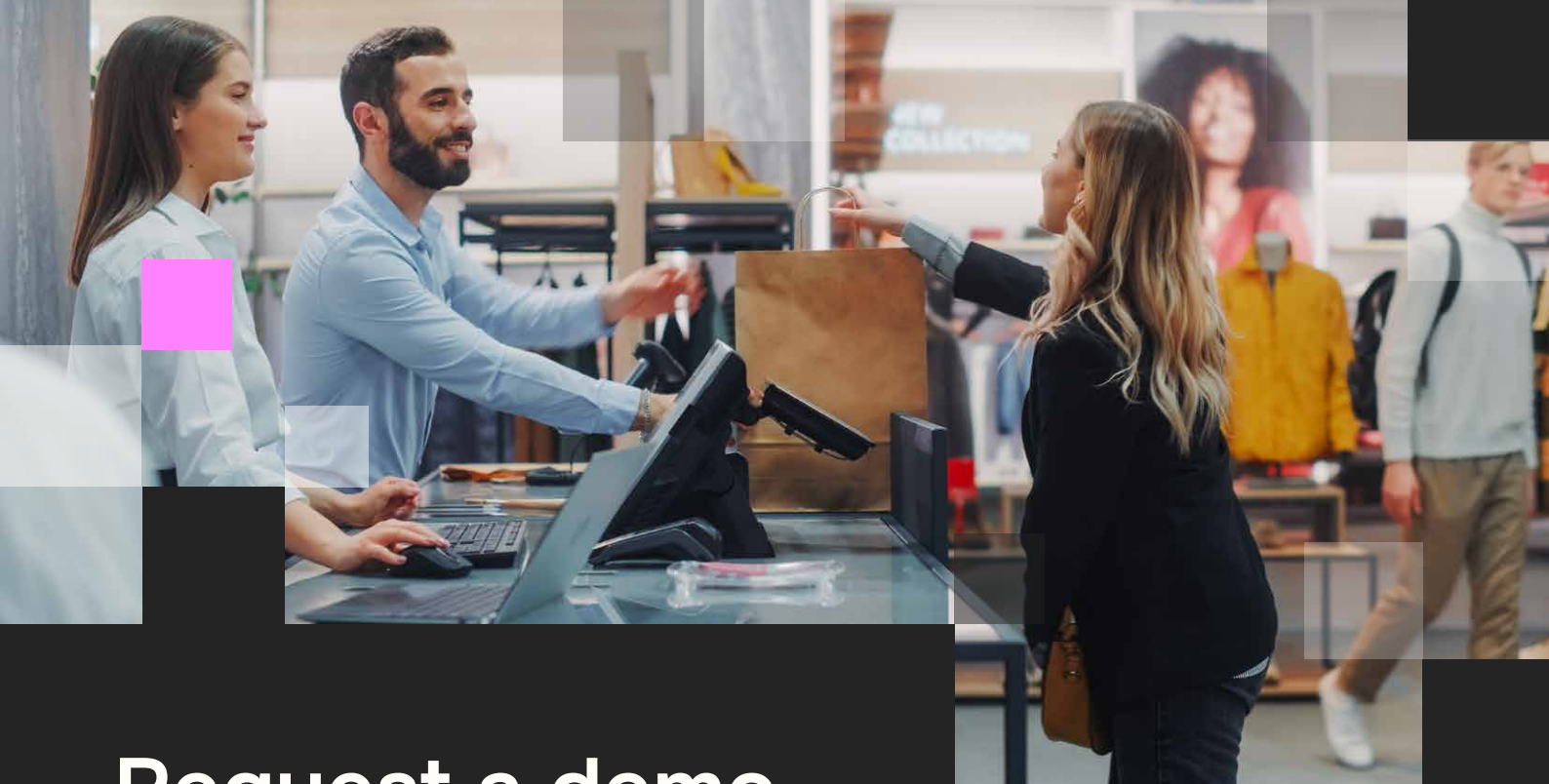
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The Critical Comms functionality allows us to quickly and efficiently notify our tenants during an emergency situation. When time is of the essence, it is reassuring to know we have the ability to push text messages, phone calls and email notifications to our shopping center employees within seconds.



Jeff Adams

Vice President of Guest Services
Unibail-Rodamco-Westfield



Request a demo

To learn more about how Kinexio's cutting-edge technology can help you to improve your security communication and reporting processes, please contact the Kinexio team for further details or to book a demo.



TO LEARN MORE, CONTACT:

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Contact our team →

The Kinexio technology outlined above is aimed at helping retail organisations to improve security communication and reporting practices and do not guarantee compliance with Martyn's Law.



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