

bizSAFE Level 2





This is my story

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What is SGSECURE ?

SGSecure is a **national movement** to sensitise, train and mobilise our community to play a part to prevent and deal with a terrorist attack.

It is how the whole of Singapore can come together in **response** to the terror threat, and **safeguard** our way of life.

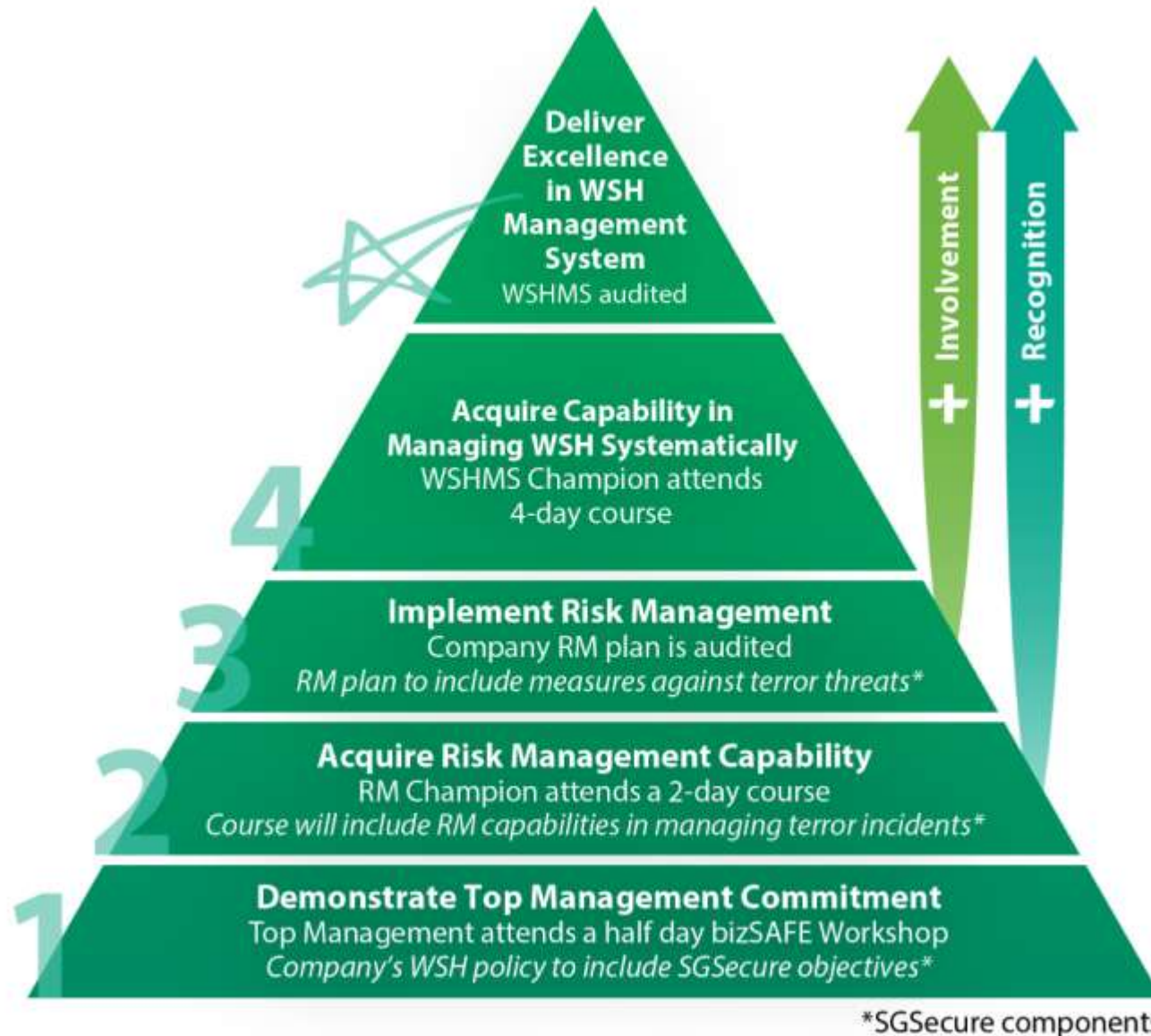


Which will happen in Singapore?

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Incorporation of SGSecure into bizSAFE framework



Businesses can take steps to protect themselves from terror attacks

VIGILANCE



Staying alert

to ever-present security threats.

- ✓ Train workforce to be alert to unusual behavior or items in surroundings.
- ✓ Know how to report these to authorities

COHESION



Staying united

as one people during peacetime and in crisis.

- ✓ Imbue the need to cherish and safeguard Singapore's multi-racial and multi-religious social fabric.

RESILIENCE



Staying strong

to be resilient and bounce back quickly in a crisis.

- ✓ Enable workforce to protect themselves and others during an attack.
- ✓ Strengthen preparedness through exercises and skills training.

Key Initiatives to strengthen response to terror attacks

As organisations:

- **Prepare your workforce**
 - Train to become “Prepared Citizens”.
 - ✓ Employees to be briefed on “Run, Hide, Tell”, “Press, Tie, Tell” advisories and be aware of evacuation routes, etc.
 - ✓ Employees to download the SGSecure mobile app and complete the SGSecure e-learning.
 - Build a harmonious, inclusive and cohesive workplace.
 - Identify and develop a team of responders.

Key Initiatives to strengthen response to terror attacks

As organisations:

- **Protect your workplace**
 - Identify terror threats and prepare mitigation and response plans
 - Have BCPs, conduct regular exercises and protect IT systems and data.
- **Partner your community**
 - Develop a support network to deal with security incidents in immediate vicinity.
 - Reach out to stakeholders and enhance communication capabilities, so as to act swiftly and decisively during crises.
- **Embrace SGSecure** as part of your corporate culture and WSH policy.

Appoint an SGSecure Representative

- To raise preparedness against terrorism, all employers are strongly encouraged to appoint an **SGSecure Representative for Workplaces**.
- Role of SGSecure Rep:
 - ✓ Champion SGSecure during peacetime.
 - ✓ Work with employer to implement SGSecure initiatives.
 - ✓ Be the POC between company and MOM during crises.
- Expectations:
 - ✓ No legal liabilities for representative.
 - ✓ No specific training requirements but must be capable of achieving the task of making workplaces safe, healthy and secure.
- **Register representative at www.mom.gov.sg/sgsecure to receive direct updates on the latest SGSecure information and opportunities to network with the SGSecure business community.**

What does it mean for the RM Team?

- Be equipped with **risk assessment and management skills** to help your workplace mitigate potential terror threats.
- Ensure that all employees are **prepared** and some to take on **additional roles** to mitigate and control terror threats.
- Be ready in the event that a workplace terror attack does happen, your RM team **is prepared and able to activate the response plan to handle and recover quickly.**



What should companies do?

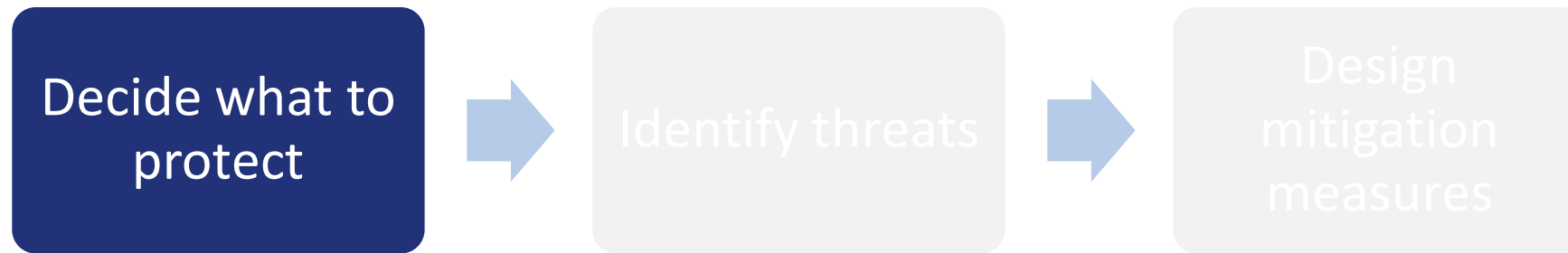
Premise owners should implement protective security measures to mitigate risk of terrorist attacks



1. **Identify and prioritise assets** based on criticality, to determine what measures to take to protect them
2. Identify **features that increase risk / vulnerability** to specific attacks, based on the **forms that terror attacks** can take
3. Review existing security measures, **prioritise mitigation measures where risk is high, and apply 4Ds.**

What should companies do?

Premise owners should implement protective security measures to mitigate risk of terrorist attacks



- **Human Lives are the topmost priority.** Know where employees and other premise users congregate.
- **Identify assets** that are essential to your functions
 - E.g. Uninterrupted Power Supply (UPS) Room, Main or Intermediate Distribution Frame (MDF IDF) Room, Sensitive Materials
- **Prioritise these assets** based on how critical they are, to help you determine what measures to take to protect them.

What should companies do?

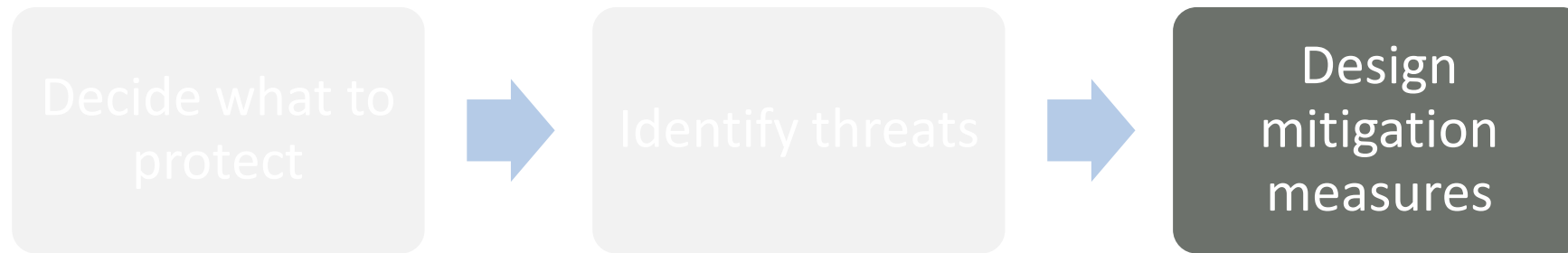
Premise owners should implement protective security measures to mitigate risk of terrorist attacks



- Know the **various forms that terror attacks** can take:
 - Armed attacker(s)
 - Vehicles
 - Explosives
 - Chemical or biological agents
- Identify **features that increase risk of attack / vulnerability** to specific attacks
 - E.g. Areas of mass congregation, close proximity to the road

What should companies do?

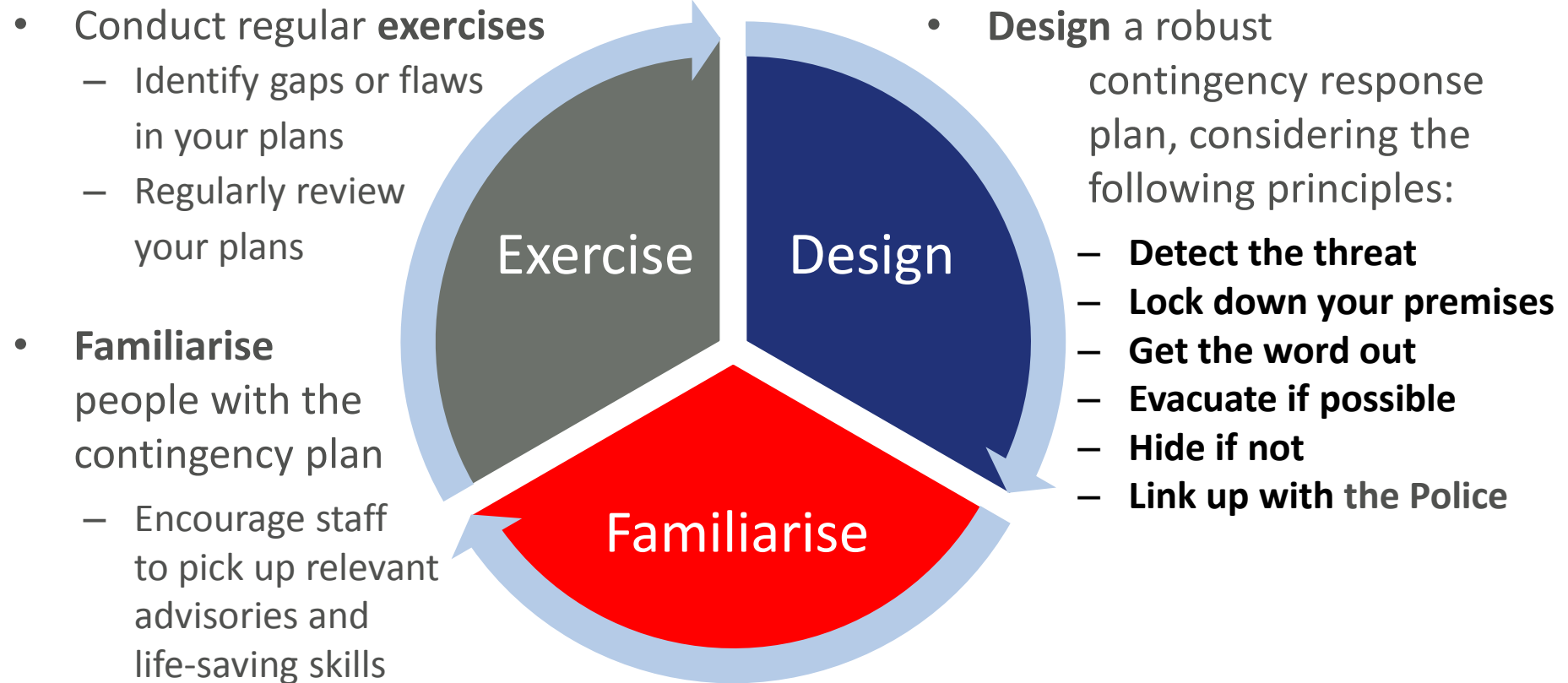
Premise owners should implement protective security measures to mitigate risk of terrorist attacks



- **Review existing security measures**
 - Determine effectiveness and identify gaps
 - E.g. CCTV systems, deployment of security staff, SOPs and response plans
- Prioritise mitigation measures where risk is high – **Threat, Vulnerability, Consequence**
- Apply 4Ds to mitigate risks – **Deter, Detect, Delay and Deny**

What should companies do?

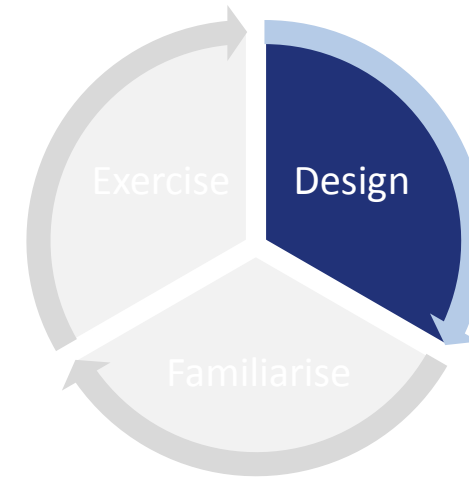
Premise owners should prepare contingency response plans for a terror attack



What should companies do?

Premise owners should prepare contingency response plans for a terror attack

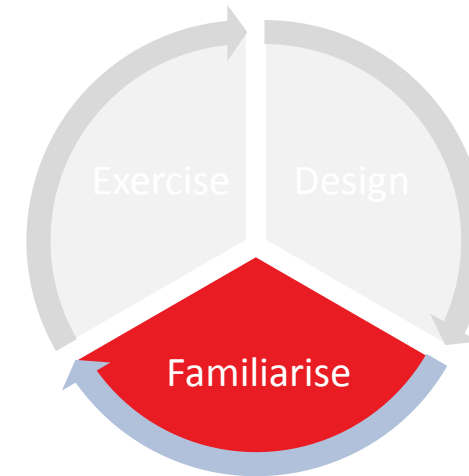
- **Design** a robust contingency response plan, considering the following principles:
 - **Detect the threat** – Know how to spot a threat, report it, and when to trigger your contingency response
 - **Lock down your premises** – Consider having a process to lock-down the premises to prevent attackers from entering, if your premises allow.
 - **Get the word out** – Be able to inform people of an attack.
 - **Evacuate if possible** – Plan for multiple routes of evacuation, inform people to disperse from the premises
 - **Hide if not** – Designate safe rooms for people to hide in, should evacuation become impossible.
 - **Link up with the Police**



What should companies do?

Premise owners should prepare contingency response plans for a terror attack

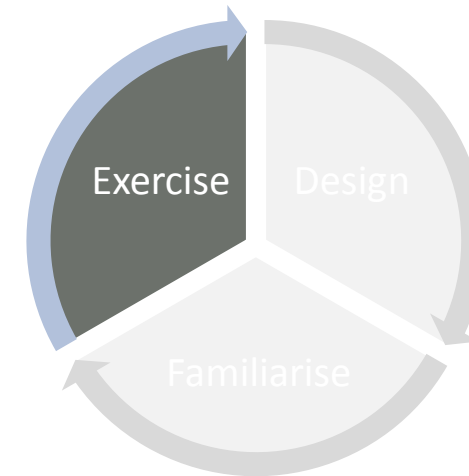
- **Familiarise** those in your organisation with the contingency plan
 - Have a security induction for new staff
 - Discuss the plan for specific scenarios to identify possible gaps in planning
- Encourage staff to **pick up relevant advisories and life-saving skills**
 - How to recognise and respond to suspicious items and behaviour
 - **‘Run, Hide, Tell’**
 - **Improvised First Aid Skills ‘Press, Tie, Tell’**
 - Download and learn to use the **SGSecure App** to alert the Police in the event of an attack.



What should companies do?

Premise owners should prepare contingency response plans for a terror attack

- **Conduct regular drills and exercises**
 - Ensure all staff are familiar with evacuation routes and hiding places, as well as their roles during an attack
- Use drills and exercises to **identify gaps or flaws** in your contingency plans
- **Regularly review your plans** to ensure that they are feasible, up-to-date, and easy for staff to follow.



What should companies do?

Company's role in BCP

- To have channels to help employees cope with emotional impact of crises and to handle grievances/ feedback to preserve a cohesive workforce.
- To plan for business continuity and enhance ability to react to business disruptions by signing up for relevant courses such as Crisis Communications and BCM certification.
- To partner community and boost vigilance by registering building management or company SGSecure rep as a Safety and Security Watch Group member.
- To leverage on existing easy-to-use technology such as group-based communication channels to share information and gather responses promptly.
- For other measures to prepare the workforce, protect the workplace and partner the community, please refer to the **SGSecure Guide for Workplaces- “Useful Contacts” section.**

Application of Risk Assessment to Terror Attack Scenarios

Case 1: Suspicious parcel left unattended in mail room/lobby area

A suspicious parcel was left unattended in mail room/lobby area. It turned out to be:

- a) an improvised explosive device which was set off 30mins later. Explosion killed 5 people; or
- b) laced with unknown substance. Five employees who came into direct contact with parcel displayed symptoms and collapsed.

Case 2: Armed attacker

A perpetrator enters a workplace premise and starts slashing and stabbing everyone he comes across.

Case 3: Vehicle as a weapon

A perpetrator drives a vehicle into in a workplace premise(e.g. a warehouse or factory) with no intention of stopping.

Sample Risk Assessment for terror scenario at workplaces

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Department: ABC Night Club F&B department	RA Leader: F&B Director	Approved by Signature: Name: Designation: Date:	Reference Number
Process: Serving food and beverages to customers	RA Member 1: Senior Server		
Process/Activity Location: 123, Clark Quay, Singapore 123456	RA Member 2: Executive Server		
Original Assessment date:	RA Member 3: Operations Executive		
Last review date:	RA Member 4:		
Next review date:	RA Member 5:		

1. HAZARD IDENTIFICATION				2. RISK EVALUATION				3. RISK CONTROL						
Ref	Work Activity	Hazard	Possible injury/ill-health	Existing risk controls	Severity	Likelihood	RPN (Risk Level)	Additional Controls	Severity	Likelihood	RPN (Risk Level)	Implementation Person	Due Date	Remarks
1	Serving food and drinks at night club	Physical Hazard: Weapon assault, unmanned bag containing explosive bomb	<ul style="list-style-type: none"> Fatality of night club staff and customers Multiple injuries 	<ul style="list-style-type: none"> Additional Security personnel to look out for suspicious characters 	5	4	20	<ul style="list-style-type: none"> Placing of metal detectors at club entrance Bouncer at door to check all bags and warm bodies 	5	1	5	RM Champion	xxxxxx	

What companies should expect at bizSAFE level 3 RM audit

	Incorporation of SGSecure	Expected bizSAFE Company's Deliverables
1	Does WSH policy reflect company's commitment to embrace SGSecure?	Company's endorsed WSH Policy should clearly indicate organisation's commitment to manage and respond to terror threats.
2	Is Risk Assessment (RA) being conducted to identify potential workplace terror threats?	Relevant Risk Assessments should identify at least one plausible terror threat scenario (e.g. armed attack, suspicious parcel or vehicle ramming) that is applicable to the company.
3	Does the Risk Management (RM implementation plan) address identified workplace terror threat(s)?	RM implementation plan should be approved by the top management, and include identified workplace terror threat(s) with corresponding control/mitigating measures. It should indicate clear action items, completion dates and responsible persons.
4	Are company employees aware of SGSecure, its key tenets and the actions to be taken in the event of a terror attack?	<ol style="list-style-type: none"> 1. Company should have appointed SGSecure Rep. 2. Employees should be aware of the following: <ol style="list-style-type: none"> <u>i. Ability to explain key SGSecure tenets:</u> <ol style="list-style-type: none"> a. Run, Hide, Tell; b. Press, Tie, Tell. <u>ii. Awareness of Emergency Response Plan:</u> <ol style="list-style-type: none"> a. Emergency evacuation routes; b. Hiding locations in the workplace; and c. What to do during a lockdown procedure.

Download the



SGSECURE app

STAY ALERT. STAY UNITED. STAY STRONG.

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1. ALERTS

Receive important alerts in the event of major emergencies.



2. REPORT

Report terror attacks in 4 simple steps:



Take A Photo — Describe Attack — State Location — Submit Report



3. EMERGENCY CALLS

Make 999 calls or alert the Police via SMS.



4. GET READY

E-learn about SGSecure and equip yourself with important knowledge and skills.



Features:

- ✓ Receives alerts during emergencies
- ✓ Subscribe to localised area alerts
- ✓ Report suspicious articles or persons, or an on-going terror attacks
- ✓ Make geo-tagged emergency calls and SMS using a quick access button
- ✓ Access SGSecure e-learning resources

Download the via IOS App Store,
Google Play or scan the QR Code



Resources on SGSecure

- www.mom.gov.sg/sgsecure
 - Take the first step by appointing an SGSecure rep now.
 - SGSecure Guide for Workplaces
- www.sgsecure.sg
 - Protective Security Advisory for Premises
 - Contingency Planning Advisory for Premises
 - SGSecure advisories and video resources on “Run, Hide, Tell”, “Improvised First Aid Skills” & “SGSecure App”

Thank you for
being part of the
SGSecure Movement

www.mom.gov.sg/sgsecure