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A n n e x

A - Contact numbers for security advice or audits

NPC*	Commanding Officer	Tel No.
Ang Mo Kio North NPC	ASP Poh Keng How	6484 9999
Ang Mo Kio South NPC	ASP Tan Boon Heng	6451 9999
Bedok North NPC	ASP Sean See	6244 9999
Bedok South NPC	DSP Salahudin Yahya	6244 8999
Bishan NPC	ASP Yap Fuk On	6552 9999
Bukit Batok NPC	ASP Sharmaine Ong	6665 9999
Bukit Merah East NPC	DSP Dominic John Baptist	6236 9999
Bukit Merah West NPC	ASP Gabriel Foo	6377 9999
Bukit Panjang NPC	ASP Ng Geok Khoon	6892 9999
Bukit Timah NPC	ASP Tan Ho Ching	6462 9999
Changi NPC	DSP Pauline Yee	6587 2999
Choa Chu Kang NPC	ASP Edwin Lim	6765 9999
Clementi NPC	ASP Alex Ng	6872 9999
Geylang NPC	DSP Tan Tin Wee	6848 6999
Hougang NPC	DSP Alan Samuel	6489 0999
Jurong East NPC	DSP Mohd Redhza	6899 9999
Jurong West NPC	ASP Devrajan Bala	6268 9999
Kampong Java NPC	ASP Christopher Lim	6295 9999
Marine Parade NPC	DSP Alvin Leow	6442 8999
Nanyang NPC	DSP Douglas Yeo	6792 9999
Orchard NPC	ASP Soh Buck Nguan	6735 9999
Pasir Ris NPC	ASP Augustine Chiew	6585 2999
Queenstown NPC	ASP Benson Lim	6471 9999
Rochor NPC	DSP Ken Gong	6294 9999
Sembawang NPC	ASP Ng Sze Meng	6554 9999
Serangoon NPC	ASP Elenna Chiam	6488 0999
Tampines NPC	DSP Tan Kim Ling	6587 1999
Toa Payoh NPC	ASP Alan Xavier Tan	6251 9999
Woodlands NPC	ASP Lim Kian Ming	6767 9999
Yishun North NPC	DSP Alvin Lim	6852 9999
Yishun South NPC	ASP Eddie Liew	6852 2999

*Neighbourhood Police Centre

Annex

B - Contact numbers on joining the Security Watch Groups

• Ang Mo Kio Police Division	-	6218 0000
• Bedok Police Division	-	6244 0000
• Central Police Division	-	6224 0000
• Clementi Police Division	-	6774 0000
• Jurong Police Division	-	6791 0000
• Tanglin Police Division	-	6391 0000

Areas under the respective Police Division:

Ang Mo Kio Police Division	-	Sembawang, Yishun, Serangoon, Hougang, Ang Mo Kio, Ponggol & Sengkang
Bedok Police Division	-	Tampines, Pasir Ris, Marine Parade, Geylang, Kaki Bukit, Changi, Bedok, Mountbatten & Paya Lebar
Central Police Division	-	Rochor, Bendemeer, Chinatown, Marina Bay, Marina South & Radin Mas
Clementi Police Division	-	Queenstown, Bukit Merah, Clementi, West Coast, Sentosa Island, Jurong East & Jurong Island
Jurong Police Division	-	Jurong West, Tuas, Chua Chu Kang, Lim Chu Kang, Woodlands, Bukit Panjang & Bukit Batok
Tanglin Police Division	-	Bishan, Sin Ming, Braddell, Toa Payoh, Thomson, Balestier, Whitley, Bukit Timah, Orchard & Kampong Java

Security Survey Guide (Commercial / Relevant Premise)

Note: The contents are meant as a guide for users only. In administering advice or conducting the survey, adopt the checklist to the specific setting of the respective premises.

There is no standard prescribed checklist for making a physical security survey of all types of premises. There will be variations based upon differing threat levels. There are however basic factors contributing to security in all installations.

SECURITY SURVEY AT (LOCATION)

INTRODUCTION

On **(Date)** at about **(Time)**, **(Name)**, **(Post)** of **(Dept)** and **(Other officer accompanying)**, conducted a Security Survey at **(Location)**. The survey was conducted in the presence of **(Name & Designation)**.

GENERAL DESCRIPTION

Location

(Description of the exact location) including the location of the main entrance)

Features

(E.g. Type of premises, number of buildings and annexes, number of floors and units, features, any other distinctive features/of particular interest including the surrounding/nearby vicinity, whether symbolic of any representation, nature of business and distinctive group of users)

PART I

EXISTING SECURITY & RECOMMENDATIONS

Perimeter Fencing

User Guide

The fencing should be substantial enough to present a physical deterrence to unauthorised entry into the protected area. If it is a chain-linked fencing, the bottom could be embedded in cement base. If there is any opening under the fence, such as those made by drains, additional protection must be provided. Trees, utility poles, or other structures should not be planted or erected near the fencing. This is to prevent thieves from using them as 'bridges' to get into the premises. Bushes at the perimeter fencing should be removed as the bushes provide good hiding places for criminals.

Perimeter fencing should be inspected regularly for any damage so that repair can be carried out as soon as possible. The reason for the damage should be identified and remedial action to be taken. If it is a masonry wall fencing and incorporate geometrical patterns with openings, the design should not facilitate intruders to climb over easily.

Entry/Exit Points

User Guide

Gates should be of the same height as the perimeter fencing. It should be locked all times and secured with good quality padlock. A gantry point may be set up at the main entrance. To control entry by unauthorised persons into the compound, one security officer may be deployed to man the barrier.

The security officer should conduct checks to ensure only members and authorised persons / visitors are permitted entry into the compound. If appropriate, signages/notices may be put up at conspicuous spots of the perimeter walls or fences to serve as a deterrent and enhance the security image. Some examples of these signages/notices may include 'The Premises are protected by Intruder Alarms', 'Beware of Dogs' and 'Trespasser will be prosecuted'.

Security Passes For Entry/Exit

User Guide

For premises that require an even higher level of security control, a security pass system may be instituted. Visitors are to register

with the security desk and report their purpose for the visit. The security officer may call the receiving party to confirm and authorise the visitor's access into the building. The building management may also wish to institute a system in which different categories of staff and visitors have different access levels.

Lighting

User Guide

Lighting is a good deterrence. It reveals the intruder thus making his task more difficult. It also gives the advantage to security personnel guarding the premises. Floodlights should be installed along the perimeter fencing to enhance the security of the compound. Lighting should also be installed along the corridor, staircases and yards. Switchboard and switches should be located in places that are out of view/access of unauthorised persons. We advise that the lighting should be inspected regularly to ensure that they are in good working condition.

Safekeeping Of Equipment

User Guide

Ladders and other equipment such as gardening tools should not be left unattended and leaning against any structure as these implements could assist criminals in carrying out their crime. These items should be locked up in the storeroom to prevent intruders from using them.

Doors And Windows

User Guide

The strength of the lock/security device, doors/windows and the frame on which they are fitted should be complementary. Doors and windows should always be of stout construction. Rooms/offices where expensive/important equipment is kept as well as vital facilities (e.g. electrical rooms, water tanks) should have solid doors with strong locks to prevent easy breach. Strong iron grilles and good quality padlocks may also be installed to further enhance the security.

As far as possible, the doors to the rooms where expensive/important equipment is kept should be secured at all time. In the case of sliding glass doors/windows, both horizontal and vertical movements should be protected to prevent it from being lifted or slide opened. Additional devices such as solid metal pins and bolts or patio locks that can act as 'stoppers' may be installed to further enhance the security of the sliding glass door/windows.

Drain Pipes

User Guide

Drain pipes, next to windows or leading to the upper floors should be coated with slippery paint/substance to preventing climbing.

Ventilation Openings

User Guide

Strong iron grilles should be installed to protect all ventilation openings which also includes false ceilings. Holes created at positions for installing air-conditioners/where air-conditioners were previously installed and since removed should be bricked up/have strong iron grilles installed. Wooden boards used to cover these holes are inadequate. Strong iron grilles should also be installed to protect those air-conditioner units that can be removed from the outside of the premises where criminals can then gain entry into the premises.

Exit Doors

User Guide

As far as possible (without contradicting any fire safety regulation/emergency situation plan stipulated at the premise), the fire escape exit doors should be 'one way' (out only from inside the building). This limits the access by unauthorised people to the building and to prevent potential criminals from entering through the doors.

Alarm System

User Guide

An alarm system supplements the physical security of the premises. It may deter and will detect any intrusion. It provides an early warning (by means of siren, indicator, etc) of any unauthorised entry or attempted entry into a protected premises. In the installing of an intruder alarm system, the factors such as whether the premises and environment is suitable should be considered.

Magnetic Contact system is commonly used to protect doors and windows, Motion Detectors system is commonly used for space protection and the Glass Break sensors system is commonly used for protecting glass doors and windows. There are other types of alarms which operate differently and may also be used to protect these areas or for any specific protection.

Intruder alarm system can be categorised as follows: Localised Alarm System (alarm would only sound at the premises), Proprietary Alarm System (alarm signal linked to a control room of the premises, e.g. commercial/industrial complex), Auto Dial System (alarm signal linked to the subscriber's telephone, pager, handphone etc), Central Alarm Monitoring System (private security agency provides 24-hour monitoring of the system). The type of system to use will vary according to the need and suitability at the premises. The Central Alarm Monitoring System is linked to a Central Alarm Monitoring Station (CAMS) and will alert and ensure response by personnel. The alarm system should be maintained on a regular basis to ensure optimum effectiveness.

CCTV

User Guide

CCTV if installed should be maintained in good working condition. Linking them to a video recording system should further enhance the effectiveness of the CCTV system. Personnel should also man the CCTV and closely monitored for immediate response if anything incriminating is detected.

The CCTV cameras should be strategically sited to focus at the perimeter fencing, entry/exit points, along corridors, staircases, rooms where expensive equipment/confidential documents are kept as well as vital facilities. To minimise cost of recording images at places with low activities, video-motion detection (VMD) cameras could be installed at such locations. This means that the video recording would only commence when activities are detected. Recorded videotapes should be kept for a certain period. When any incident is reported, the management could playback the videotape to find the culprit/wrongdoer or likely cause. The videotape should then be kept for use as evidence.

To acquire a good CCTV system, the management is advised to engage reputable company providing such equipment. The company should, after a thorough survey of the premises, be able to advise on the type of CCTV system for use, the type of lighting, the type of focusing lens for use, the type of housing for protecting external CCTV cameras, etc. If there is already an alarm system, the company should also be able to advise on integrating the existing alarm system with CCTV system. Equally important, the company/system should have a good maintenance programme to ensure optimum operations.

Security Officers

User Guide

Security officers should be properly trained and know their roles and

responsibilities well. They should work on changing shifts and perform varying security duties so that their work will not be made too routine and also a regular pattern would not be observed. Their deployment should be conducted on an irregular basis. Security officers should not be made to perform duties that are not related to their work as it will distract them from their regular duties.

Clocking devices (manually or electronically) should be installed at strategic locations in the premises to ensure that the security officers check/patrol those locations. The timings of the clock-ins should not be fixed so that criminal would not observe a regular pattern. The security officers on persons and vehicles entering the compound especially strangers who appear suspicious should institute strict security checks.

In addition to the main entrances/exits, attention should also be paid to service entrance/exits for deliveryman or other contracted workers, their business within the premises should also be verified and monitored. Particular attention should be paid to goods movement into the building premises. A system for the registration of unattended items found should be instituted to ensure that they are properly handled. Illegal parking should be restricted and vehicles parked at unusual location should be checked. When patrolling the compound and apartment, the security officers should also check on staircases as well as other hidden spots. Security managers should ensure that the security officers are adequately briefed on the security measures and are familiar with the various emergency and evacuation plans.

PART II (Where applicable to the type of premises)

IN-HOUSE SECURITY POLICY

(ADDITIONAL ADVICE ON SECURITY THREAT PREVENTION)

Training

Security training plan should be drawn up for the training of all the security and non-security personnel. The training should include:

- Identification and management of suspicious:
 - i) activities
 - ii) persons
 - iii) vehicles
 - iv) items

- Incident reporting procedures
- Response(s) to a bomb threat received
- Familiarisation with the Evacuation Plan

Security Manual Or Related Guide

A security manual should be drawn up. The contents should include:

- Security rules and regulations for the premises
- Job responsibilities of the security personnel
- Accountability and role(s) of non-security personnel
- Reporting system relating to security incidents (including on suspicious activities, persons, vehicles and items found)
- Emergency procedures/Crisis management (including injuries and death of occupants, bomb threats and power failure)
- Emergency contact list
- Common security problems

Security Committee

A security committee should be set up. In this committee, the good practices include:

- Well represented membership composition (example - Management personnel, Security personnel, Tenants and other Stakeholders)
- System of recording down minutes, follow-up actions and sharing of useful information
- The security committee should also conduct regular review of the security of the premise and also ensure good housekeeping both internally and immediate vicinity externally

Security/Crime Prevention Promotion Programme

There should be a security/crime prevention promotion programme. The programme can include:

- Dissemination/Putting up of materials with security messages
- Security induction for new staffs/tenants
- Award scheme for good security/crime prevention contributions

Maintenance And Upgrading Programme For Existing Security Equipment

There should be maintenance and upgrading programme for existing security equipment. The programme can include:

- Regular security inspection to be carried out, fault-reporting and classification of faults/damages to be rectified promptly
- Non-security personnel shall also assist to report potential security risks spotted

CONCLUSION

No premises can be made completely secured under all circumstances. However, it is possible to make unauthorised entry difficult to deter potential perpetrator. The owner may adopt the advice as he/she deems appropriate.