

# WHY INVEST IN SECURITY?

This handbook is to help you reduce your establishment's vulnerability from terrorist threats. Read on for practical tips on preventive measures to take and incident management capabilities. This could save your company, clients and staff from being victims of terrorism.

Incidents in the region remind us that terrorism remains a clear and continuing threat to our security and our way of life. Hardening our critical infrastructures and key installations turned terrorists to "softer" targets. The attacks on the Padi's nightclub in Bali last October, and the Marriott Hotel in Jakarta in August 2003 remind us that commercial, retail and entertainment outlets can also be targets.

While we can do all that is physically possible to prevent an attack from happening, there is no assurance that it will never happen. However, this does not mean that we are helpless against it.

The strongest defensive measure in any country against terrorism is always the vigilance, resilience and preparedness of its business community and citizenry.

The business community must do its part to protect its premises and increase overall resilience against terrorist attacks. In this time of unparallel security climate, the business community needs to be on guard. As the Minister for Home Affairs, Mr Wong Kan Seng has said, "Security should be the last cost item on the budget to cut, not the first."

**Please take the necessary preventive steps today -  
it will be worth your investment.**

**Ministry of Home Affairs  
Singapore Police Force  
Internal Security Department  
Singapore Civil Defence Force**

**November 2003**

# Useful Contact Numbers

- Emergency Lines – Requiring immediate response

Singapore Police Force



Singapore Civil Defence Force



- Hotlines – To give information or to seek advice

Singapore Police Force (Hotline) **1800 - 2550000**

## Internal Security Department (Helplines)

Counter Terrorism Centre

**1800 - 2626473** (Phone)

**62828473** (Fax)

**ctc@isd.gov.sg** (E-mail)

Singapore Civil Defence Force

**1800 - 2865555**

# Contents

This handbook is an easy-to-read and useful resource for your company. It covers the following:

- 1 What should we be prepared for?
- 2 How do we prepare ourselves?
- 3 What should we do
  - When suspicious persons or objects are found
- 4 - When a bomb threat is received
- 5 - When a letter/parcel bomb is received
- 6 What to do immediately after an incident?

Annexes

## What should we be prepared for?

The main aim of terrorist attacks is usually to further political objectives. Terrorists would usually pick specific targets to launch their strikes, for example countries or organisations or even individuals whom they consider their political opponents. In assessing the intention and capability of a terrorist group, what and how they might do it are the important factors.

Here is a simple checklist of issues to take into account:

- Be aware of the current national and international political climate, the current terrorist campaigns and crime situations.
- Analyse the possibility of a terrorist attack on your building or your staff, in particular those staff who have a known relationship with a high profile individual who is a terrorist target in his or her own right.
- Assess whether your location may suffer collateral damage from an attack on a high-risk neighbour.

When planning to avoid a possible terrorist attack - or at least to minimise its consequences, the following actions should be considered in planning:

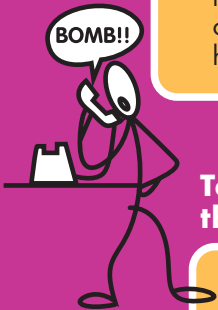
- Think about the threats you may face.
- Take the best available advice on the things you can do to reduce the chances that a bomb will cause injury to your staff or visitors.
- Make a contingency plan, ensure that all staff are familiar with it - and practise it.
- Make a business contingency plan on how the business can operate in the aftermath of an incident.

For security advice or audits, please call your nearest Neighbourhood Police Centre - see **Annex A** for contact numbers.

# Terrorist attacks or sabotage

## They may come in these forms:

- Explosive or incendiary items which are delivered (the letter or package that comes by post or by hand). Letter bombs are generally designed to kill or maim the person who is opening them whereas a parcel bomb in particular may be large and designed to cause structural damage, in the same way as a bomb planted somewhere in the building;
- Improvised incendiary devices to create a fire; or an improvised explosive device (e.g. a home-made bomb) left in or outside the building. Terrorists in particular have a long history of leaving hand-carried devices in public places or places to which access is simple. A device of this kind can kill or maim anyone close to the seat of the blast, inflict injury or people and damage to properties in the vicinity.
- In recent years, vehicle-borne devices have become more common. The vehicle, whether it is a car, van or lorry, may be a convenient device to ferry and hide the explosives.



## Telephone bomb threats

If you receive them, always report to the Police. Most of these threats are hoaxes perpetrated by pranksters or someone who might have an axe to grind with someone or the organisation. Telephone bomb threats and hoaxes made by malicious pranksters are criminal in nature. But do not rule out the possibility of a genuine bomb threat call from a terrorist, criminal or vandal.

## How do we prepare ourselves?

The good security measures that building managers could adopt include:

- Deploy guards prominently especially at entrances to drive-ways and car-parks. They should check out suspicious persons and vehicles.
- Erect barriers to prevent vehicle(s) from charging into your building front/reception.
- Laminate glass frontages with anti-shatter film to prevent blast effects.
- Ensure that your secured areas (e.g. electrical switch rooms, air handling unit and water tank) are not accessible to the public.
- Restrict parking at vulnerable locations. Be proactive and initiate summons action on illegally parked vehicles as part of the security arrangements with the local Neighbourhood Police Centre.
- Issue passes/car labels to identify authorised persons allowed access into the area.
- Check your premises for suspicious parcels daily and before a mass gathering.
- Reduce the number of places where unauthorised persons can leave parcels lying around unattended.
- Do not allow bags into your premises without checking. Consider setting up a bags deposit counter.
- Discourage people from leaving parcels unattended.
- Deploy CCTV cameras and other security equipment such as metal detectors and x-ray screening machines prominently.
- Install Caller-ID facilities in your telephone system.

- Join Security Watch Groups which the Police will form. For the Police Division to contact on joining the Security Watch Group, please see **Annex B**.
- A security survey checklist and guide are at **Annex C** for reference.

**Other pro-active measures that can be taken:**

- Pre-determine all safe exit routes.
- Consider designating an Emergency Team to handle emergencies such as a bomb blast in addition to having a Fire Safety Manager.
- Prepare pre-recorded public address messages for different incidents.
- Review and exercise emergency evacuation procedures seriously and regularly.
- Keep the following items in a designated place on each floor of the building:
  - a. Portable battery-operated radio and extra batteries;
  - b. Several flashlights and extra batteries;
  - c. First aid kit and manual;
  - d. Several helmets; and
  - e. Fluorescent tape to cordon off dangerous areas.

## When suspicious persons or objects are found...

- Remain calm and rationale.
- Try to establish the identity of the persons and owners of the parcel(s) or vehicle(s) by noting their characteristics:
  - a. For persons - e.g. their gender, height, attire, behaviour and what they are carrying;
  - b. For parcels - e.g. their shape, size, packaging and markings; and
  - c. For vehicles - e.g. their colour, make, model registration number and special markings.

Detailed guidelines on the identification of suspicious persons and vehicles are at **Annexes D & E**.

- If you encounter a suspicious person, you can ask for his/her identity and purpose of visit. Check the information given with the person he had said he is visiting.
- Otherwise, alert your security guards and where necessary, call the Police. Discreetly observe the appearance, behaviour and movement of the suspicious person and provide the Police with these details. Do not tail the person if he moves away from view.
- If you suspect a vehicle to be laden with explosives from your initial observation of the vehicle's external features, do not conduct any further inspection that will cause you to make physical contact with the car. Keep people away from it and call the Police immediately.
- Should you notice a suspicious vehicle being driven away, take down the vehicle number, vehicle model, description of the driver, and the direction in which it is heading and call the Police. Do not attempt to follow the car.



- For unexpected letter/parcel, check with the senders and addressee on what contents are expected in the letter or parcel.
- Do not try to touch, handle, disturb, open or puncture anything that looks suspicious.
- Move away from the device immediately.
- Do not try to submerge the suspicious object in water.
- Communicate what has been found to your security co-ordinator, preferably using hand-held radios and only once out of the vicinity of the device.
- The person who found the device must remain to brief the police on the exact location and description.

## When a bomb threat is received...

- Do not panic. Stay calm.
- Alert someone to call the Police. Keep the caller talking as long as possible while the Police trace the call.
- The officer receiving such calls should threaten them seriously and immediately try to determine:
  - a. the precise location of the bomb and exactly how it looks like;
  - b. the detonation time and what will it set off;
  - c. the amount and type of explosive used; and
  - d. the reason for such an act.
- It is also important to take note of the following:
  - a. the caller's voice and vocal characteristics (e.g. pitch, male or female, adult or child);
  - b. the language used and accent (e.g. local or foreign);
  - c. manner of speaking (e.g. rapid, deliberate, emotional, angry)
  - d. background noises (e.g. traffic, music, announcement, shouting);
  - e. the person or authority whom this message should be conveyed to;
  - f. do not antagonize or taunt the caller in any way; and
  - g. be polite and remain calm.
- Do not spread rumours.
- A copy of the bomb threat call checklist is at **Annex F**.

## When a letter/parcel bomb is received...

- Most letter/parcel bombs delivered through the mail or regular courier will tolerate a fair amount of handling. If you receive a letter/parcel suspected of containing explosives, do not attempt to open it. Most bombs are designed to detonate when the outer wrapping is cut open or torn. Detailed guidelines on the identification of suspected bombs are at **Annex G**.
- Call the Police.
- If you are not sure of the origin of the letter/parcel but have reasons to suspect that it is a bomb, treat it like a bomb and alert the Police.
- Place the suspected letter/parcel bomb in a corner of the room away from windows.
- Evacuate the room, and building if necessary, leaving all the doors and windows open. This is to allow the blast if any, to vent and mitigate the harmful effects of the shattering glass.
- Instruct all personnel and evacuees not to touch anything that looks suspicious while securing the premises.
- If an explosion occurs and evacuation is affected, give appropriate instructions to re-direct the evacuees to safer/alternative routes of escape.
- Tune in to the radio or TV for Government or Police advice.

In an evacuation under such circumstances, remember to ...

- Stay calm. Do not panic.
- Evacuation is to be activated in the same manner as normal fire evacuation procedures, unless special instructions are announced as directed by the Police (for example to move to alternate safe assembly area).
- Evacuate occupants in the greatest danger first.

- Ensure announcement of accurate instructions and directions to floors requiring evacuation and floors on standby.
- If there is no pre-recorded voice announcement for evacuation under conditions of a bomb threat, the announcement must be made calmly. Do not mention words like "terrorism" or "bomb" while issuing instructions.
- Activate the fire alarm to alert the other building occupants
- Do not pack too many personal belongings. Bring only what is necessary (e.g. medication and personal identification documents).
- Walk quickly without running. Help the elderly, the young and the disabled along the way.
- Do not use the lifts as you can get trapped in them.
- Do not prop open any fire doors.
- Do not use portable radios or cell phones.
- Do not turn on any electrical switches.
- Do not drive your personal vehicle.
- Keep streets and walkways clear for emergency vehicles and crews.
- Conduct a head count of staff at the assembly area.
- Call a friend or relative at the earliest possible opportunity to tell them that you are safe.
- Do not spread rumours.
- More details of building evacuation plans are attached in **Annexes H & I** for reference.

## What to do immediately after an incident?

- Panic and fear are natural reactions after a blast. Building management, through its security staff, should still attempt to effect an evacuation of its occupants to a pre-determined location, away from the building and in a pre-determined safe and orderly manner to await the arrival of Police or SCDF units.
- The pre-determined location should be worked out by your security personnel as part of the evacuation plan.
- Beware of unsound structure such as:
  - a. Collapsed walls;
  - b. Overhanging slabs;
  - c. Buckled columns/beams;
  - d. Craters in ground; and
  - e. Shattered glass panels.
- Also watch out for
  - a. Secondary fires due to the heat of explosion;
  - b. Water and gas leaks due to damage from utility pipes; and
  - c. Exposed live electric cables.
- If all the pre-identified evacuation routes are unsafe, consider leaving occupants where they are until conditions improve.
- Trapped occupants should call SCDF '995' and report their exact locations in the building or to signal their positions to rescue personnel.
- Do not attempt to rescue people who are inside a collapsed building.
- Do not move fatalities.

- Do not light matches, candles or other fires.
- Medically trained personnel can give first aid to people who were injured in the explosion or during the evacuation.
- Do not return to the building before it has been declared safe.

See section 5 for more pointers on evacuation.

- On their arrival, the Police & SCDF will take over the emergency response and preservation of crime scene.
- The objectives of the rescuers' mission are
  - a. To save lives and prevent further injuries;
  - b. To eliminate or control further threats; and
  - c. To initiate post-blast investigations with a view to identify the victims, culprit(s) and sequence of events leading to the explosion.
- In a bomb explosion incident, SCDF will be the Incident Manager of the multi-agency response. The building manager and/or fire safety manager should meet up with the SCDF Ground Commander to assist in planning for fire fighting and rescue operations.
- Building management can also assist the police by securing the blast scene, gathering details of those who can provide eyewitness account and leads to the police.
- Another crucial area is the provision of building plans of the premises, identities and particulars of occupants and retrieval of data or footage that may be captured by security and car park entry/exit systems.



**Annex I**  
Guidelines for Evacuation Procedures

**Annex H**  
Flowchart for Evacuation Decision Making

**Annex G**  
Guidelines on Identification of Suspicious Letter/Parcel bombs

**Annex F**  
Bomb Threat Call Checklist

**Annex E**  
Guidelines on Identification of Suspicious Vehicles

**Annex D**  
Guidelines on Identification of Suspicious Persons

**Annex C**  
Security Survey Checklist and Guide

**Annex B**  
Contact Numbers on joining the Security Watch Groups

**Annex A**  
Contact Numbers for Security Advice or Audits

 **Contents**

# A n n e x

## A - Contact numbers for security advice or audits

<b>NPC*</b>	<b>Commanding Officer</b>	<b>Tel No.</b>
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

Nov 2003



# 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.

## D - Guidelines on Identification of Suspicious Persons

Suspicious persons can be detected by observing their appearance and behaviour. The following are some descriptions of how a suspicious person may appear and behave:

- Wearing oversized or inappropriate attire that may conceal a hidden object (e.g. wearing a long heavy coat in warm weather).
- Entering premises without prior notification or on the pretext of being engaged to perform some form of work within the premises.
- Loitering near premises or in the lobby of premises for an extended period of time.
- Wandering within premises without a valid pass authorising entry.
- Asking specific questions concerning the security of the premises (e.g. the number of security guards deployed at the premises and the type of security hardware installed at the premises).
- Asking questions about the personal movement of a specific or prominent individual (e.g. arrival & departure times, vehicle licence number or parking lot number).
- Not being able to provide a reasonable explanation or are uncooperative when asked for their purpose of visit.
- Making an unexpected delivery of a package to an office or to a specific person.
- Placing an object or a parcel within or outside premises and departing from the area.

## **E** - Guidelines on Identification of Suspicious Vehicles

The following are some characteristics of a suspicious vehicle, which may be laden with explosives:

- Unmanned.
- Haphazardly parked.
- Overly weighted especially where no indication of bulk is visible.
- Presence of suspicious items inside (e.g. boxes / parcels sticking out with wires).
- Presence of foreign objects attached under the vehicle or beside the wheels.
- Signs of being tampered with (e.g. keyhole damaged, windows/doors ajar, drilled holes in car body).
- It has a new vehicle license plate mounted on an old & dirty vehicle.

# Annex

## F

# - Bomb Threat Call Checklist

Place This Card Under Your Telephone

### QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE TREAT :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sex of caller : \_\_\_\_\_

Race : \_\_\_\_\_

Age : \_\_\_\_\_

Length of call : \_\_\_\_\_

Number at which call is received :

\_\_\_\_\_

Time : \_\_\_\_\_

Date : \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

### CALLER'S VOICE:

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Calm      | <input type="checkbox"/> Nasal           |
| <input type="checkbox"/> Angry     | <input type="checkbox"/> Stutter         |
| <input type="checkbox"/> Excited   | <input type="checkbox"/> Lisp            |
| <input type="checkbox"/> Slow      | <input type="checkbox"/> Raspy           |
| <input type="checkbox"/> Rapid     | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Soft      | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Loud      | <input type="checkbox"/> Clearing throat |
| <input type="checkbox"/> Laughter  | <input type="checkbox"/> Deep breathing  |
| <input type="checkbox"/> Crying    | <input type="checkbox"/> Cracking voice  |
| <input type="checkbox"/> Normal    | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Distinct  | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Slurred   | <input type="checkbox"/> Familiar        |
| <input type="checkbox"/> Whispered |  |

If voice is familiar, who did it sound like?

\_\_\_\_\_

\_\_\_\_\_

### BACKGROUND SOUNDS:

- |   |  |
|---|--|
| <input type="checkbox"/> Street noises    | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery         | <input type="checkbox"/> Animal noises     |
| <input type="checkbox"/> Voices           | <input type="checkbox"/> Clear             |
| <input type="checkbox"/> PA System        | <input type="checkbox"/> Static            |
| <input type="checkbox"/> Music            | <input type="checkbox"/> Local             |
| <input type="checkbox"/> House noise      | <input type="checkbox"/> Long Distance     |
| <input type="checkbox"/> Motor            | Other _____                                |
| <input type="checkbox"/> Office machinery | _____                                      |

### THREAT LANGUAGE :

- |   |   |
|---|---|
| <input type="checkbox"/> Well Spoken (educated) | <input type="checkbox"/> Incoherent                   |
|   | <input type="checkbox"/> Taped                        |
| <input type="checkbox"/> Foul                   | <input type="checkbox"/> Message read by threat maker |
|   | <input type="checkbox"/> Irrational                   |

REMARKS :

\_\_\_\_\_

\_\_\_\_\_

Report call immediately to :

\_\_\_\_\_

Phone number \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Phone number \_\_\_\_\_

## - Guidelines on Identification of Suspicious Letter / Parcel Bombs

### Part I : Identification Of Letter or Parcel Bombs

#### **The following are some physical characteristics of a letter / parcel bomb:**

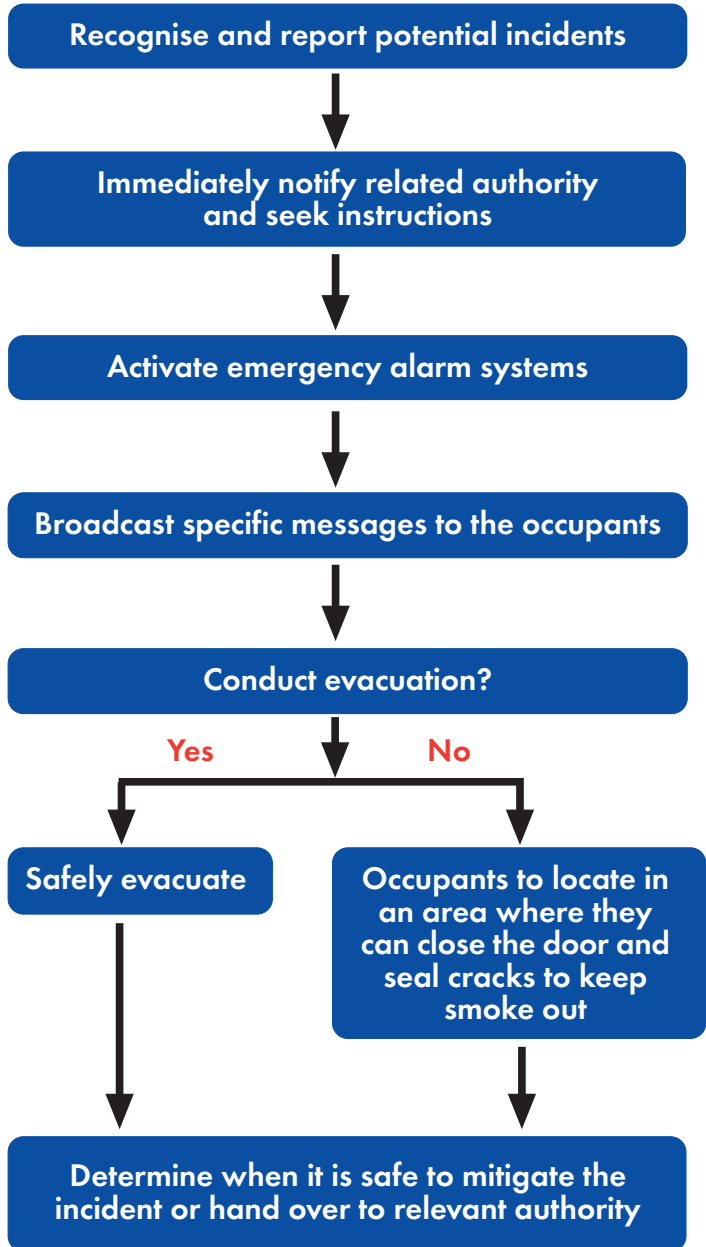
- Excessive use of postage given the weight of the letter or parcel. This is because the sender of the letter bomb will not want it to be weighed and inspected at a post office so he will usually affix more stamps than necessary.
- Excessive use of securing material such as string and adhesive tape.
- Use of rigid, or oddly-shaped or sized parcel / letter.
- Uneven or lopsided weight distribution within the parcel / letter which is usually due to the weight of batteries or explosives.
- Oily stains or discoloration on wrapping material. This is because most explosives are oil-based and tend to leave oily, translucent stains on ordinary paper.
- Trace of unusual odour like that of almond or marzipan on the letter or parcel.
- Detection of clock-ticking sound (avoid even gently shaking the parcel) coming from the parcel / letter.
- Presence of an inner sealed enclosure or container.
- Wires or aluminum foil protruding from the parcel / letter which become visible upon close inspection.
- Evidence of pinholes in the envelope containing the letter or wrapping material of parcel.

## **Part II: Other Peculiarities To Note**

- The letter or parcel is addressed to the recipient by name only, or by title only. There are also instances in which the name of the addressee and his postal address are not directly typed or written on the envelope containing the letter or the parcel, but on a piece of paper, which is then pasted onto the envelope or the wrapping material of parcel.
- The letter or parcel is addressed to a specific person by name with markings (e.g. "Personal", "Private and Confidential" or "To be Opened by Addressee only") to indicate that the addressee should be the only one to open it.
- There is no return address or name of the sender.
- There may be spelling errors in the addressee's postal address, name or his designation. These may be written in strange or foreign-looking handwriting.

# Annex

## H - Flowchart for Evacuation Decision Making



## I - Guidelines for Evacuation Procedures

### **HIGH RISE COMMERCIAL BUILDING (8-30 STOREYS)**

#### **1 OBJECTIVE**

- 1.1 Purpose
- 1.2 Fire Safety Committee
- 1.3 Fire Alarm

#### **2 ACTION TO BE TAKEN IN EVENT OF AN OUTBREAK OF FIRE**

- 2.1 Informant
- 2.2 All Staff
- 2.3 Coordinator/Assistant Coordinator
- 2.4 Fire Wardens/Assistant Fire Wardens
- 2.5 Chief Security Officer/Asst. Chief Security Officer
- 2.6 Fire Fighting Team
- 2.7 Telephone Operator

#### **3 FIRE OCCURRING OUTSIDE OFFICE HOURS**

#### **4 DUTIES & RESPONSIBILITIES**

- 4.1 Coordinator/Asst. Coordinator
- 4.2 Fire Wardens/Assistant Fire Wardens
- 4.3 Chief Security Officer/Asst. Chief Security Officer
- 4.4 Fire Fighting Team/Security Personnel
- 4.5 Telephone Operator
- 4.6 Person Responsible for Isolating Fire Alarm.
- 4.7 Person Receiving the floor Evacuation Status at the Fire Command Centre

#### **5 FIRE EVACUATION DRILLS**

#### **6 GENERAL**

#### **7 APPENDICES**



## **1 OBJECTIVE**

### **1.1 The purpose of the Fire Emergency Plan in:**

- a To ensure the safeguard of human lives in the event of fire
- b To establish a systematic and orderly evacuation plan
- c To ensure prompt raising of the fire alarm and marshalling of first aid fire fighting efforts in the event of fire

### **1.2 Fire Safety Committee**

A Fire Safety Committee shall be formed in the building for achieving the above objective. It shall comprise the following persons:-

- a. Coordinator/Asst. Coordinator
- b. Fire Warden/Asst. Fire Warden
- c. Chief Security Officer
- d. Telephone Operator
- e. Numbers of the fire fighting team

### **1.3 Fire Alarm**

The fire alarm signal can be raised by:

- a. Break glass alarm system
- b. Automatic heat and smoke detector system
- c. Automatic sprinkler system

#### **1.3.1 1st Stage Alarm**

##### **1.3.1.1 This is the alert signal.**

When the fire alarm is activated, the alarm bells on all floors hall ring for not less than one minute before it is isolated. Simultaneously an audio and visual signal will be registered at:

- a. The floor sub-panel to indicate the floor zone at which the alarm has been activated
- b. The main alarm panel located at the..... indicate the floor on which the alarm has been activated.
- c. The approved alarm monitoring company (DECAMS) and Singapore Civil Defence Force (Control at HQ SCDF).

1.3.1.2 A general alert announcement will then be broadcast over the public address system

### 1.3.2 2nd Stage Alarm

This is the signal to commence evacuation. Upon confirmation of a fire situation, \*(the evacuation announcement shall be made via the public address system and) the second continuous fire alarm will ring on all floors.

## **2 ACTION TO BE TAKEN IN THE EVENT OF AN OUTBREAK OF FIRE**

### **2.1 Informant**

The person who discovers the fire shall immediately:

- a. Raise the alarm by activating the nearest fire alarm 'Break glass' exit point
- b. Attempt to extinguish any incipient fire with the available fire fighting equipment and without personal risk

### **2.2 All staff**

- a. Upon hearing the first stage alarm, all staff shall lock up important files, cash, shut down machinery etc., and remain alert. Do not make unnecessary telephone calls to verify the nature of the alarm
- b. All staff guided by their respective Fire Wardens should immediately evacuate by using the nearest exit and proceed to the assembly point when:-
  - i. The announcement for evacuation announcement is declared over the public address system; or

- ii. The second fire alarm is activated; or
- iii Instructed by their fire wardens
- c When evacuation is declared all sales staff/hotel staff/  
hotel staff/ office workers should guide customers/  
guest/visitors on their respective floor/department to  
immediately evacuate

\* Applies only to buildings with Public Address System.

- d When evacuating do not panic but quickly walk down  
the staircase by the nearest exit and proceed to the  
assembly point. **Do not use lift.**
- e The assembly point is located at .....- See  
Appendix II (site Plan)
- f All staff/guests/customers/visitors shall not re-enter the  
building once at the assembly point unless instructed  
otherwise by the Civil Defence Officer in attendance

## **2.3 Co-ordinator/Assistant Co-ordinator (Senior Executive Management Staff)**

### **2.3.1 In the event of fire:**

- a Ensure that the Singapore Civil Defence Force (SCDF)  
has been notified of the fire
- b Proceed to 'Fire Command Centre', ascertain the  
location of the fire from the main alarm panel and  
ensure that the fire fighting team has been mobilised  
to respond to the alarm
- c Ensure that the first fire alarm bell has been isolated  
after ringing for not less than one minute
- d Ensure that the first alert announcement (See Appendix  
V Text 1) has been made on all floors
- e Ensure that the fire warden on the fire floor has been  
instructed to investigate the cause of the alarm and  
report status

- f Standby to receive status report from the fire warden/leader of the fire fighting team on the fire floor and assess the need to declare total/ phase evacuation of the premises
- g If the fire fighting team reports that

**The situation is under control:**

Instruct telephone operator to announce message text 3 (See Appendix V)

**It is a false alarm:**

Instruct telephone operator to announce message text 4 (See Appendix V)

\* Applies only to building with Public Address System

**Total evacuation is necessary:**

- i Instruction telephone operator to announce message text 2 (see Appendix V) and/or;
- ii Instruct ..... To activate the second continuous fire alarm bell to ring on all floors (After the above announcement has been made).
- h Ensure that the building evacuation status is monitored at the assembly point through reports obtained from the fire wardens (as per format recommended in Appendix VII).
- i Report the condition of the fire and number of persons missing, if any, to the Civil Defence Officer upon his arrival at the Fire Command Centre.
- j Ensure that the (Fire) Operations book and the necessary keys are readily available at the Fire Command Centre.

**2.4 Fire Warden/Assistant Fire Warden**

2.4.1 On hearing the first stage alarm.

- a All Fire Wardens and Assistant Fire Wardens shall check the fire alarm sub-panel and conduct a physical check to determine whether the alarm originates from their storey
- b If the fire is not on his storey, the Fire Warden/Asst. Fire Warden shall ensure that his storey is prepared for evacuation
- c If it is confirmed that the fire is on his storey, he shall report to the Fire Command Centre via the emergency telephone system stating:-
  - i His name
  - ii Nature of fire/alarm and location

and he shall immediately effect evacuation on his storey. Fire Wardens should report to the Fire Command Centre using the emergency telephone system on the floor of the evacuation status before leaving the area.

\*Applies only to buildings with Public Address System

**2.4.2** On hearing the evacuation announcement over the Public Address System:

- a. Check all office shops or guestrooms and alert everyone on his storey to evacuate in an orderly manner using the nearest exits
- b. Ensure that the disabled, children, pregnant women, etc. if present in their storey are given particular attention during evacuation
- c. Leave the building after ascertaining that all the occupants of the storey have complied with his order. Report to the FCC the evacuation status using the emergency telephone system on the floor
- d. On reaching the assembly area, conduct a roll call of the staff present using the floor register (as per floor recommended in Appendix VI) and hand it over, in person, to the Chief Security Officer or his assistant

**2.5** **Chief Security Officer/Assistant Chief Security Officer**

- a The Chief Security Officer Shall ensure that security

personnel are deployed at the ground floor staircases exits to guide guests/visitors to the designated assembly area when evacuation has been declared

- b Ensure that all main entrances and exits to the building are adequately manned to prohibit unauthorised entry and also to intensify patrolling in the vicinity of the building
- c Ensure that a security personnel directs the Civil Defence Officer on his arrival to the FCC
- d Ensure that security personnel are detailed to direct traffic to facilitate the movement of evacuees at points where they cross roads to reach the assembly area
- e Ensure that the building evacuation status is monitored at the assembly point through reports obtained from the fire wardens (as per format recommended in Appendix VII) and report status to the FCC

## **2.6 Fire Fighting Team**

2.6.1 On hearing the first stage alarm.

- a Ascertain the location of the fire from the main alarm panel and use the fire lift to go to two storeys below the 'fire' floor and proceed to the 'fire' floor via the staircase.
- b A member of the team shall then bring the fire lift down to the 1st storey and await the arrival of the Singapore Civil Defence Force

2.6.2 In the event of a fire attempt to extinguish or control the fire without taking personal risk before the arrival of the Singapore Civil Defence Force

2.6.3 The fire fighting team shall comprise one Team Leader/Assistant Team Leader and four team members (preferably comprising maintenance/security officers)

## **2.7 Telephone Operator**

On hearing the first stage alarm

- a. Immediately notify the Singapore Civil Defence Force (Tel No. 995) of the activation of the fire alarm and state the following:-

- i Location of Building
- ii Telephone number

The caller shall not replace the telephone set until the operator of the Singapore Civil Defence Force has repeated the address.

- b Proceed to the Fire Command Centre to man the Public Address System

### **3 FIRE OCCURRING OUTSIDE OFFICE HOURS**

In the event of fire, the security Personnel on duty shall:

- a Confirm with the Singapore Civil Defence Force of the fire and notify the following persons:-
  - i Coordinator
  - ii Assistant Coordinator
- b Proceed to fight the fire from a safe distance with the available fire-fighting equipment and attempt to extinguisher of control the fire without taking personal risk

## **4 DUTIES AND RESPONSIBILITIES**

### **4.1 The Coordinator/Assistant Coordinator**

- a Represents the management of the building in respect of all fire safety matters
- b Has the full responsibility for:
  - i Establishment of a Fire Safety Committee
  - ii Training of the employees
  - iii Preparation, drafting and putting into force of the Fire Emergency Plan
- c Ensure that the approved Fire Emergency Plan is abided by all staff in the building
- d Records the date and time of each Evacuation Drill conducted on a Form as per attached specimen Appendix IV. (This form must be kept in the office of the Coordinator for verification purposes by the Civil Defence Officer)

- e Appoint one person as Coordinator during his absence from the building
- f Responsible for the formation and training of a fire fighting team within the building from amongst responsible employees who are physically fit to fulfil this function
- g Ensure that exit doors are kept closed and unlocked during business hours and that hallways, corridors, lobbies and staircase are kept free from obstruction at all times
- h Ensure that fire extinguishers and hose reels, along with the fire fighting/protection system are kept in good working condition
- i Ensure the formulation of an (FIRE) Operations Book which is kept updated, as and when necessary

#### **4.2 Fire Wardens/Assistant Fire Wardens**

- a Acquaint any new employee with the Fire Emergency Plan including his specific role (if any) during an emergency
- b Be familiar with the Fire Emergency Plan and means of escape of the building
- c Be familiar with the operation of the fire alarm system and the use of first aid fire fighting equipment
- d Maintain and update a floor register (as per format recommended in Appendix VI)
- e Liaise and coordinate with each other

#### **4.3 Chief Security Officer/Assistant Chief Security Officer**

- a Be familiar with the Fire Emergency Plan and means of escape of the building
- b Ensure that the security personnel are well versed with their roles as described in the Fire Emergency Plan.



#### **4.4 Fire Fighting Team/Security Personnel**

- a Be fully cognizant of the location and operation of the Fire Alarm System.
- b Be familiar with the Fire Emergency Plan, location of staircases, exits and emergency exits.
- c Be familiar with the location and use of first aid fire fighting equipment.

#### **4.5 Telephone Operator**

- a Be fully cognizant of the Fire Emergency Plan and telephone number of the Singapore Civil Defence Force.
- b Be familiar with the messages to be announced under the various phases of evacuation.

#### **4.6 Person Responsible for Isolating Fire Alarm**

Be fully cognizant of the Fire Emergency Plan, location and operation of the Fire Alarm System.

#### **4.7 Person Receiving the Floor Evacuation Status at the Fire Command Centre**

- a Be familiar with the procedures of the Fire Emergency Plan.
- b Be familiar with the location of the assembly point.

### **5 FIRE EVACUATION DRILLS**

- a Fire evacuation drills shall be conducted at least once a year.
- b All persons in the building shall participate in the drill.

## 6 GENERAL

### Remember, it is in your own interest:

- To know how to report a fire- sound the alarm without delay.
- To know what to do in the event of fire- avoid panic and confusion.
- To know the locations of nearby fire extinguishers and hoses - learn the proper way to use them.
- To know the means of escape in case of fire and to keep staircases, landings and other escape routes clear of obstructions at all time.

## 7 APPENDICES

- Appendix I - Name List of Fire Safety Committee
- Appendix II - Site Plan of Assembly Point.
- Appendix III - Typical Floor Plan
- \*Appendix IV - Evacuation Drill Record Sheet
- \*Appendix V - Standard Announcements
- \*Appendix VI - Floor Register (Assembly point)
- \*Appendix VII - Building Evacuation status chart (FCC)

\* Specimen attached

# EVACUATION DRILL RECORD SHEET

I, the undersigned, designated as coordinator of the fire drill held by

---

(Name of Premises)

hereby certify that all facts shown on the line or lines herein below opposite my signature are correct and further that each drill was successfully conducted in full compliance with the approved Fire Emergency Plan.

Date of Drill	Time	'Fire' Floor	No. of Participants	Evacuation Time	Name of Signature of Coordinator

**STANDARD ANNOUNCEMENTS****Text 1**

(In the event of activation of fire alarm in the building;)

"Ladies and gentlemen, your attention, please.  
The fire alarm has been activated in the building.  
We are investigating the situation.  
Please remain calm and standby you speakers for further instruction.  
Thank you."

**Announce Twice**

**Text 2**

(In the event of a need to evacuate from the building;)

"Ladies and gentlemen, your attention, please.  
There exists an emergency situation in the building.  
Please evacuate by the nearest exit staircase and  
obey all instructions given by the Fire Wardens.  
Remember to avoid the use of lifts."

**Announce Twice**

**Text 3**

(In the event that evacuation is not required:)

"Ladies and gentlemen, your attention, please.  
The emergency situation in the building is now under control.  
We regret for any inconvenience caused.  
Thank you."

**Announce Twice**

**Text 4**

(In the event of a false fire alarm)

"Ladies and gentlemen. your attention, please.  
We have investigated the situation and found it to be a false alarm.  
We regret for any inconvenience caused.  
Thank you."

**Announce Twice**

# FLOOR REGISTER

Fire Warden : \_\_\_\_\_

Storey : \_\_\_\_\_

Unit No.	Name of Occupants	Evacuation Status	
		Present	Absent

**\* UPDATE THE NAMES AS AND WHEN NECESSARY**

# BUILDING EVACUATION STATUS CHART

Coordinator : \_\_\_\_\_

Building : \_\_\_\_\_

Storey	Name of Fire Warden	Evacuation Status	
		Cleared	Not Cleared

**\* UPDATE THE NAMES AS AND WHEN NECESSARY**