

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:

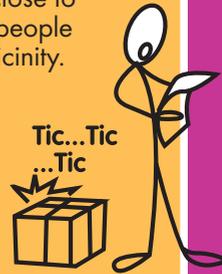
- Think about the threats you may face.
- Take the best available advice on the things you can do to reduce the chances that a bomb will cause injury to your staff or visitors.
- Make a contingency plan, ensure that all staff are familiar with it - and practise it.
- Make a business contingency plan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