

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.