# SGSECURE

**STAY ALERT. STAY UNITED. STAY STRONG.**

# CONTINGENCY PLANNING CHECKLIST

# FOR TENANTS

# Contents

# Contingency Planning Checklist for Tenants

This checklist helps you plan for contingencies such as terror attacks.

Drafting contingency plans to deal with scenarios such as a terror attack is an iterative process. After using this checklist to help draft your plan, we recommend that you validate your plan by conducting a Table-Top Exercise (TTX) to test out the plan and identify gaps. You can download a customised guide on how to conduct a TTX for workplaces on the SGSecure website: www.sgsecure.sg.

Your building owner has also been encouraged to conduct a joint TTX with all tenants to ensure that their plans are in line with the building's contingency plan.
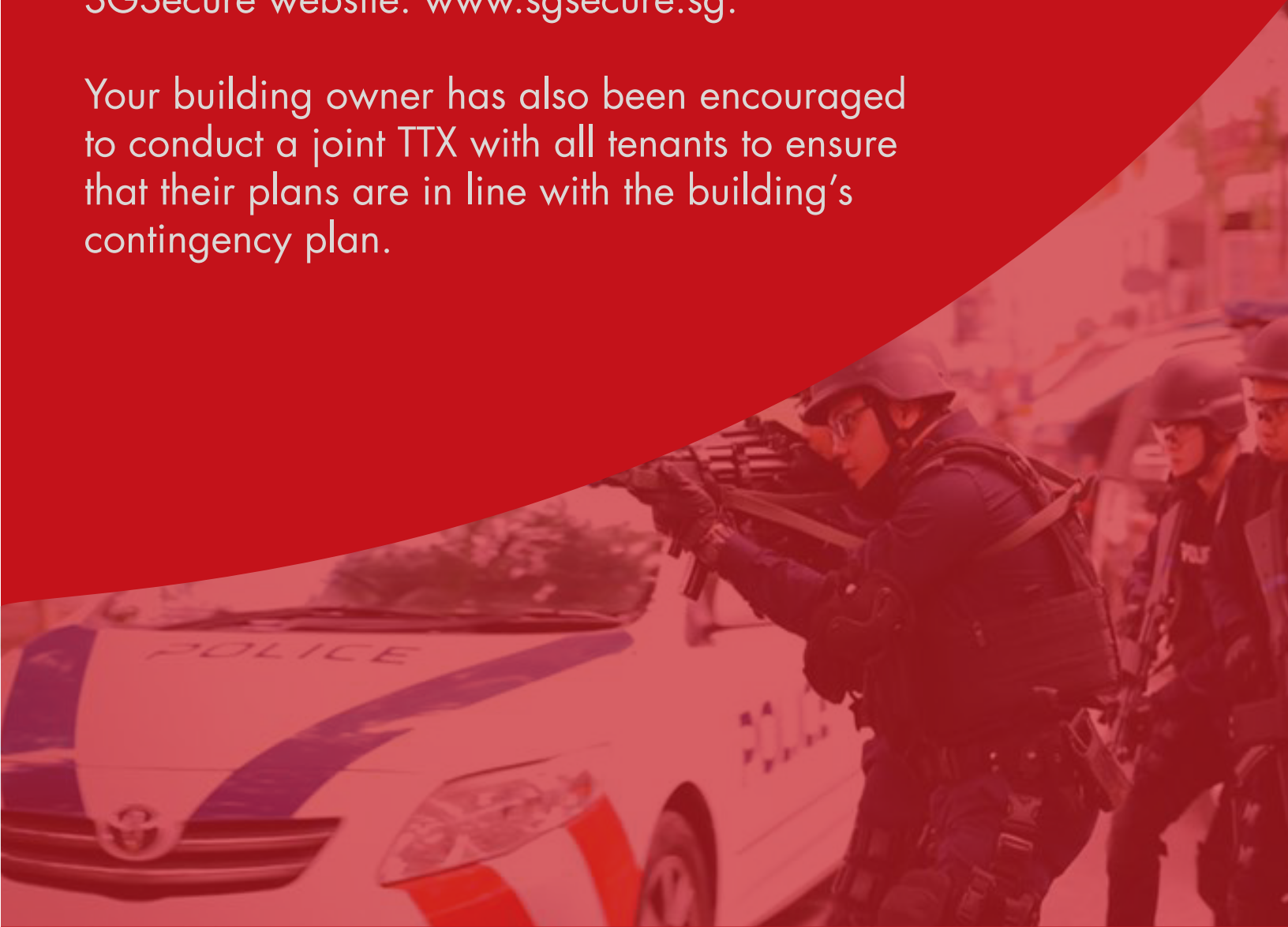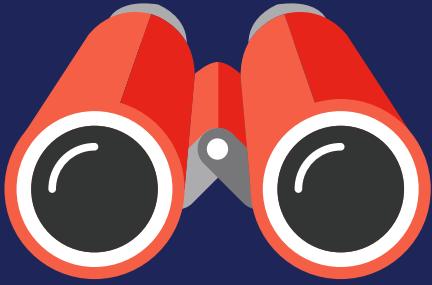
# DETECTING THE THREAT

Your staff should know how to spot a threat and how to report the threat to the Police at the earliest opportunity.

## 1

**Has your office appointed a security representative who will liaise with the building's security office on all security related matters?**

YES ☐　　NO ☐

Each office/company within a building should appoint a **security representative** who will establish communication links with the building's security office. This can be done through setting up of messaging chat groups to enable two-way sharing of information.

**Security representatives** must be briefed by the building's security office and be familiar with how to guide other staff during a potential security incident, such as evacuating or hiding in safe rooms.

Encourage your building's security office to put in place such measures if they haven't done so. **Security representatives** should also sign up with MOM as a SGSecure Rep via www.mom.gov.sg to receive the latest information and updates on the terror threat, and advice on how to raise preparedness in the workplace. A glossary of the key roles and responsibilities of the **security representatives** is found in **Appendix A** of this checklist.

# 2

**Does your staff know when and how to report a potential security threat (e.g. suspicious person, object, vehicle)?**

☐ YES   ☐ NO

Building occupants should inform the Police whenever they spot a potential security threat.
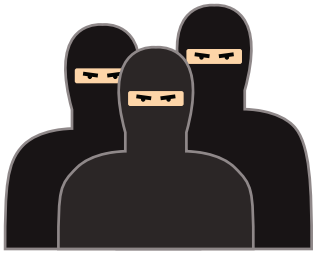
Besides alerting the Police, occupants should alert the security office to the potential security threat(s) so that precautionary actions can be taken before the Police arrives.

Whenever possible, occupants and **security representatives** should provide information to the Police using the "T.E.L.L." framework.

# ➤ T.E.L.L. framework

**T**otal number of attackers

**E**quipment or weapons being carried

**L**ook of attackers

**L**ocation of attackers
(where they are now and where they are moving towards)

## 3

**Will your staff inform the rest of your office of a immediate security threat such as an armed intruder?**

☐ YES     ☐ NO

Make use of existing messaging chat groups among staff to disseminate information on any potential threat.

## 4

**Are there trained first-aiders within your office?**

☐ YES     ☐ NO

Encourage your colleagues to pick up first aid skills. Where possible, staff in your office should know who the trained first-aiders are so that they can seek assistance if required.

# GETTING THE WORD OUT

Ensure that staff in your office are kept informed of a potential security threat and what they need to do.

## 5

**Is there a public announcement system within the buildings which your office is located in?**

YES ☐   NO ☐

Ensure that your office is connected to the building's public announcement system as it is usually the fastest and most effective way to broadcast any urgent information requiring immediate action.

Your office's **security representative** should also be receiving latest information on security related matters from messaging chat groups between **security representatives** and the security office.

Encourage your building's security office to put in place such systems if they haven't done so.

# GETTING THE WORD OUT

## 6 Are your staff aware of the different alarms used to indicate the different courses of actions to take?

☐ YES ☐ NO

Unique alarms should be used to alert people in the building of the different responses they should take during a potential security threat. The alarm to alert people of a security threat should not be similar to a fire alarm.

Periodic drills should be conducted to ensure that everyone is familiar with the different courses of action.

When an alarm is activated, staff who are familiar with the corresponding course of action should guide members of the public on what they should do.

Encourage your building's security office to put in place such systems and conduct periodic drills.

# EVACUATING YOUR OFFICE

In the event of an attack in your office, evacuate immediately if it is safe to do so.

# EVACUATING YOUR OFFICE

**7**

**Is there a plan on how to unlock all exit points to your office during an evacuation?**

YES ☐   NO ☐

Ensure that your staff are aware of where all the exit points to your office are located and how to unlock them.

**8**

**Are there multiple evacuation routes leading from your office to the exterior of the buildings?**

YES ☐   NO ☐

Work with your security office to identify multiple evacuation routes if they haven't done so and ensure that your staff are familiar with the evacuation routes.

## 9

**Will your staff be updated on the movement of the attackers during an evacuation?**

YES ☐   NO ☐

Communications channels between your office's **security representative** and **security officers** allows your staff to receive updated information on the location of the attackers.

The information will help your staff decide which evacuation route to take or to hide (e.g. when all evacuation routes are no longer safe).

# EVACUATING YOUR OFFICE

## 10

**Do your staff know what to do after they have evacuated out of the buildings?**

YES ☐    NO ☐

Evacuees running away from a terrorist attack should not gather at an Assembly Area as they could be exposed to further danger.

The **Security Representative** should remind their colleagues not to do so.

Account for the safety of your staff remotely through messaging chat groups.

# HIDING FROM THE PERPETRATORS

Consider designating safe rooms for people in your buildings to hide in should evacuation become impossible.

# HIDING FROM
# THE PERPETRATORS

## 11

**Have safe rooms been identified for each level of your office?**

YES ☐    NO ☐

An ideal safe room should have these features:

i.   Door(s) to the room can be locked, and barricaded by heavy objects if possible;
ii.  Enclosed by solid walls (e.g. concrete);
iii. Have minimal windows.

If the attackers are not yet in your office, your office could also act as a safe room if the access points to your office can be locked and barricaded.

This assessment has to be made based on the nature of the attack; for example, offices secured by solid wooden doors or steel grilles are not likely to be breached by attackers armed with knives.

# HIDING FROM THE PERPETRATORS

## 12 Does everyone know what to do once they are inside the safe room?

[ ] YES      [ ] NO

To prevent the perpetrator from entering the safe room,

i.   Lock the door;
ii.  Barricade the door with heavy furniture if possible;
iii. Switch off the lights;
iv.  Put all electronic devices to the silent mode;
v.   Remain quiet;
vi.  Update the Police of the situation by
     a. Calling 999 when it is safe to do so
     b. SMS-ing 71999 if it is not safe to talk
     c. Using the SGSecure app

You are encouraged to print out the above advisory **(Appendix B)** and affix it on the door of the designated safe rooms in your office.

During the periodic drills, **security representatives** should brief their colleagues on when to reopen the safe room. Generally, the safe room should not be opened again once locked and barricaded. Opening the safe room to anyone else other than the Police could expose those already in the room to danger.

When the Police arrive, they may be unable to distinguish a victim from an attacker. Keep hands visible at all times and do not make any sudden movements or gestures.

# Glossary of Roles and Responsibilities

| Designation | Roles and Responsibilities |
|---|---|
| Security Representatives | **Day-to-day**<br><br>• Sign up with MOM as an SGSecure Rep via www.mom.gov.sg to receive the latest info and updates on the terror threat, and advice on how to raise preparedness in the workplace.<br>• Maintain communication links with security officers through messaging chat groups.<br>• Know who in the office are first-aid trained.<br>• Ensure that colleagues know what the different alarms mean and participate in the periodic emergency drills.<br><br>**During a Crisis**<br><br>• Keep colleagues updated on the movement of suspicious persons/attackers through the instant communication channel with security officers.<br>• Facilitate evacuation of colleagues when the evacuation plan is activated.<br>• Account for the safety of colleagues through messaging chat groups.<br>• Brief colleagues on when to open the safe room and what to do when the Police enter the safe room. |

# What to do once inside a safe room
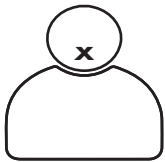
**Lock the door**
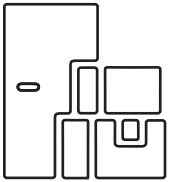
**Barricade the door with heavy furniture if possible**
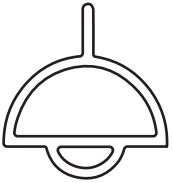
**Switch off the lights**

**Put all electronic devices to the silent mode**

**Remain quiet**

**Update the Police of the situation by**

**i. Calling 999 when it is safe to do so**
**ii. SMS-ing 71999 if it is not safe to talk**
**iii. Using the SGSecure app**

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