



SGSECURE
STAY ALERT. STAY UNITED. STAY STRONG.

CONTINGENCY PLANNING CHECKLIST

FOR BUILDING OWNERS



Contents

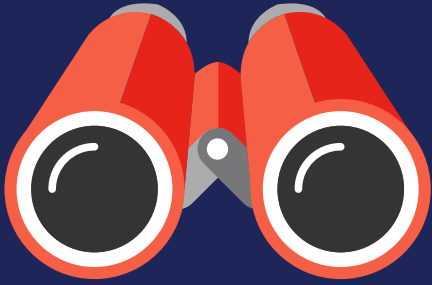
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Contingency Planning Checklist for Building Owners

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

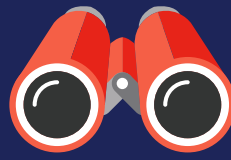
Drafting contingency plans to deal with scenarios such as terror attacks is an iterative process. After using this checklist to help draft your plan, we recommend that you validate your plan by conducting a Table-Top Exercise (TTX) involving your tenants to test out the plan, identify gaps and ensure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





DETECTING THE **THREAT**

Everyone in your building should know how to spot a threat and how to report the threat to the Police at the earliest opportunity.



1

Do building occupants know when and how to report a potential security threat (e.g. suspicious person, object, vehicle)?

YES

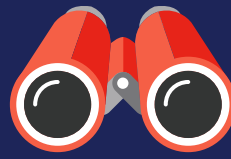
NO

Building occupants should alert the Police when they spot a potential security threat.

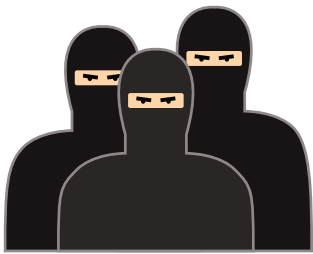
Besides alerting the Police, occupants should alert the security office to the potential security threat so that precautionary actions can be taken before the Police arrives.

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





► **T.E.L.L. framework**



Total number of attackers



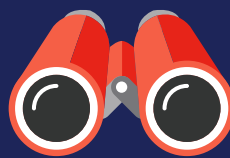
Equipment or weapons
being carried



Look of attackers



Location of attackers
(where they are now and where they
are moving towards)



2

Is there an appointed **Security OIC** who is trained to deal with security incidents before the **Police** arrives?

YES

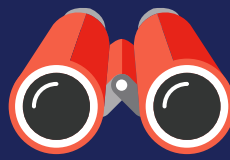
NO

The appointed **Security OIC** should be located on-site and should ideally oversee emergency preparedness and/or security on a day-to-day basis.

The **Security OIC** should be trained to deal with security incidents. For example, the **Security OIC** could be someone who has undergone the **WSQ Advanced Certificate in Security Supervision** programme or similar training in handling security operations.



Ensure that the **Security OIC** has access to the **Fire Command Centre (FCC)** or the **Security Office** as they house information such as **CCTV images** and **floor plans**, which are useful for decision-making during a security incident.



3

Are security officers familiar with their specific roles and responses when a potential security threat is reported to them?

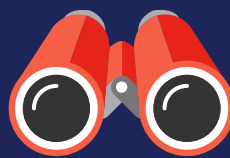
YES

NO

Prepare a Tasking Table to detail the specific roles and responsibilities assigned to each security personnel during a potential security incident.

The number of officers assigned to each role will depend on the size and characteristics of your building. A glossary of typical roles and responsibilities can be found in **Appendix A**.

Develop a workflow for **security officers** to provide information and take instructions from the appointed **Security OIC** before the Police arrives.



4

Are there appointed security representatives from each level/department/company within your building?

YES

NO

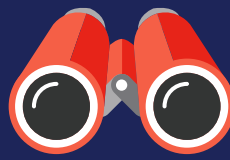
Security representatives serve as points of contact between the security office and occupants of the building.

As part of day-to-day exchange of information on security-related matters,

security officers could establish communication links with **security representatives** by setting up messaging chat groups. Such chat groups also serve as useful channels of communication during a security incident.



You should ensure that all **security representatives** are briefed on their roles. This briefing could be conducted by **security officers** or other members of the building management.



5

Are there first aid-trained occupants in your building who are also equipped to render aid?

YES

NO

Having more first aid-trained personnel in your building increases the chance that someone who needs medical attention can receive help in a crisis. Work with the **security representatives** to encourage individuals in your building to pick up first aid and relevant (e.g. CPR-AED) skills.

Indicate the location of first aid boxes and AEDs in your floor plans, and make sure that all **security representatives** know where these items can be found.

GETTING THE WORD OUT

Establish a process of alerting everyone in your building to a potential security threat and what they need to do.





6

Are you able to swiftly broadcast emergency information to everyone in your building?

YES

NO

Have the means (e.g. public announcement system) to inform building occupants of a potential security threat.

Prepare in advance a list of public announcement messages to alert everyone in the building to the different emergency situations (e.g. terror attack, fire), and what they need to do.

These pre-recorded messages should be concise and easy to understand.

For example, a message to alert occupants of a lockdown could read, "We have a security incident in the building. We are locking all entrances to the building for your safety. Please remain calm and follow the instructions from our staff and security officers."

Complement the public announcement system by broadcasting the message through the communications channels between the **security officers** and **security representatives**.

GETTING THE WORD OUT



7

Are there different alarms to alert building occupants on the different courses of actions to take (e.g. to evacuate or to lock down)?

YES

NO

Use unique alarms to alert occupants to the different scenarios, for which different responses might be needed. For instance, the alarm to alert people to a security threat should be different from a fire alarm.

After the alarm has been sounded, follow up with the corresponding pre-recorded message to inform everyone in your building of the threat, and what they need to do.

Conduct regular drills to ensure that building occupants know how to react to the different alarms.

When an alarm is activated, **security officers** and occupants should guide members of the public on what to do as they may not be familiar with the building or procedures.



LINKING UP WITH THE POLICE

Have a designated point of contact (as well as an alternate) whom the Police can liaise with during an attack.



LINKING UP WITH THE POLICE



8

Is there an appointed person to liaise with the Police?

YES

NO

The **Security OIC** is the ideal person to liaise with the Police as he/she would be aware of the details of the incident as well as the precautionary actions taken.

Ensure key information such as the building's contingency plan, floor plans and CCTV plans are available for hand over to the Police.

9

Is there a designated meet-up (RV) point to link up with the Police?

YES

NO

The meet-up (RV) point with the Police is usually at the security office or the Fire Command Centre (FCC) of the building.

Ensure that access to the meet-up (RV) point is secured by a physical or electronic lock. Allow only the Police to access the area.

Avoid linking up with the Police in open areas to prevent being in the line of sight of the attackers.

LOCKING DOWN YOUR BUILDING



To prevent attackers from entering your building, the **Security OIC** can initiate a lockdown, especially if:

- a) The access points into your building, once locked, cannot be easily breached. This assessment has to be made in relation to the nature of the attack. For example, a building secured by solid wooden doors or steel grilles are not likely to be breached by attackers armed with knives. You may refer to MHA's Guidelines for Enhancing Building Security in Singapore (GEBSS) 2018 for examples of access points which have been strengthened against breaches from different types of attackers.
- b) There is sufficient time and resources to lock all access points into your building before the suspicious persons or attackers reach your building.

As part of your contingency planning, you should prepare a lockdown decision matrix within your contingency plan to guide you on whether you should consider a lockdown of your building or activate the evacuation plan during a terrorist attack scenario. You may refer to the flowchart in **Appendix B** as a reference when preparing your building's lockdown decision matrix.



10

Is there a lockdown plan which the Security OIC can activate?

YES

NO

Keep a floor plan inside the security office which differentiates the access points that can be remotely locked from the ones that have to be physically locked.

Ensure that the tasks of locking access points, both physically and remotely, have been assigned to specific **Security Officers** in the Tasking Table mentioned in S/N 3.

11

Are the keys to physically lock all access points kept in a convenient area accessible only to security officers?

YES

NO

Label all keys and ensure that they are accessible only to security officers and the Security OIC.



12

If attackers have entered your building, are you able to lockdown other parts of the building which are not under immediate threat?

YES

NO

The ability to restrict access to parts of the building which are not under immediate threat allows the threat to be temporarily segregated, thus enabling occupants in these areas to have sufficient time to react.

Improve the security of your building by having the capability to lock down different areas of the building via centrally controlled doors and disable the lifts from the security office or the Fire Command Centre (FCC) to delay the attackers.





13

Would you be able to monitor the attackers' movements?

YES

NO

Where possible, appoint a **security officer** to monitor the CCTV and track movement of the attackers and provide this information to the **Security OIC** and the Police.

Information on the suspicious persons or attackers should be provided to the Police using the "T.E.L.L." framework. Before the Police arrives, the **Security OIC** would have to assess whether the lockdown has been breached and to trigger the evacuation plan, if necessary.



EVACUATING YOUR BUILDING

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



EVACUATING YOUR BUILDING



14

Is there a plan on how to unlock all doors and exit points within the building during an evacuation?

YES

NO

Refer to S/N 3 and S/N 10.

15

Are there multiple evacuation routes for each level or department?

YES

NO

Where feasible, plan for multiple evacuation routes and ensure that building occupants are aware of these routes.



16

Is there a plan to update everyone in your building on the movement of the attackers during evacuation?

YES

NO

The **security officer** appointed to monitor the CCTV should keep building occupants updated on the location of the attackers.

This update could be broadcast through the public announcement system and supplemented by messaging chat groups between **security representatives** and the **security officers**.

This information will help building occupants to decide which evacuation route to take or to hide (e.g. if all evacuation routes are no longer safe).



EVACUATING YOUR BUILDING



17

Does everyone know what to do after they have evacuated out of the building?

YES

NO

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

Account for the safety of occupants remotely through messaging chat groups.



HIDING FROM THE PERPETRATORS



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



18

Have safe rooms been identified for each level/department/company?

YES

NO

Designate safe rooms spread out across each level/department/company to ensure that everyone is able to access a safe room quickly if needed.

An ideal safe room should have these following 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.

HIDING FROM THE PERPETRATORS



19

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 C**) and affix it behind the door of the designated safe rooms in your building. Occupants should be briefed 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 arrives, 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.

APPENDIX A

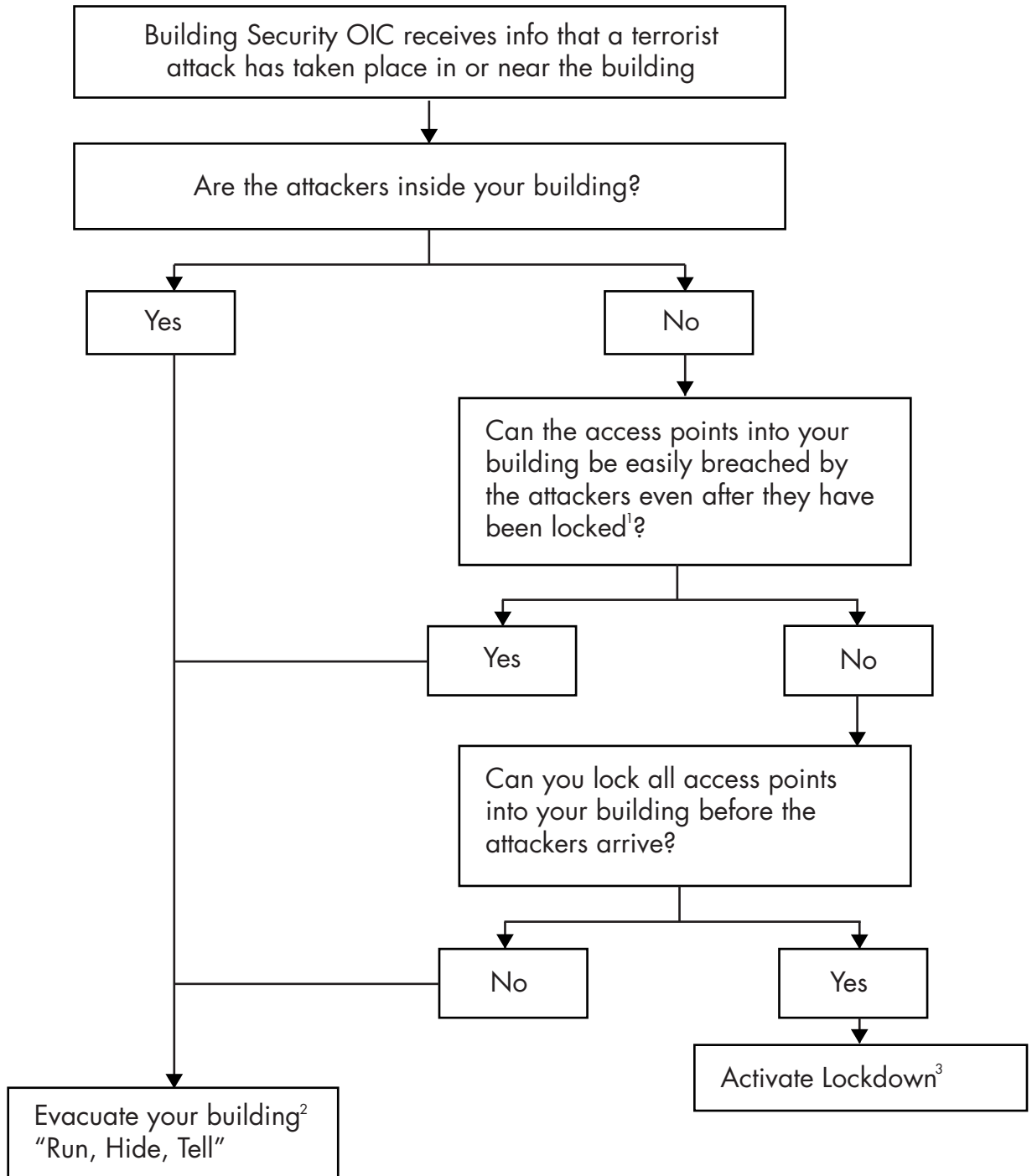
Glossary of Roles and Responsibilities

Designation	Roles and Responsibilities
Security OIC	<p><u>Day-to-day</u></p> <ul style="list-style-type: none">• Ensure that emergency drills are conducted periodically. <p><u>During a Crisis</u></p> <ul style="list-style-type: none">• Raise the alarm to broadcast emergency information to everyone in the building.• Take charge of the incident before the Police arrives.• Decide on the contingency plans to activate in response to the security threat, i.e. lock down the building or to evacuate.• Coordinate the security officers' responses.• Assess if lockdown has been breached and activate the evacuation plans as necessary.• Liaise with the Police upon their arrival.• Ensure that key information, such as the contingency plan, floor plans, CCTV plans, is available for hand over to the Police.
Security Officers	<p><u>Day-to-day</u></p> <ul style="list-style-type: none">• Establish instant communication links with security representatives by setting up messaging chat groups.• Ensure that key information such as contingency plans, floor plans, CCTV plans and keys to lock access points are kept in a location accessible to only security officers and the Security OIC. <p><u>During a Crisis</u></p> <ul style="list-style-type: none">• Inform the Police about any potential security threats.• Broadcast emergency information to everyone in the building through the public announcement system and instant messaging communication channels.

	<ul style="list-style-type: none"> • Monitor the CCTV to track the movement of the suspicious persons or attackers. • Provide updates on the movement of the suspicious persons or attackers to everyone in the building through the public announcement system and messaging chat groups. • When the Security OIC activates the lockdown plan, implement the lockdown plan by remotely and/or physically locking all access points. • When the Security OIC activates the evacuation plan, implement the evacuation plan by remotely and/or physically unlocking all exit points.
<p>Security Representatives</p>	<p><u>Day-to-day</u></p> <ul style="list-style-type: none"> • Maintain communication links with security officers through messaging chat groups. • Brief colleagues on the different responses to the different alarms and ensure that they participate in the periodic emergency drills. • Know which colleagues are first aid trained. • Know the location of the nearest first aid boxes and AEDs. • Ensure that colleagues have been briefed of the location of the nearest first aid boxes and AEDs. <p><u>During a Crisis</u></p> <ul style="list-style-type: none"> • Keep colleagues updated on the movement of suspicious persons/attackers through information from messaging chat groups with security officers. • Account remotely for the safety of colleagues through messaging chat groups and update security officers. • Brief colleagues on when to open the safe room and what to do when the Police enter the safe room.

APPENDIX B

Guidelines to prepare the lockdown decision matrix for your building's contingency plan



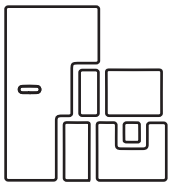
1. Your lockdown decision matrix should take into consideration the different types of weapons which the attackers may or are carrying (i.e. pointed weapons and sharp objects such as knives, axes as compared to guns and explosives), as the assessment of whether the access points may be easily breached is dependent on both the type of access points (for e.g. wooden doors or reinforced steel doors) as well as the weapons used by the attackers.
2. Activate the alarm and inform everyone through the public announcement system, that an attack is taking place in your building, and advise them to take reference from the **"Run, Hide, Tell"** advisory while evacuating the building.
3. Activate the alarm and inform everyone through the public announcement system that there is a security incident and a lockdown has been enforced to ensure the safety of everyone in the building.

APPENDIX C

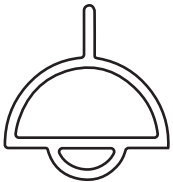
What to do once inside a safe room



Lock the door



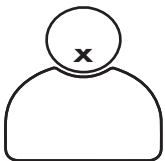
Barricade the door with heavy furniture if possible



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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POLICE FORCE**
SAFEGUARDING EVERY DAY



**MINISTRY OF
MANPOWER**