

## 2.1 Simple Steps That All Hotels Can Take

As part of the SGSecure@Workplaces programme, hotels can appoint and register SGSecure reps, utilise digital resources on the MOM website, and download the SGSecure Mobile App to stay updated on terrorism-related news, advisories and initiatives. Every hotel, regardless of size, is encouraged to take these steps.

### Appoint and register an SGSecure rep

The SGSecure rep should champion SGSecure in peacetime, and be the point of contact between your hotel and authorities during crises. You may register an SGSecure rep below, and find out more about their roles and responsibilities.



Scan QR code  
to register your  
SGSecure rep

### Encourage employees to access and utilise MOM SGSecure@Workplaces educational resources

Access MOM bulletins, videos, briefing slides, lesson plans, brochures, posters, templates, case studies and guides from the **MOM SGSecure@Workplaces** website. Share these self-help tools with employees and colleagues to prepare the workforce, protect the workplace and partner the community.



Scan QR code to access  
SGSecure@Workplaces  
digital resources

### Encourage employees to download the SGSecure Mobile App

The app will allow you to receive important alerts in the event of a major emergency, make 999 calls or alert the Police via SMS.



## 5.2 Online Resources

This section of the guide contains information on resources, training courses, grants and fee subsidies which you may tap on to better prepare your hotel security personnel and non-security employees for a crisis. To download them, scan the QR codes.

### Resources and Guides



#### **SGSecure Guide for Hotels**



#### **CSA's Be Safe Online Handbook**

The essentials to help companies enhance cyber defence capabilities



#### **SGSecure Guide for Workplaces**

The guide is a starting point for every workplace, containing measures, checklists and strategies to raise preparedness levels at workplaces



#### **Conducting Table-Top Exercises (A Guide for Facilitators)**

The TTX Guide was jointly produced by SPF and MOM to allow all workplaces, regardless of size, to conduct a TTX



#### **Guidelines for Enhancing Building Security in Singapore (GEBSS) and Video Surveillance Standards (VSS) for buildings**

Provides good security practices and considerations to help building owners incorporate pragmatic security solutions into their building's security plans

### Educational Resources



Utilise MOM bulletins, case studies, e-learning modules, brochures, videos, posters, templates, and other materials, to prepare your workforce, protect your workplace and partner your community



Utilise other SGSecure resources: videos, contingency planning checklists, posters, and apps

## Mobile Apps to Download



**SGSecure Mobile App**



**DARE - Learn CPR**

## Posters to Display



**In the Event of a Terrorist Attack (Part 1)**



**In the Event of a Terrorist Attack (Part 2)**



**After an Attack**



**Look Out for Anything S.I.A.U.**



Download the latest SGSecure advisory posters  
(available in four main languages)



Download the 6 Essentials To Be Safe Online infographic  
(QR code under CSA's Be Safe Online Handbook on Page 66)

## Training & Grants

### Grants or Course Fee Subsidies to Train & Prepare Your Employees

Several subsidy schemes are available for Employers and Individuals\* who are Singaporeans (may vary based on age and years of career experience).

#### SkillsFuture Singapore and Workforce Singapore



Scan the QR code  
to visit the website

#### Examples of schemes for Self-Sponsored or Employer-Sponsored Training:

- SkillsFuture Credit
- SkillsFuture Study Awards
- SkillsFuture Fellowships
- Mid-career Enhanced Subsidy

#### Employer Funding and Assistance Schemes



Scan the QR code  
to visit the website

*\*To find out the qualifying criteria and percentage of fee subsidies, refer to the official website for regular updates.*



## Security Personnel and Non-Security Operations

### SkillsFuture Framework

- ☐ This is a range of courses that have been designed to sensitise non-security employees or upgrade the skills of security employees. These courses address gaps in particular areas, such as recognising terrorist threats:

#### ○ Skills Framework for Security



Scan the QR code  
to visit the website

### ○ Skills Framework for Hotel and Accommodation Services

Under Workplace Safety and Security Management category, each of the following topics suit different levels of proficiency:

- Crisis Management
- Threat Observation Course
- Workplace Safety and Healthy Performance Management



Scan the QR code  
to visit the website

### ○ Singapore Workforce Skills Qualification (WSQ)

This is a national credential system that trains, develops and certifies skills and competencies which are validated by employers, unions and professional bodies.




Scan the QR code  
to visit the website



## Non-Security Operations

### Training on Emergency Response Skills

- ☐ Sign up your employees for the courses below to sensitise them to the importance of SGSecure and equip them with life-saving skills.

 <b>SCDF: Community Emergency Preparedness Programme</b> <i>Learn about basic fire-fighting, CPR-AED and basic first aid</i>	<b>Singapore Red Cross Society: Certification Courses</b> <i>Covers first aid, psychological first aid, and the First Responder Programme</i>	<b>St John Singapore: Certification Courses</b> <i>Covers basic and occupational first aid</i>
 <a href="http://www.scdf.gov.sg">www.scdf.gov.sg</a>	<a href="http://www.redcross.sg">www.redcross.sg</a>	<a href="http://www.stjohn.org.sg">www.stjohn.org.sg</a>
 1800-286-5555	6664 0500	6298 0300
 <a href="mailto:scdf_csc@scdf.gov.sg">scdf_csc@scdf.gov.sg</a>	<a href="mailto:academy@redcross.sg">academy@redcross.sg</a>	<a href="mailto:firstaid@stjohn.org.sg">firstaid@stjohn.org.sg</a>

## 5.3 Useful Contacts

This section of the guide contains contact details of authorities and agencies which you may access or reach out to, to better prepare your employees pre-crisis and support your employees post-crisis.

### Pre-Crisis Support

#### Enhance the General Safety of Your Hotel

##### Ministry of Home Affairs

**For general information on SGSecure and to access e-learning materials, visit:** [www.sgsecure.sg](http://www.sgsecure.sg)

##### Ministry of Manpower

**To register SGSecure reps, and learn how to implement SGSecure at your hotel workplace, visit:** [www.mom.gov.sg/sgsecure](http://www.mom.gov.sg/sgsecure)

**Tel:** 6438 5122

**Email:** [sgsecure\\_workplaces@mom.gov.sg](mailto:sgsecure_workplaces@mom.gov.sg)

##### Singapore Police Force

**Find out about the Safety and Security Watch Group, Corporate First Responder Scheme, and get useful resources on contingency planning and response**



Scan QR code  
for more information

**To register as a member of Safety and Security Watch Group (SSWG),**

**Email:** [spf\\_sswg@spf.gov.sg](mailto:spf_sswg@spf.gov.sg)



## Protect Your Business Operations

### Singapore Business Federation

**Sign up for Crisis Communication, Business Continuity Planning and relevant courses:** [www.sbf.org.sg](http://www.sbf.org.sg)

### Singapore National Employers Federation

**Prepare your workforce through events organised by SNEF:**

[www.snef.org.sg](http://www.snef.org.sg) | 6290 7696 | [advisory@snef.org.sg](mailto:advisory@snef.org.sg)

### Cyber Security Agency of Singapore

**Access complimentary cyber security training tools and know about cybersecurity threats:** [www.csa.gov.sg/gosafeonline](http://www.csa.gov.sg/gosafeonline)

**For incident reporting:** 6323 5052 | [singcert@csa.gov.sg](mailto:singcert@csa.gov.sg)

### Centre for Protective Security (CPS)

CPS has a security enhancement programme (TOPSIS) where security communities engage non-security communities to be situationally aware and to report on suspicious activities, so as to raise the level of security vigilance of a premise.

**To get assistance on how your hotel can implement a security enhancement programme, email:** [SPF\\_CPS@spf.gov.sg](mailto:SPF_CPS@spf.gov.sg)

### Workplace Safety and Health Council

**For programmes, resources and training materials to make your workplace a safer and healthier one:** [www.wshc.sg](http://www.wshc.sg)

**Keep your business safe, healthy and secure:** [www.wshc.sg/bizsafe](http://www.wshc.sg/bizsafe)

### Emergency Contacts

#### Singapore Police Force

**Hotline:** 999

**SMS:** 71999

#### Singapore Civil Defence Force

**Hotline:** 995



## Post-Crisis Support

### Provide Psychological First Aid and Support

#### HealthHub

**Helplines and Psychological Aid:** [www.healthhub.sg/a-z/support-groups-and-others/20/call-on-these-when-you-need-help](http://www.healthhub.sg/a-z/support-groups-and-others/20/call-on-these-when-you-need-help)

#### Institute of Mental Health (IMH)

**24 Hour Hotline for Mental Health Crises:** 6389 2222

#### Samaritans of Singapore (SOS)

**24 Hour Hotline for Suicide Prevention:** 1800 221 4444

#### Singapore Counselling Centre

**Corporate Grief Counselling:** [www.scc.sg/e/corporate-grief-counselling](http://www.scc.sg/e/corporate-grief-counselling)

**Employee Assistance Programme:** [www.scc.sg/e/employee-assistance-programme](http://www.scc.sg/e/employee-assistance-programme)

**Tel:** 6339 5411

#### Counselling and Care Centre

**Website:** [www.counsel.org.sg](http://www.counsel.org.sg)

**Tel:** 6536 6366

**Email:** [info@counsel.org.sg](mailto:info@counsel.org.sg)

#### Care Corner (Mandarin) Singapore

**Website:** [www.carecorner.org.sg](http://www.carecorner.org.sg)

**Tel:** 1800 3535 800

#### SINDA

**Website:** [www.sinda.org.sg](http://www.sinda.org.sg)

**Tel:** 1800 295 3333

### Contact for Employee Support

#### National Trades Union Congress (NTUC)

**Industrial Relations Department:** [www.ntuc.org.sg](http://www.ntuc.org.sg)

**Tel:** 6213 8008

**Email:** [ntucird@ntuc.org.sg](mailto:ntucird@ntuc.org.sg)