

## 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.



## 4.1 Recovery Efforts of Hotels

Terror attacks may leave devastating consequences, damage infrastructure and create tensions between social groups. Emotional distress may grow amongst employees even if they were not direct victims of an attack. Including strategies to mitigate such negative effects in your recovery plan ensures that your hotel's operations can swiftly return to normalcy.

This section will explain how you can stay in touch with your stakeholders and suppliers during times of emergency. You will also learn how you can provide psychological support to employees and hotel guests.



### Senior Management

#### Supporting Your Employees

- ☐ Arrange for Psychological First Aid and support for affected employees



### Security Personnel

#### Enhancing Overall Security

- ☐ Activate pre-established business continuity plans
- ☐ Take note of gaps in existing contingency plans and adopt measures to enhance hotel security
- ☐ Download contingency planning and protective security advisories from SPF website (see page 70)
- ☐ Refer to authoritative sources of information, such as the SGSecure mobile app, or the hotel's social media channels and official website, for updates and information on possible security measures to implement





## Non-Security Operations and Hotel Administration

### Continuing Business Operations

- ☐ Activate pre-established business continuity plans, which can include measures such as hotel room and banquet room booking promotions to draw guests back
- ☐ Contact contractors or suppliers to assist in continued operations and infrastructure recovery
- ☐ Send out positive messages through influencers, public figures and the media to restore the image of Singapore as a tourist destination
- ☐ Consider targeting new market segments that may be more resilient to crises, or offering alternatives to traditional overnight stays (e.g. promoting your hotel to local guests, or offering work from hotel packages)
- ☐ Instead of downsizing, consider retraining employees to fill different roles for better service recovery after the crisis has passed



## Hotel Administration

### Supporting Your Employees

- ☐ Take a strong stance towards discrimination at the workplace, and ensure the Human Resources department addresses the cases promptly
- ☐ You may also disseminate circulars to promote unity and cohesion among employees
- ☐ Contact the Singapore Red Cross Society for Psychological First Aid courses (see page 69)
- ☐ Provide post-crisis support for affected employees and refer them to professionals, if necessary
  - Seek out counselling centres to support traumatised frontline employees who experienced the attack firsthand and may require professional counselling (see page 72)