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.

Download on the App Store

GET IT ON Google Play

3.2 Responding in the Event of a Terror or Cyber Attack

Terror Attacks

In the event of a terror attack, knowing how to respond swiftly and decisively amidst the chaos can make the difference between life and death.
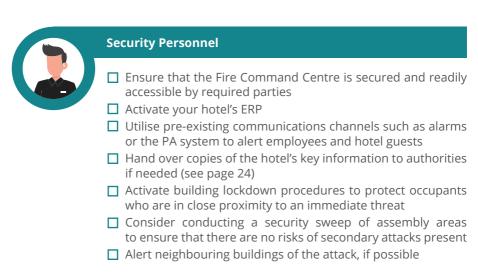
Response measures that anyone can undertake in the event of a terror attack:

- ☐ If at the site of an attack, Run, Hide, and Tell immediately
- ☐ Perform Improvised First Aid Skills (IFAS), or Press, Tie and Tell, to stop the bleeding of casualties
- ☐ Cooperate with appointed hotel employees and security personnel as they evacuate employees and hotel guests
- ☐ Instruct employees and hotel guests to run as far as possible from the site of attack
- ☐ Find remote ways to check on the safety of employees (e.g. update on safety status via group chats)
- ☐ Provide the police and authorities with any relevant information to facilitate investigations
- ☐ Avoid circulating internal information, photos, or videos via social media, as doing so may create unnecessary panic and misinformation

Security personnel, in particular, play a crucial role in coordinating the response protocols with other departments, and e nsuring everyone is familiar with their roles in a crisis. You may refer to pages 12 and 66 for online resources to share with employees.

Security Personnel

- ☐ Ensure that the Fire Command Centre is secured and readily accessible by required parties
- ☐ Activate your hotel's ERP
- ☐ Utilise pre-existing communications channels such as alarms or the PA system to alert employees and hotel guests
- ☐ Hand over copies of the hotel's key information to authorities if needed (see page 24)
- ☐ Activate building lockdown procedures to protect occupants who are in close proximity to an immediate threat
- ☐ Consider conducting a security sweep of assembly areas to ensure that there are no risks of secondary attacks present
- ☐ Alert neighbouring buildings of the attack, if possible

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.

	SCDF: Community Emergency Preparedness Programme *Learn about basic fire-fighting, CPR-AED and basic first aid*	Singapore Red Cross Society: Certification Courses *Covers first aid, psychological first aid, and the First Responder Programme*	St John Singapore: Certification Courses *Covers basic and occupational first aid*
🌐	www.scdf.gov.sg	www.redcross.sg	www.stjohn.org.sg
📞	1800-286-5555	6664 0500	6298 0300
✉	scdf_csc@scdf.gov.sg	academy@redcross.sg	firstaid@stjohn.org.sg

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

Ministry of Manpower
To register SGSecure reps, and learn how to implement SGSecure at your hotel workplace, visit: www.mom.gov.sg/sgsecure
Tel: 6438 5122
Email: 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

Protect Your Business Operations

Singapore Business Federation
Sign up for Crisis Communication, Business Continuity Planning and relevant courses: www.sbf.org.sg

Singapore National Employers Federation
Prepare your workforce through events organised by SNEF:
www.snef.org.sg | 6290 7696 | 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
For incident reporting: 6323 5052 | 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

Workplace Safety and Health Council
For programmes, resources and training materials to make your workplace a safer and healthier one: www.wshc.sg

Keep your business safe, healthy and secure: 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

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
Employee Assistance Programme: www.scc.sg/e/employee-assistance-programme
Tel: 6339 5411

Counselling and Care Centre
Website: www.counsel.org.sg
Tel: 6536 6366
Email: info@counsel.org.sg

Care Corner (Mandarin) Singapore
Website: www.carecorner.org.sg
Tel: 1800 3535 800

SINDA
Website: www.sinda.org.sg
Tel: 1800 295 3333

Contact for Employee Support

National Trades Union Congress (NTUC)
Industrial Relations Department: www.ntuc.org.sg
Tel: 6213 8008
Email: ntucird@ntuc.org.sg