



# SGSECURE GUIDE FOR WORKPLACES

to raise preparedness against terrorism

A Collective Partnership



National Trades Union Congress





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# ► WHY YOU NEED TO TAKE STEPS TODAY

SGSecure is a national movement to enable our community to prevent and deal with terrorism. An attack can disrupt your business operations, your employees may stop reporting to work, and lives may be lost. You may be affected even if the attack does not happen at your workplace.

As an employer, you play an important role in preparing your workforce and workplaces against crises. Preparedness is a set of learned skills and behaviours. It requires you to take active steps. Do it today to prepare your workforce, protect your workplace and partner your community.



# AN IMPORTANT MESSAGE FROM THE MINISTER FOR MANPOWER

Dear Employer,

Workplaces will inadvertently be affected when a terror attack happens. Our ability to respond in critical moments matters. We must ensure our workforce remains cohesive, our businesses recover quickly, and we return to normalcy as soon as possible.

To increase your state of preparedness, we have developed this SGSecure Guide just for you. It is the result of research and ground consultations with partner agencies, domain experts and industry players such as yourself.

I urge you to take the terror threat seriously, and use this Guide to raise your preparedness against terror attacks. You can start by identifying relevant tips and implementing them.

Let us all stay alert, stay united and stay strong.

Sincerely,  
Lim Swee Say  
Minister for Manpower

# IMPLEMENTING THE 3Ps

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Take the 3Ps approach at your workplace to build up organisational resilience against terrorism.



## PREPARE YOUR WORKFORCE

Your employees are your greatest assets. It is crucial you prepare them with the right knowledge and skills to prevent and deal with crises. If an attack happens, a prepared and cohesive workforce can minimise your downtime and help your business return to normalcy quickly.



## PROTECT YOUR WORKPLACE

Risk management plans and mitigation measures are critical to ensure your business can withstand crises. Taking these steps will enable you to prevent and minimise potential losses, and resume operations quickly after crises.



## PARTNER YOUR COMMUNITY

The impact of a terror attack extends beyond the point of attack. Your operations may be disrupted if your partners are affected. Build up a network within your community to solve problems collectively. Strong community networks strengthen vigilance and boost your ability to respond effectively and swiftly to crises.

# WHAT YOU CAN DO NOW

Kickstart your workplace's preparedness journey by taking the 4 easy steps today.

**STEP  
01**



Register your  
SGSecure Representative

**STEP  
02**



Get all your employees to  
download the SGSecure app

**STEP  
03**



Brief your employees on the  
emergency escape routes

**STEP  
04**



Download and display the  
“Run, Hide, Tell” and  
“Press, Tie, Tell” advisories



# 01



A photograph showing two firefighters from behind, wearing blue uniforms and hard hats, spraying a stream of water onto a large fire at a building. Thick black smoke billows upwards from the flames. The building has a corrugated metal roof and a visible air conditioning unit.

# PREPARE YOUR WORKFORCE

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- TRAIN YOUR EMPLOYEES
- IDENTIFY AND DEVELOP A TEAM OF RESPONDERS
- BUILD A COHESIVE WORKFORCE

# TRAIN YOUR EMPLOYEES



so they know what to do during crises.

Tap on free resources from the SGSecure website at [www.sgsecure.sg](http://www.sgsecure.sg).

## Have you done these?

### Register an SGSecure rep for your organisation

Your rep will be updated on the latest SGSecure information and be the Point of Contact with the authorities in times of crises.

#### How to register?

Create an SGSecure CorpPass account for your SGSecure rep with the Ministry of Manpower via [www.mom.gov.sg/sgsecure](http://www.mom.gov.sg/sgsecure)

- Encourage your employees to download the SGSecure mobile app to receive important alerts during major emergencies. Explore the app to learn useful crisis management tips.
- Brief your employees on the emergency escape routes and places to hide in your workplace. If you are a building tenant, obtain the evacuation plans from your building management.
- Download the “Run, Hide, Tell” and “Press, Tie, Tell” advisories from [www.sgsecure.sg/resources](http://www.sgsecure.sg/resources) and send the advisories to your employees. You can also print and display the advisories at your workplace.



In the rare event of a **FIREARMS** or **WEAPONS** attack

# RUN » HIDE » TELL



**RUN** away from danger. Do not surrender or attempt to negotiate.



If escape is not possible, **HIDE**. Find cover and stay out of sight. Be very quiet and switch your phone to silent mode.



When it is safe to do so, **TELL** the Police. Call 999 or SMS 71999 if it is not safe to talk. Provide details on your location and the attackers. You may also use the SGSecure app to provide information to the authorities.





# IMPROVISED FIRST AID SKILLS (IFAS)

**"STOPPING THE BLEED" CAN SAVE LIVES**

In the rare event of a **FIREARMS or WEAPONS** attack;

- ▲ If you are at the scene, you should hide from the source of danger; and
- ▲ While hiding, if you encounter any casualty who is bleeding profusely, you should carry out **IFAS** by using commonly available items to stop the bleeding, without drawing any attention to yourself.

## **IFAS: PRESS » TIE » TELL**



**PRESS** directly on the wound to stop the bleeding using items such as a handkerchief or cloth.



**TIE** above the wound using items such as a neck tie, belt or sling of a bag to stop any excessive bleeding.



**TELL** the SCDF Emergency Responders about the injury and the time when you tied the wound.

# IDENTIFY AND DEVELOP A TEAM OF RESPONDERS



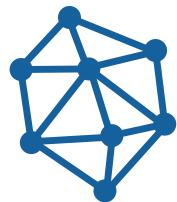
comprising employees who are equipped with lifesaving and other relevant skills that can minimise damage and loss during and in the immediate aftermath of crises.

## Have you done these?

- Identify a group of employees to be responsible for your workplace's safety and security. Send them for fire-fighting, CPR/AED and First Aid training. Visit the Community Emergency Preparedness Programme (CEPP) webpage at [www.scdf.gov.sg](http://www.scdf.gov.sg) for complimentary programmes. Certification courses are available at [www.redcross.sg](http://www.redcross.sg) and [www.stjohn.org.sg](http://www.stjohn.org.sg).
- Train a group of employees in Psychological First Aid skills so they can help co-workers cope with difficult situations. Visit [www.redcross.sg](http://www.redcross.sg).

# BUILD A COHESIVE WORKFORCE

where co-workers can trust and depend on each other during crises. A cohesive workforce will be resilient against attacks, and can recover quickly after crises.



## Have you done these?

-  Organise activities to help your employees identify with one another's similarities during staff orientation or team-building sessions.
-  Encourage and support the celebration of multi-cultural festivities in the workplace to strengthen understanding of diverse groups in your workforce.
-  Set up feedback channels or grievance-handling procedures to proactively handle grievances and resolve workplace tensions promptly.





# 02





# PROTECT YOUR WORKPLACE

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- MANAGE YOUR SAFETY AND SECURITY RISKS
- PLAN AHEAD FOR BUSINESS CONTINUITY
- PROTECT YOUR IT SYSTEMS AND DATA

# MANAGE YOUR SAFETY AND SECURITY RISKS



to better protect your workers and business resources.

## Have you done these?

- Sign up for the Workplace Safety and Health Council's bizSAFE programme to improve your workplace's safety, health and security capabilities. SGSecure content has been incorporated into bizSAFE levels 1 - 3 to help you better assess and manage security risks at your workplace. Visit [www.wshc.sg/bizSAFE](http://www.wshc.sg/bizSAFE).



# Create a safer, healthier and secure workplace for businesses

## What is bizSAFE?

Introduced in 2007, the bizSAFE programme helps companies build up Workplace Safety & Health capabilities through 5 levels of bizSAFE recognition.

Today, over 28,000 enterprises have participated in bizSAFE. It offers a competitive edge to its enterprises. Based on a 2013 study by WSH Institute, bizSAFE enterprises have better capabilities in managing WSH risks than non-bizSAFE companies.

From 26 September 2017, bizSAFE level 1 - 3 will be enhanced to incorporate SGSecure components that require enterprises to develop and implement a risk management plan against terror threats.



## Effectiveness of bizSAFE

I

**9/10** bizSAFE Enterprises agreed that bizSAFE helped to improve safety and health of their workplaces.



II

**89%** of client companies would prefer to engage bizSAFE Enterprises for future contracts.



Findings based on a study conducted by the Workplace Safety and Health (WSH) Institute in 2013



For further information and enquiries

Please visit [www.wshc.sg/bizsafe](http://www.wshc.sg/bizsafe)  
or contact us at [bizSAFE@wshc.sg](mailto:bizSAFE@wshc.sg)

# PLAN AHEAD FOR BUSINESS CONTINUITY



to enhance your ability to react to business disruptions caused by risks and crises. You can do this by identifying and preparing mitigation measures and response plans for your critical business functions.

## Have you done these?

-  Register for ISO 22301 Business Continuity Management certification to customise a comprehensive set of mitigation measures against risks, and develop response plans to crises. Government grants are available at [www.businessgrants.gov.sg](http://www.businessgrants.gov.sg).
-  Learn how to communicate effectively during crises by registering for crisis communication-related courses via the Business Continuity Management Portal at [www.bcm.org.sg](http://www.bcm.org.sg).
-  Register for business crisis management courses at [www.sbi.org.sg](http://www.sbi.org.sg).

# ( IS YOUR COMPANY RESILIENT? )

Most people would not think of incidents that would cause their companies to shut down. However, are you prepared if the following situations happened?



- 01** Loss of customer data
- 02** Negative coverage on social media that went viral
- 03** Unable to access main building where office is located
- 04** Power outage
- 05** Breakdown in public infrastructure
- 06** Haze at very unhealthy range
- 07** Loss of electrical supply
- 08** Spread of infectious pandemic at DORSCON Alert Yellow

## BENEFITS OF BUSINESS CONTINUITY MANAGEMENT

The ability to respond effectively is the key to business survival in the face of sudden threats or disruptions. To be unprepared for such disruptions would not only affect your profit immediately but also affect your company's reputation in the long run.

Business Continuity Management (BCM) offers a holistic management process which enables companies to assess, plan and strengthen their organizational resilience and their value chains. As a tool, BCM aims to safeguard your business's value propositions, reputation and stakeholders' interests.

Being BCM-ready allows your internal and external stakeholders to be assured that your operations would not be disrupted significantly during 'worst case scenario' situations. Apart from using BCM as a way to cope with crises and disruptions, companies in Singapore have also moved on to use BCM as a strategy to mitigate their risks for unexpected impact such as tighter regulations, manpower shortage and dependency on key suppliers or customers. The ISO 22301:2012 framework offers a structured approach for your company to weigh specific organisational risks and tests the effectiveness of your business continuity implementation.



Extracted from  
Singapore Business Federation's  
BCM Annual 2016

# PROTECT YOUR IT SYSTEMS AND DATA



to ensure your business is able to withstand cyber threats.  
Tap on the complimentary resources via the GOsafeonline page  
at [www.csa.gov.sg](http://www.csa.gov.sg).

## Have you done these?

-  Constantly monitor your IT assets and install software to detect and prevent unauthorised access.
-  Update your operating systems and applications as soon as patches become available to reduce your vulnerabilities.
-  Install an Application Control software with a multi-engine antivirus scanner to protect your systems against malware and phishing attacks.
-  Safeguard your data by performing periodic backups on a secure platform.
-  Build up a strong cybersecurity culture in your workplace by training your employees to practise safe cyber habits.





03



A photograph showing several police officers in uniform interacting with community members in a supermarket aisle. One officer in the foreground is smiling and looking towards the camera. Other officers and community members are visible in the background, some holding shopping bags. The scene is set in a well-lit supermarket with shelves of products in the background.

## PARTNER YOUR COMMUNITY

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- DEVELOP YOUR SUPPORT NETWORKS
  - ENHANCE YOUR COMMUNICATION CAPABILITIES
  - REACH OUT TO YOUR STAKEHOLDERS

# DEVELOP YOUR SUPPORT NETWORKS



to boost your vigilance and ability to deal with security threats and attacks in your immediate vicinity.

## Have you done these?

-  Register to join Singapore Police Force and Singapore Civil Defence Force's Safety and Security Watch Group scheme

### **Building Owner**

Your SGSecure rep can register your building on the scheme. As a member, you can network with your neighbouring building owners and learn the latest best practices in security. Your building security team can work with the Police to conduct a security survey of your building premises for target hardening. Visit [www.police.gov.sg](http://www.police.gov.sg).

### **Building Tenant**

Encourage your building management to participate in the Safety and Security Watch Group scheme.



# ENHANCE YOUR COMMUNICATION CAPABILITIES

so your organisation can act swiftly and decisively during crises.

## Have you done these?

- Create an employee and next-of-kin call directory to facilitate communication during crises.
- Update your call directory regularly.
- Make use of mobile messaging applications to create group-based communication channels.

# REACH OUT TO YOUR STAKEHOLDERS



to enhance your reliability. This will prevent miscommunication and unnecessary disruptions during moments of panic.

## Have you done these?

-  Make a list of your important stakeholders, such as key customers and suppliers, and establish strong channels of communication with them.
-  Prepare a list of potential business partners who can support your business operations in the event that the current ones are affected by crises.





# USEFUL CONTACTS

You can make use of the resources below to help you implement SGSecure in your organisation. These include training courses, business continuity planning initiatives, and other SGSecure materials that you can download and disseminate.

ORGANISATION	WHAT THEY OFFER	RESOURCE & CONTACTS
Ministry of Home Affairs	<ul style="list-style-type: none"><li>Find out more about the SGSecure movement</li><li>Access e-learning modules, posters, videos and publications</li></ul>	Website: <a href="http://www.sgsecure.sg">www.sgsecure.sg</a>
Ministry of Manpower	<ul style="list-style-type: none"><li>Register your SGSecure Rep</li><li>Read more about implementing SGSecure at your workplace</li></ul>	Website: <a href="http://www.mom.gov.sg/sgsecure">www.mom.gov.sg/sgsecure</a> Tel: 6438 5122 Email: <a href="mailto:sgsecure_workplaces@mom.gov.sg">sgsecure_workplaces@mom.gov.sg</a>
National Trades Union Congress	<ul style="list-style-type: none"><li>Find out how unions can work together with you to prepare your employees for a crisis</li><li>Find out how your union leaders can play a part in SGSecure</li></ul>	Website: <a href="http://www.ntuc.org.sg">www.ntuc.org.sg</a> Tel: 6213 8351 Email: <a href="mailto:ntucird@ntuc.org.sg">ntucird@ntuc.org.sg</a>
Singapore National Employers Federation	<ul style="list-style-type: none"><li>Find out how you can prepare your workforce through events organised by SNEF</li></ul>	Website: <a href="http://www.snef.org.org">www.snef.org.org</a> Tel: 6290 7696 Email: <a href="mailto:advisory@snef.org.sg">advisory@snef.org.sg</a>

ORGANISATION	WHAT THEY OFFER	RESOURCE & CONTACTS
Singapore Police Force	<ul style="list-style-type: none"> <li>Register as a SSWG member (for building owners)</li> <li>Access e-learning modules on SGSecure</li> </ul>	Emergency Hotline: <b>999</b> Emergency SMS: <b>71999</b> Website: <b>www.police.gov.sg/sgsecure</b> Non-emergency Hotline: <b>1800 - 255 - 0000</b> Enquiries (Police HQ): <b>1800 - 358 - 0000</b> SSWG Email: <b>spf_sswg@spf.gov.sg</b>
Singapore Civil Defence Force	<ul style="list-style-type: none"> <li>Sign up for Community Emergency Preparedness Programme training in fire-fighting, CPR/AED and First Aid</li> </ul>	Emergency Hotline: <b>995</b> Website: <b>www.scdf.gov.sg</b> Customer Service Centre Tel: <b>1800 - 286 - 5555</b> Email: <b>scdf_csc@scdf.gov.sg</b>
Cyber Security Agency of Singapore	<ul style="list-style-type: none"> <li>Find out more about cybersecurity threats and access complimentary cyber security training tools</li> </ul>	Website: <b>www.csa.gov.sg/gosafeonline</b>
SkillsFuture Singapore	<ul style="list-style-type: none"> <li>Use your SkillsFuture credits to learn useful courses that help you raise workplace preparedness</li> </ul>	Website: <b>www.skillsfuture.sg</b>
Singapore Business Federation	<ul style="list-style-type: none"> <li>Sign up to get Business Continuity Management certification</li> <li>Sign up for other relevant courses such as crisis communications</li> </ul>	Business Continuity Management Portal: <b>www.bcm.org.sg</b> Email: <b>bcm@sbf.org.sg</b> Courses: <b>www.sbi.org.sg</b> Grants: <b>www.businessgrants.gov.sg</b>
Workplace Safety and Health Council	<ul style="list-style-type: none"> <li>Sign up for bizSAFE programme</li> </ul>	Website: <b>www.wshc.sg/bizSAFE</b> Email: <b>bizSAFE@wshc.sg</b>
Singapore Red Cross Society	<ul style="list-style-type: none"> <li>Sign up for certification courses such as Standard First Aid, Psychological First Aid and First Responder Programme</li> </ul>	Website: <b>www.redcross.sg</b> Tel: <b>6664 0563</b> Email: <b>academy@redcross.sg</b>
St John Singapore	<ul style="list-style-type: none"> <li>Sign up for certification courses such as Basic and Occupational First Aid</li> </ul>	Website: <b>www.stjohn.org.sg</b> Tel: <b>6298 0300</b> Email: <b>firstaid@stjohn.org.sg</b>

