

## C.2. CONTINUOUS PROFESSIONAL DEVELOPMENT

# INCIDENT RESPONSE

# Objectives

**Rapid Detection and Response:** To quickly identify and contain security incidents to minimize potential damage and prevent further compromise of systems and data.

**Minimize Impact:** To minimize the impact of security incidents on the organization's operations, reputation, and data integrity.

**Forensic Investigation:** Collect and Preserve evidence to support a thorough investigation. To find root cause(s) & preventing future occurrences.

**Compliance and Reporting:** To ensure compliance with regulations and reporting requirements.

**Continuous Improvement and Learning:** To facilitate continuous improvement by learning from incidents.

# Bomb Threat Incident

The training is to ensure that the SO understand the process and procedures appended in the Standard Operating Procedures (SOP)

For the SO to initiate the most appropriate and relevant at that material time at the deployment sit

To manage a situation where suspected bomb or an improvised explosive device (IED)

To manage a bomb threat call or text message in both specific and non-specific threat incident

To conduct systematic search and evacuation procedures

Liaise and assist the Authorities at scene (Police, SCDF)

Post-incident responses – putting up Incident Reports and update Occurrence Book

# TYPES OF BOMB THREAT



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graph LR; A[TYPES OF BOMB THREAT] --> B[RECEIVE A CALL]; A --> C[RECEIVE A TEXT MESSAGE]; A --> D[SUSPICIOUS OBJECTS/ARTICLES]; A --> E[RECEIVE A LETTER]; A --> F[RECEIVE A PARCEL BOMB];
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The diagram features a central point from which five arrows radiate outwards to the right. Each arrow points to a specific type of bomb threat. The background is a gradient of blue, with decorative circuit-like patterns in the corners.

RECEIVE A CALL

RECEIVE A TEXT MESSAGE

SUSPICIOUS OBJECTS/ARTICLES

RECEIVE A LETTER

RECEIVE A PARCEL BOMB



# SO RECEIVE A BOMB THREAT CALL / TEXT MESSAGE



## Important Reminder

Never rule out the possibility of a genuine bomb threat call or text message.

### **A.BOMB THREAT via TELEPHONE:**

- a) Do not panic. Remain calm.
- b) Alert your colleagues or someone to call the police (use the flash card).
- c) Keep the caller talking as long as possible while the police trace the call.
- d) Treat the call seriously and by using the bomb threat call checklist.
- e) Obtain the following information from the caller
  - i. The precise location of the bomb
  - ii. Exactly how it looks like
  - iii. Time of detonation and what will set it off
  - iv. The amount and type of explosive used
  - v. The reason for such an act



# B.BOMB THREAT via TEXT MESSAGE:



- Screenshot the message received (as evidence for police)
- Do not panic. Remain calm
  - Do not delete the message.
  - If number is displayed, make a call.
- If someone picks up, see part A. Bomb Threat through telephone
- If not, reply the message and try to obtain information from the sender on:
  - The precise location of the bomb
  - Exactly how it looks like
  - Time of detonation and what will set it off
  - The amount and type of explosive used
  - The reason for such an act
  - Person or authority that this message should be conveyed to.
  - If no number is displayed, call police / inform management.
- Be polite and remain calm.
- Do not antagonize or taunt the sender in any way
- Take snapshots or images of the conversation or message as evidence to police.



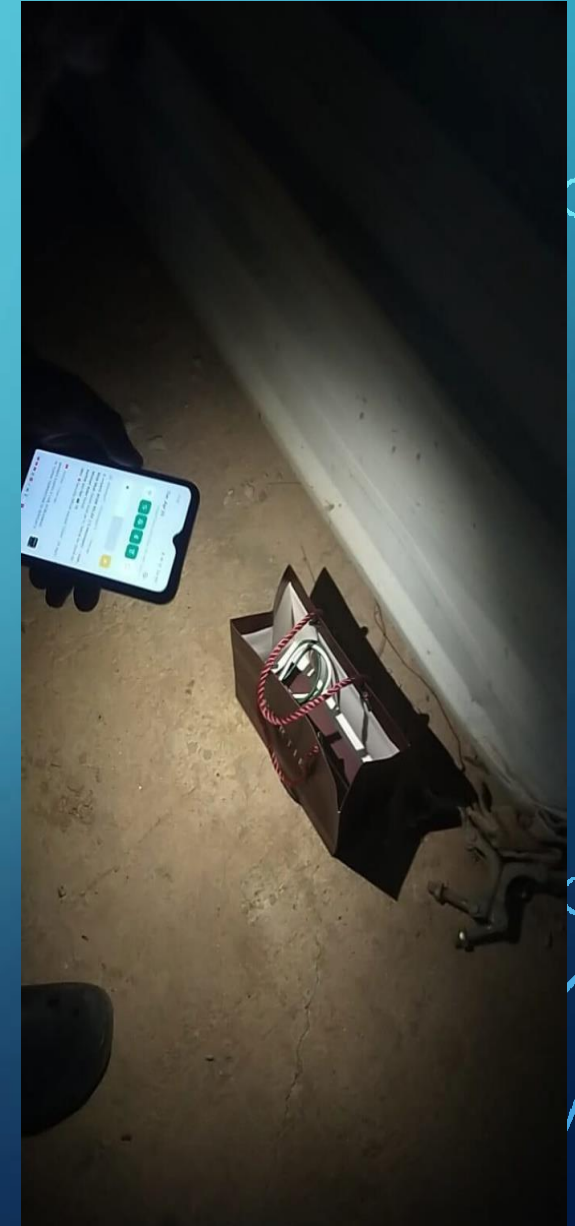
Take note of the following:

- Caller's voice and vocal characteristics
- (e.g. pitch, male or female, adult or child)
- Language used and accent (e.g. local or foreign)
- Manner of speaking (e.g. rapid, deliberate, emotional, angry)
- Background noises (e.g. traffic, music, announcement, shouting)
- Person or authority that this message should be conveyed to.
- Do not antagonize or taunt the caller in any way.
- Be polite and remain calm.
- When the caller hangs up, do not hang up your phone. Place the phone receiver on the side of the phone.



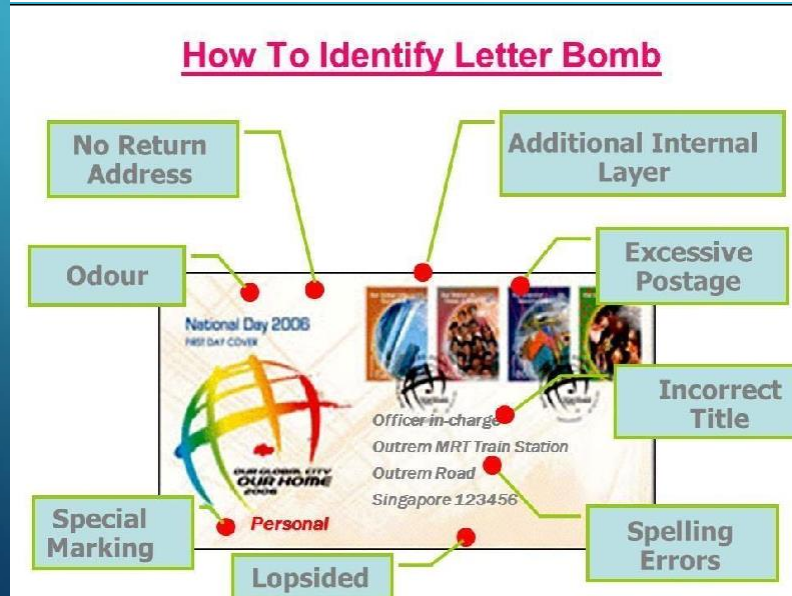
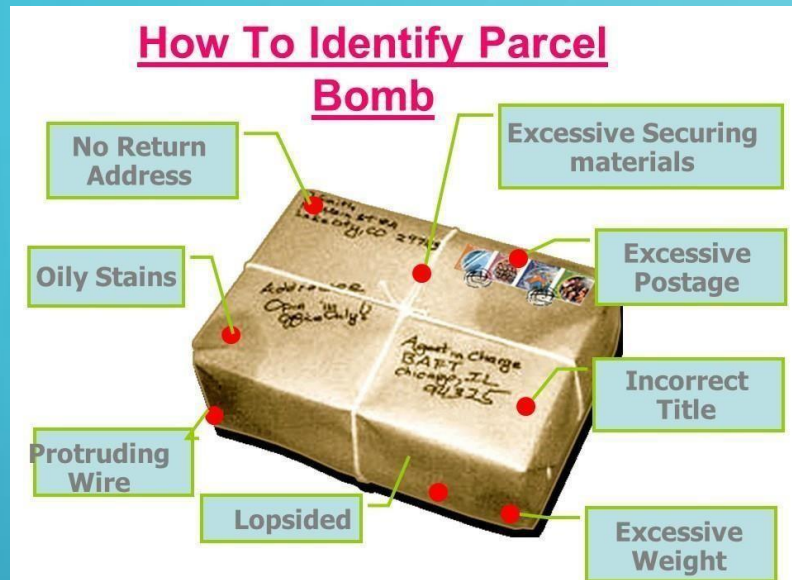
# WHEN SUSPICIOUS OBJECTS/ARTICLES FOUND

- Remain calm
- Do not touch, handle, open or submerge it in water.
- Immediately switch off your walkie-talkie set and handphone.
- Move away from the device to a safe distance (more than 100 meters)
- Use landline to report to inform your supervisor / management / police.
- Put up a cordon at least 100 meters away radius around the device and post danger sign boards
- Remain at the cordon perimeter until the arrival of the police. Brief the police and provide all information on the incident





# WHAT TO DO WHEN YOU RECEIVE A LETTER/PARCEL BOMB

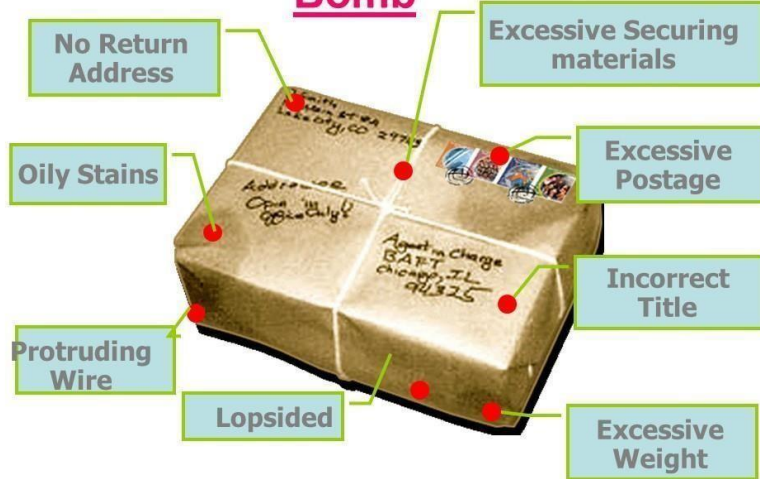


Most letter/parcel bombs delivered through the mail or regular courier service will tolerate a fair amount of handling. If you receive or someone hands over to you a letter/parcel suspected of containing explosive or biochemical material, do not attempt to open it. Most bombs are designed to detonate when the outer wrapping or envelope is cut or torn open. You will immediately take the following actions:

- Inform the management/call the police.
- Switch off walkie-talkie set and handphone.
- Place the suspected letter/parcel in the corner of the room away from the window.
- Evacuate the room or building if necessary, leaving all doors and windows open if it is a suspected bomb but close all doors and windows if it is a suspected biohazard item.
- Secure the premises by putting up a cordon tape and danger signs at least 100 meters away.
- Instruct everyone not to touch anything that looks suspicious.
- Remain at cordon perimeter until the arrival of police.
- If an explosion occurs and evacuation is affected, direct evacuees to safer/alternative routes of escape.

# WHEN RECEIVE A LETTER/PARCEL BOMB

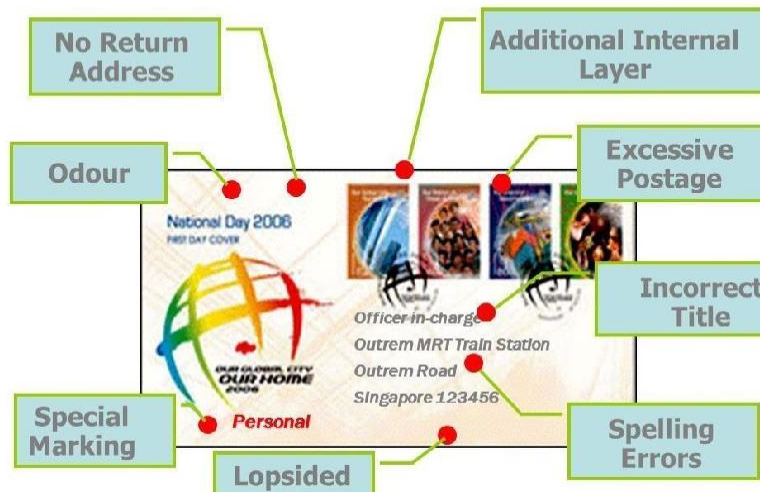
## How To Identify Parcel Bomb



## Checklist to identify the Parcel Bomb threat

1. Is there any return address?
2. Is there any oily stains?
3. Is there any protruding wire?
4. Is it lopsided?
5. Is there excessive securing materials?
6. Is there excessive postage?
7. Is there any incorrect title?
8. Is there excessive weight?

## How To Identify Letter Bomb



## Checklist to identify Letter Bomb threat

1. Is there any return address?
2. Is there any odour?
3. Is there special marking?
4. Is there any lopsided?
5. Is there any additional internal?
6. Is there any excessive postage?
7. Is there any incorrect title?
8. Is there any spelling errors?

# RESPONSE TO THE BOMB THREAT

- ❖ Specific: Where a positive and specific threat have been identified
- ❖ Non-specific: Where the threat is vague, leaving doubts on its authenticity

The response action depending on the classification of the information: -

- ✓ Temporary suspension of operation in the areas affected.
- ✓ Evacuation of the building/area where explosive risks are very high or where a suspected article is located.
- ✓ Isolation of the building/area where there are reasonable grounds to believe that an explosive device had been planted so as to minimize casualty risks.
- ✓ Conduct a systematic and safe search of the area in an effort to locate the explosive device. \



# SEARCH PROCEDURE TO CONFIRM PRESENCE OF BOMB

- ❖ Employee search of their immediate work area to determine the presence of any potentially dangerous infiltrated package/device.
- ❖ Management / Security search by security personnel in other mainly potential bomb planting areas, such as reception lounges, corridors, restrooms, toilets, an external portion of the building, etc.
- ❖ Calling the Police whether a bomb or a suspicious item is found
- ❖ To conduct only a visual inspection and report back to Command Centre
- ❖ Where a suspicious item is found, immediately notify the Police
- ❖ SO to conduct human and vehicular traffic management until stand down

# EVACUATION PROCEDURES

- To develop an evacuation plan and schedule plan to practice (e.g. every quarterly)
- The systematic evacuation by phases or according to the floors in the building.
- All persons should leave through the main fire exits in a quiet and orderly manner.
- Elevators should not be used during the evacuation.
- All persons are to assemble at a designated area where all to be accounted for.
- If possible before evacuation to disconnect all electrical apparatus and to open up doors, windows, cabinets, etc.

# Follow up after an incident (explosion)

- Do not attempt to rescue people inside a collapsed building
- Do not move fatalities
- Do not light matches, candles or other fires
- Give first-aid to people who are injured
- Cordon off the area and do not enter the building until it has been declared safe
- Gather and provide details of those who can give information as witnesses to the Police
- Retrieve and provide all data or footage captured by the security system (CCTV video recording) and the entry/exit register record books
- Assist the Police / SCDF



# CROWD CONTROL PROCEDURES

- Deploy SO at the ground floor fire exit staircases to guide occupants to the designated assembly area
- To man all main entrances and exits to the building to prevent unauthorized entry
- Conduct perimeter patrol with regards to safety
- Direct the SCDF / Police to the Fire Command Centre (FCC)
- Perform traffic control to at the vicinity
- If possible, assist Managing Agent to monitor the procedures at the Assembly Area



# Traffic Control Procedures

**Communication:** Inform Police / SCDF / Command centre to swiftly implement traffic management measures.

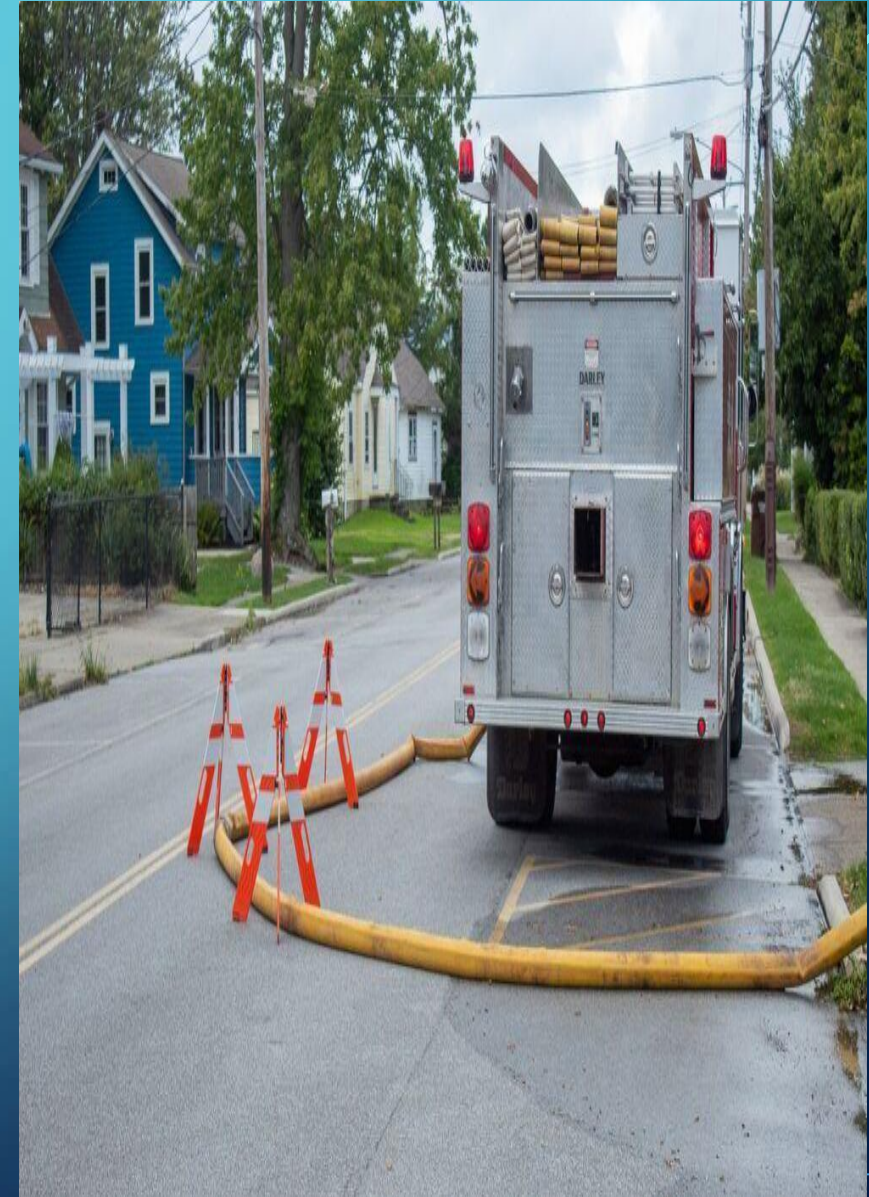
**Area Closure:** Secure the immediate vicinity of the explosion to all forms of traffic, both vehicular and pedestrian, to ensure public safety and allow emergency responders unrestricted access.

**Traffic Diversion:** Create alternative routes for vehicles and pedestrians to navigate around the affected area

**Coordination with Emergency Services:** Collaborate closely with Police / SCDF and other emergency services

To ensure that traffic management efforts align with their operational needs

**Communication with the Managing Agent :** Provide clear and timely communication for timely traffic management plan





# EMERGENCY CONTACT LIST



- Emergency Numbers
- Police – 999
- SCDF (Fire and ambulance services) – 995
- ISD Duty Officer – Tel No. 62566657
- Counter Terrorism Centre – Tel No.1800-262-6473
- Police Hotline – Tel No.1800-255-0000
- Non-emergency numbers
- Police – nearest Neighbourhood Police Post/Centre
- SCDF - 1777



# SUMMARY

- To ensure that security officer is familiar with the Bomb threat SOP.
- To ensure SO is familiar with their roles & responsibilities
- To ensure that SO responds in a safe manner and inform the authority /management accordingly.
- Upon receiving the bomb threat call, SO to listen carefully and note down in detail
- SO to use placard to signal partner to call police during bomb threat call.
- SO to use prepared and approved bomb threat checklist to gather information.
- SO use all possible means to prolong the call.
- SO partner should call the Police /SCDF and inform Command Centre
- SO to download the SGsecure application- to notify the Police in a safer manner.



## **C.2.CONTINUOUS PROFESSIONAL DEVELOPMENT**

### **1. Local Incident-Incident Response**

*Bomb threat at Evergreen Secondary School*

## Objective

- To recognize and assess potential bomb threats to minimize risk and protect individuals and property.
- To implement orderly evacuation procedures to ensure the safety of everyone in the vicinity.
- To coordinate with emergency services and law enforcement (Police, SCDF) and manage bomb threat situations effectively.
- To communicate clear and concise instructions to building occupants during a bomb threat.
- To conduct thorough searches and inspections following bomb threat protocols to detect potential hazards.
- To provide training and discussion to maintain SO knowledge and skills
- Ensuring adherence to legal and safety protocols while handling and responding to bomb threats.
- To ensure the SO actions are in accordance with the SOP





## Overview of Incident

- At 7.40 am on 21 July 2022 in the morning, the police got an alert about a bomb threat
- The police responded quickly and carried out a search
- The police did not find any security threat at the school and concluded that the threat was false
- Students and staff who were already at school were evacuated according to plan
- Parents also received alerts from the school to keep their children at home because of an emergency
- The teachers and counselors at school helped account for all students and ensure their wellbeing
- A male teenager was helping the police with the investigations.

## Case Study

On 21 July 2022, students at the Evergreen Secondary School in Woodlands were evacuated and told to go back home after the school received a bomb threat. The threat turned out to be a false bomb threat. However, the police responded rapidly and carried out a thorough search within the school. The police later determined that the bomb threat was false after completing their security check.

The school students and staff remained calm and executed the school's evacuation protocol as expected. The school informed all of the parents of the threat through the Parents Gateway app and requested them not to let their children go to school.

However, there were children who had already reported to school and the teachers made sure that they were all accounted for before they were sent home for precaution. The teachers and counselors helped check with the students and ensure their wellbeing.

## Case Study

The school administration thanked the police for their quick and immediate action and issued a warning that no action or threat that endangered the safety of the students and staff would be tolerated.

The police indicated that a male teenager was helping the police with the investigations of the incident. They also said that they got an alert about the threat at about 7.40 am in the morning. Even though they did not find any security threats, they promised that they will continue taking all security threats and reports seriously and investigate anyone who caused alarm.

## Key Observations

- SO was calm and composed during the situation.
- SO reported the incident and updated the Command Centre in real time.
- SO assisted the evacuation of the teachers and students in an orderly manner.
- SO conducted proper traffic and human management to avert a panic.
- SO brief the Police and aided during the incident
- SO actions adhered to the SOP for the bomb threat scenario





### Lessons Learnt:

- To never take bomb threat case lightly, although they may appear to be a false call.
- It is important for SO to be au fait with the SOPs or protocols of the premises / properties. It would facilitate the discharge of their duties.
- Safety measure and risk must be taken to consideration relative to the incident.
- To emphasizing the need for quick decision-making and proactive responses to ensure safety

### Lessons Learnt:

- To conduct regular training and discussion to ensure SO can respond effectively during the incident .
- To conduct regular review and update of the SOP to ensure relevance
- *Attend Security Refresher Course and Scenario Courses from LMS: Incident Response Handling Bomb Threats*