

STANDARD OPERATING PROCEDURE
ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

**SOP ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES,
ACTIVITIES & OBJECTS**

1. OBJECTIVE

The purpose of the Standard Operating Procedures is to provide guidelines for the security staff to take appropriate actions in a situation where a suspicious person, vehicle, activity or object is observed at their assigned worksite.

Its scope covers the following aspects:

- o Indicators of a suspicious person
- o Indicators of a suspicious vehicle
- o Indicators of a suspicious activity
- o Indicators of a suspicious object
- o Appropriate response actions by the security personnel

**2. ASSESSMENT OF WHETHER THE SUSPICIOUS PERSON / VEHICLE /
ACTIVITY / OBJECT POSES ANY REAL THREAT**

A) Assessment of whether suspicious person poses any real threat

A suspicious person can be detected by observing his appearance, demeanour and behaviour. The following are some indicators on how a suspicious person may appear and behave (Assessment of Threats):

- Wearing oversized or inappropriate attire that may conceal a hidden object (e.g. wearing a long heavy coat in warm weather).
- Entering premises without authorization or prior notice or pretending to go in to do some work on the premises.
- Loitering near or inside the premises for a long period of time.

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STANDARD OPERATING PROCEDURE
ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

- Wandering within the premises without a valid entry security pass. – Asking specific questions about the security of the premises (e.g. the number of security guards on duty or the number or location of CCTV surveillance cameras)
- Asking questions about the personal movement of a specific or prominent individual (e.g. arrival/departure times, vehicle plate number or parking lot number)
- Not being able to provide a reasonable explanation or are uncooperative when asked for the purpose of their visit.
- Making an unexpected delivery of a package or parcel to an office or to a specific person.
- Putting an object/article or parcel within or outside the premises and quickly leaving the area.

B) Assessment of whether suspicious **vehicle poses any real threat**

The following are some characteristics of a suspicious vehicle which may be laden with explosives (a car bomb). (**Assessment of Threats**):

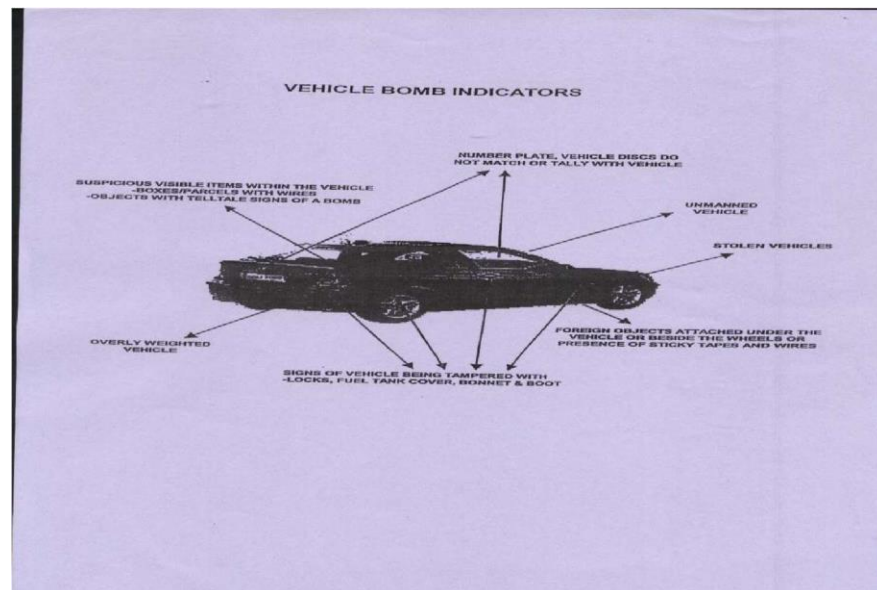
- Unmanned
- Or manned by the person(s) who fit the description of a suspicious person
- Haphazardly parked
- Overly weighted especially where no indication of bulk or load is visible (e.g. sunken tires, suspensions)
- Presence of suspicious items inside (e.g. boxes/containers/parcels with wires sticking out)
- Presence of foreign objects attached to the vehicle or beside the wheels
- Signs of being tampered with (e.g. locks damaged, windows/doors ajar, drilled holes on the car body)

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ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

- It has a new vehicle license plate mounted on an old and dirty vehicle
- The plate registration number does not tally with the vehicle road tax disc.
- The vehicle being driven around in an area repeatedly including on separate occasions.
- Sudden abandonment by the driver at the roadside or next to buildings.



C) Assessment of whether suspicious **activity** poses any real threat

Identify any person who may be engaged in surveillance of the assignment premises. Signs of surveillance being conducted may include any stranger (**Assessment of Threats**):

- Studying the structure and facade of the building
- Studying the surroundings
- Scrutinizing the name board of occupants in the premises

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- Performing reconnaissance on assignment premises using different vehicles and on foot
- Using cameras and video equipment to capture images of assignment premises
- Taking photographs of an accomplice posing in front of the target premises which is used as the backdrop/background
- Dressing up as maintenance/service personnel/ vendors and loitering in the premises

Identify any person who may be engaged in intelligence gathering. Signs of intelligence gathering may include any stranger:

- Befriending security and maintenance personnel to elicit information concerning upcoming events
- Attempting to obtain confidential information concerning assignment premises or persons working in the premises
- Testing access to determine alertness of security personnel and their response procedures
- Loitering for prolonged periods near restricted/sensitive areas
- Observing entry points and access control/ perimeter barriers such as fences and walls

D) Assessment of whether suspicious **object poses any real threat**

A suspicious object raises feelings of wariness or distrust because it is out of the ordinary for the time, place or circumstances.

It includes those that are witnessed to have been purposely abandoned, are left on a secured area, or whose existence cannot be logically explained.

The followings are some indicators on how a suspicious object may appear or behave (**Assessment of Threats**):

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ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

- Rigid or bulky
- Lopsided or uneven
- Wrapped in string
- Badly written or misspelled labels
- Generic or incorrect titles
- Excessive postage
- No postage
- Foreign writing, postage, or return address
- Missing, nonsensical, or unknown return address
- Leaks, stains, powders, or protruding materials
- Ticking, vibration or other sound

Based on the assessment of the perceived threats, the Security Officer must know how to handle the situation as follows:

6. PROCEDURE FOR MANAGING THE SUSPICIOUS PERSON WHEN THE THREAT IS ASSESSED TO BE REAL

- **Observe identifying characteristics** of the person behaving suspiciously.
- **Management of unauthorised access for person**
- **Ask subject for his/her name and purpose of visit** or reason for presence in the vicinity, where appropriate
- **Check explanation given by subject** with appropriate persons who can verify his/her identity and purpose for visit

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ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

- No reasonable explanation can be provided, **inform relevant person/authorities** and provide details.
- **Discreetly observe and monitor the behaviour** and movement of subject whilst awaiting arrival of relevant person/authorities
- **Ensure subject is not approached or alerted**, if requested by relevant person/authorities
- **Provide accurate and complete details to relevant person/authorities when requested**, and assist in their investigations by answering the questions posed
- Record relevant and accurate details of incident involving recording the description of the person behaving suspiciously, e.g.
 - Gender
 - Race
 - Built
 - Clothing
 - Demeanour

The details must be recorded in the incident report for future references.

FORM TO RECORD DESCRIPTION OF THE SUSPICIOUS PERSON	
GENDER	
RACE	
BUILT	
CLOTHING	
DEMEANOUR	

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**7. PROCEDURE FOR MANAGING THE SUSPICIOUS VEHICLE WHEN
THE THREAT IS ASSESSED TO BE REAL**

- **Restrict parking at vulnerable areas** in accordance with security operating procedures
- **Identify any suspicious activity** involving vehicles.
- **Identify any vehicle with suspicious characteristics** which could be laden with explosives.

- **Management of unauthorised access for vehicle**

- **Recording the description of the vehicle**, e.g.
 - Registration number
 - Model, make and colour of vehicle
 - Any markings on the vehicle

The details must be recorded in the incident report for future references.

- Attempt to **identify and contact owner of suspicious vehicle** in accordance with security operating procedures
- **Inform relevant person/authorities** in accordance with security operating procedures and provide complete, accurate and relevant details
- **Keep person(s) at a safe distance away** from suspicious vehicle when instructed by relevant person/authorities
- Where suspicious vehicle is driven away, record relevant details and report to relevant person/authorities.

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FORM TO RECORD DESCRIPTION OF THE SUSPICIOUS VEHICLE	
REGISTRATION NUMBER	
MODEL	
MAKE AND COLOUR	
SPECIAL MARKING (IF ANY)	
DIRECTION/LOCATION	

8. **PROCEDURE FOR MANAGING THE SUSPICIOUS ACTIVITY WHEN
THE THREAT IS ASSESSED TO BE REAL**

- Remain **calm** and **rationale**
- Take **video** or **photographs** of the activities and person(s)
involved from far
- Take down **description** of the **suspicious person(s)**
- Record down **description of vehicle**, if any, such as the
registration number, make, colour, model, etc
- **Inform relevant person or authorities** when encountering persons
behaving suspiciously or inappropriately attired
- **Call 999** if necessary

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ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

FORM TO RECORD DESCRIPTION OF THE SUSPICIOUS ACTIVITY	
Identify any person who may be engaged in surveillance of your assignment premises	
Identify any person who may be engaged in intelligence gathering	
Identify any person behaving suspiciously	
Identify any person with inappropriate or questionable demeanors	
Identify any person wearing inappropriate attire and clothing	
Identify any person who may be a potential suicide bomber	
Inform relevant person or authorities when encountering persons behaving suspiciously or inappropriately attired.	

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9. **PROCEDURE FOR MANAGING THE SUSPICIOUS OBJECT WHEN THE
THREAT IS ASSESSED TO BE REAL**

- Remain **calm** and **rational**
- **Do not** touch, handle, open or submerge it in water
- Immediately **switch off your walkie-talkie set and handphone**
when near the suspicious device

- **Evacuation Procedures:**

The organisation should develop an evacuation plan and have it practiced so that in an emergency, an orderly **evacuation can take place without panic and confusion**. The plan should include, where applicable, methods and instructions as follows: -

- The **systematic evacuation by phases or according to the floors** in the building.
- **All personnel should leave through the main fire exits in a quiet and orderly manner**. Elevators should not be used during the evacuation.
 - All personnel are to **assemble at a pre-arranged area** where all visitors can be accounted for.
- Before they leave, personnel should be instructed to **disconnect all electrical apparatus** and to **open up doors, windows, cabinets**, etc.
- **Supervisors should be the last to leave the area** or building after ensuring that the floors/areas are cleared.

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ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

- **Crowd Control Procedures:**

- **Move away from the device to a safe distance** (more than 100 metres) to switch on your WT set or mobile phone to inform your supervisor / management / police. It is better if you can get the nearest fixed or land-line telephone to do this
- Quickly **put up a cordon at least 100 meters away radius** around the device and post **danger sign boards** to keep other people away
- **Remain** at the **cordon perimeter** until the arrival of the police.

Brief the police and provide all information on the incident

When the evacuation order is given (through a public-address announcement and the second continuous ringing of the fire alarm bells at all floors for 2 minutes), you will be required to carry out one of the following tasks:

- **Deploy at the ground floor fire exit staircases** to **guide occupants to the designated assembly area**
- **Man all main entrances and exits** to the building to **prevent unauthorized entry**
- **Intensify patrolling** in the vicinity of the building

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- **Direct the Civil Defence Officer upon his arrival** to the Fire Command Centre (FCC)
- **Perform traffic control to facilitate the movement** of evacuees at points where they need to cross roads to get to the assembly area
- **Assist in monitoring the building evacuation status** at the assembly area

Traffic Control Procedures

In an event where a large gathering of people or crowd is expected, it is highly possible that there will be a large number of vehicles conveying people to the event.

This can result in the surge of vehicle movement.

If the security personnel conducting traffic control do not have the necessary knowledge and skills in executing their roles and responsibilities, this will result in chaos, accidents and another incident.

Organizational procedures in dealing with traffic control:

Security personnel have to adhere to the organizational procedures in dealing with traffic control. The procedures may include details such as:

- 1) Traffic control is to be provided at various locations, such as, narrow road segments, intersections, and starting or ending points. Only properly trained or certificated personnel are to handle the traffic control responsibilities
- 2) Traffic controllers shall wear reflective gloves and vests before commencement of duties.
- 3) Advance warning signs shall be placed, well in advance of the event and any personnel, to alert oncoming vehicles of the supplemental traffic control and the event.

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ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS

- 4) Traffic controllers will avoid delays or back up of traffic such that:
 - (a) “grid-lock” does not happen;
 - (b) wait times will not exceed two minutes and;
 - (c) adjacent driveways to neighbouring businesses and residences will not be blocked
- 5) To provide advance notification to the residents in the vicinity of the proposed Special Event, by any media (newspaper advertisement, flyer, mail, posting of signs, etc.), that they may experience some inconvenience or traffic delay during the event.
- 6) Compliance with all laws; follow the Rules of the Road and regulations

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ON DEALING WITH SUSPICIOUS PERSONS, VEHICLES, ACTIVITIES & OBJECTS	

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9. REPORTING PROCEDURES

Provide an accurate report - there are two key elements in giving a good report – accuracy and timeliness

- Accuracy means reporting what you saw and nothing more.
Do not add details such as “might have happened” to make the situation sound more important.
- Timeliness means that after a certain period of time, the suspicious situation will change; people will leave and possibly alter their appearance. It is very important to report anything suspicious immediately after you observe it occurring

Know what to report - It is important for the responding security officer to quickly spot the suspicious person, vehicle or activity. You can help by providing details and creating a “word picture” for the police or law enforcement officer to assess the situation. Details of activity are important to report but may change due to time lapse once the police officer arrives. Permanent details of suspicious person or vehicle are critical because they are not likely to change quickly. If possible, use your phone camera to capture discreetly the image of the suspicious person.

Know who to call - How do you report your suspicions on a possible terrorist activity? If you think public lives are in danger or a serious crime is about to take place, **call the police at Telephone No. 999**. You may also report to your supervisor or any management staff of the establishment where this suspicious person or activity is observed. You can also contact:

- ISD Duty Officer – Tel No. 62566657
- Counter Terrorism Centre – Tel No.1800-262-6473
- Police Hotline – Tel No.1800-255-0000

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