

C.2. CONTINUOUS PROFESSIONAL DEVELOPMENT

THREAT OBSERVATION

C.2. CONTINUOUS PROFESSIONAL DEVELOPMENT

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

Objectives

To provide guidelines for SO to deal a suspicious person, vehicle, activity or object is observed at their assigned worksite.

The scope covers the following aspects:

- Suspicious person
- Suspicious vehicle
- Suspicious activity
- Suspicious object

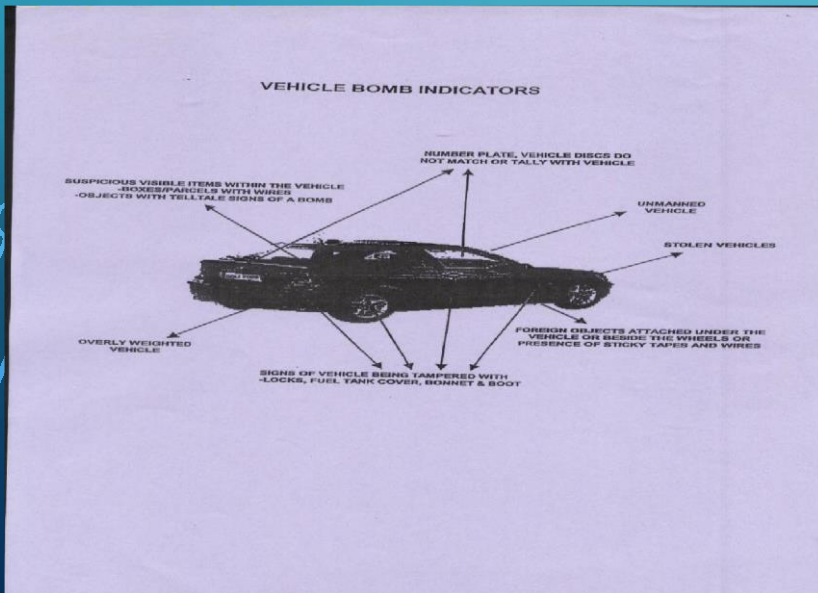


Assessment of Suspicious Person



- 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.
- Wandering within the premises without a valid entry security pass
- Ask security related questions of the premises
- Fail to provide a reasonable explanation or uncooperative when asked for the purpose visit.
- Deliver unexpected package or parcel
- Placing an object/article outside the premises & leave quickly

Assessment of Suspicious Vehicle



- Unmanned⁹/ manned by the person(s) who fit the description of a suspicious person
- Haphazardly parked
- Overly weighted (e.g. sunken tires, suspensions)
- Suspicious items inside (e.g. parcels with wires sticking out)
- Foreign objects attached to the vehicle
- Signs of being tampered with (e.g. locks damaged, windows/doors ajar, drilled holes on the car body)
- New vehicle license plate mounted on an old vehicle
- Vehicle being driven around in an area repeatedly
- Sudden abandonment by the driver at the roadside or adjacent buildings.

Assessment Suspicious Activity



- Studying the structure & layout of the building
- Peering into the premise & surroundings
- Scrutinizing the name board of occupants @ premise
- Performing reconnaissance using vehicles and on foot
- Using cameras & video to capture images of premises
- Taking photographs of the premise
- Posed as maintenance/service personnel/ vendors and loitering in the premises



Identify any person who may be engaged in intelligence gathering.

- 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

Assessment Suspicious Object

SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



- 1 Handle with care. Don't shake or bump.
- 2 Isolate it immediately
- 3 Don't open, smell, touch or taste.
- 4 Treat it as suspect. Call local law enforcement authorities

If a parcel is open and/or a threat is identified . . .

For a Bomb:
Evacuate Immediately
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

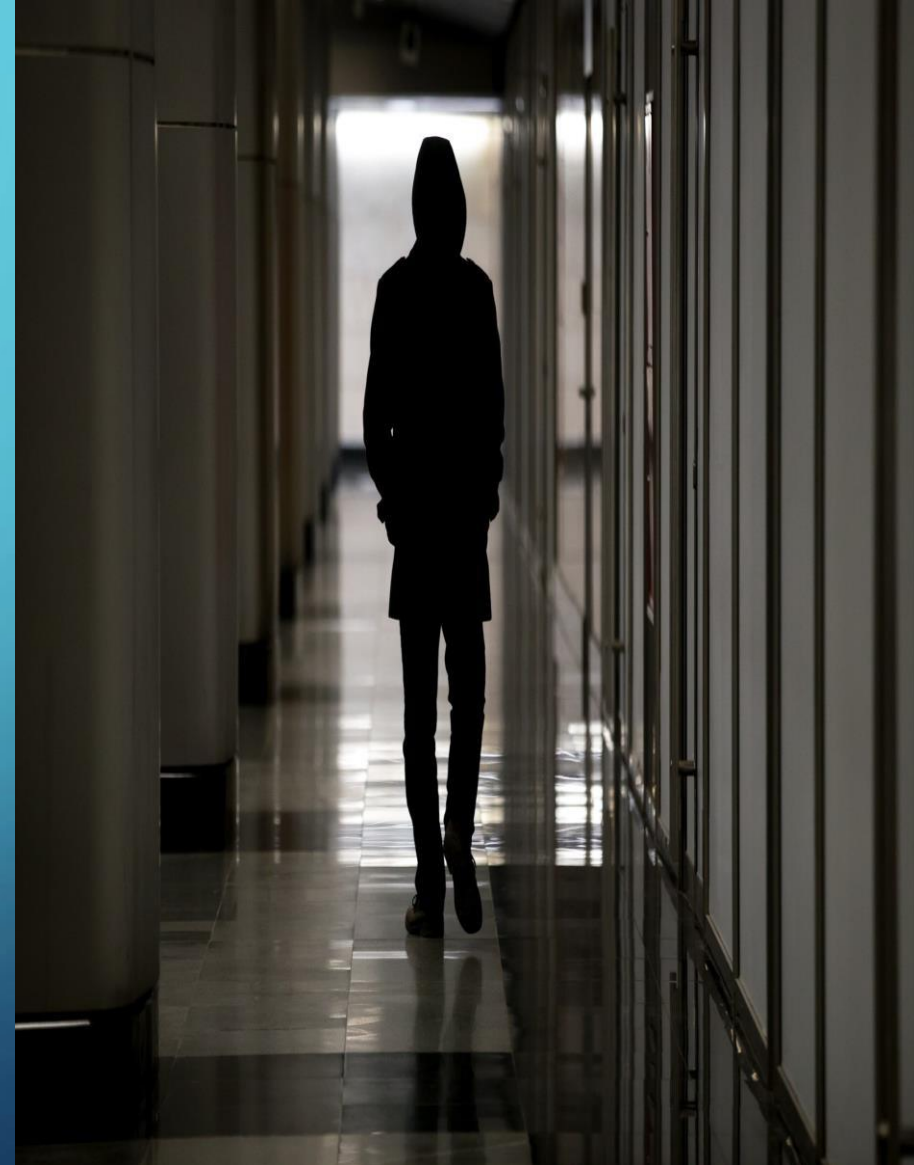
For Radiological:
Limit Exposure - Don't Handle
Evacuate Area
Shield Yourself From Object
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

For Biological or Chemical:
Isolate - Don't Handle
Evacuate Immediate Area
Wash Your Hands With Soap and Warm Water
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

- 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

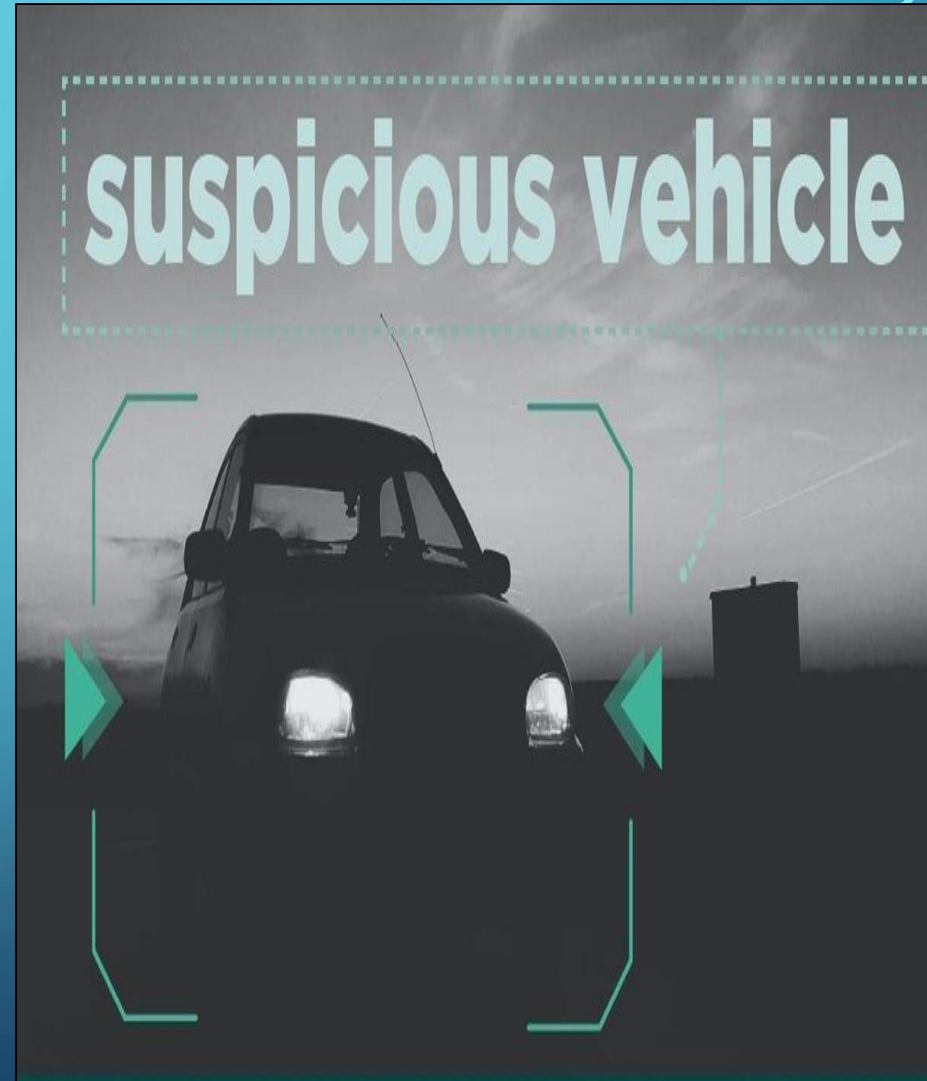
SECURITY MITIGATION FOR SUSPICIOUS PERSON

- **Observation and Awareness:** Remain observant of the person's behavior and appearance. Notice any unusual or concerning actions, such as loitering, attempting to conceal their identity
- **Communication and Reporting:** Report to Command Centre immediately informing the description / details & action of the person.
- **Personal Safety :** Ensure your personal safety and keep a safe distance from the suspicious person if you are deployed alone
- **De-escalation and Non-confrontational Approach:** Remain calm, tactful but firm
- **Continual Assessment :** Continue to monitor the individual's behavior until the arrival of assistance.
- **Provide updates to Command Centre and seek direction.**



SECURITY MITIGATION FOR SUSPICIOUS VEHICLE

- **Notify Command Centre & Authorities:** Contact Command Centre & Authorities immediately. To provide information including the vehicle's make, model, colour, and license plate number
- **Ensure your safety:** Keep observation and make notes. Safety should always be the top priority
- **Do not approach the vehicle:** Keep a safe distance from the vehicle
- **Document observations:** To document observations about the vehicle and the driver
- **Report Updates :** To Command Centre in real time and comply with SOP for such incidents
- **Provide updates to Command Centre and seek guidance**



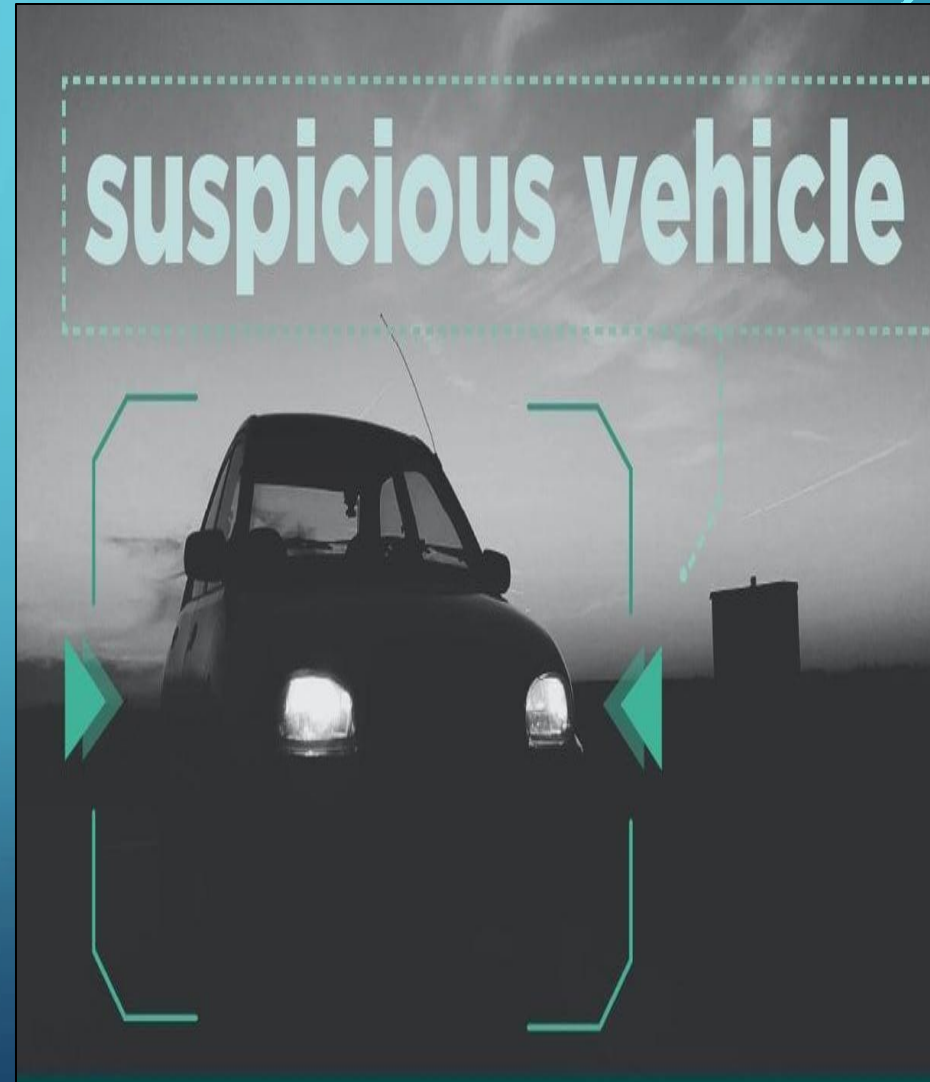
SECURITY MITIGATION FOR SUSPICIOUS ACTIVITY

- Monitor and Access Control: Implement real-time monitoring of network and system to quickly identify any unauthorized or abnormal behavior
- Incident Response Plan: Develop and regularly update an incident response plan to ensure a swift and effective response to any suspicious activity
- Training: Provide regular security awareness training to all SO on signs of suspicious activity and the actions for a security breach.
- Patrol – Based on risk assessment, Management to schedule varied patrol (foot patrol & clocking) to focus on restricted / sensitive areas to detect anomaly activities
- Security Audits: Management (OM / OE / Patrol Officer) to conduct regular security visits and audits to ensure that the SO adheres to the security shift work plan.



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SECURITY MITIGATION FOR SUSPICIOUS OBJECT

- Remain calm and compose
- Conduct visual inspection only
- Do not touch, handle, open or submerge it in water
- Switch off your walkie-talkie set and handphone
- To develop an evacuation plan
- A 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.
- SO to direct all personnel to the Assembly Area for headcount
- SO / Supervisors should be the last person to leave the area or building after ensuring that the personnel / floors / areas are cleared.

IF YOU OBSERVE A SUSPICIOUS OBJECT

DO NOT touch or move any suspicious objects

DO NOT use a cell phone or radio in direct vicinity

DO evacuate the area to a safe distance

DO notify appropriate authorities as soon as possible



SUMMARY



**Security guard skills (and
how to improve them)**

- SO must be au fait with the various SOP for the respective suspicious scenarios
- Regular scenario-based exercise (e.g. quarterly – to ensure SO will be mentally prepared for any incident
- Management may conduct scheduled 'Table-Top Exercise' with the ground officers to assess their current knowledge and skills in dealing with the respective scenarios
- Review the SOP to ensure that they are current and relevant
- Information Sharing – Management may cascade reported cases or related security incidents to their SO Report the description of suspect's activities (e.g. how long was he there, what was he doing)
- Management may also upload all the security related security incidents in their company for easy access by the SO via their handphone.

C.2.CONTINUOUS PROFESSIONAL DEVELOPMENT

*Local Incident-Threat Observation:
'Elderly man arrested for leaving 'white
substance' at Woodleigh MRT station'*

OBJECTIVES

- ❖ To develop skills to recognize and assess potential security threats effectively.
- ❖ To understand situational awareness to identify suspicious behavior and activities.
- ❖ To enhance observation techniques to detect and report security risks promptly.
- ❖ To communicate threat observations accurately to relevant Command Centre, security personnel or authorities.
- ❖ To conduct training in technology and tools to support threat detection and reporting.
- ❖ To Implement proactive measures to prevent potential threats from escalating.
- ❖ To emphasize the importance of continuous training and awareness to maintain SO high standard of threat observation proficiency.

Overview of Incident

- An elderly man was arrested in Singapore for leaving a "white substance" at Woodleigh MRT station.
- The incident occurred at Woodleigh MRT station, which is a Mass Rapid Transit (MRT) station in Singapore.
- The man left the "white substance" at the station, causing concern among commuters and authorities.
- The substance was reported to the police, who swiftly responded and arrested the elderly man.
- The article does not provide specific details about the nature of the substance or whether it posed any actual danger.
- The incident prompted a response from the Singapore Police Force and other relevant authorities to ensure public safety and investigate the situation.
- Investigations were carried out to determine the nature of the substance and the intentions of the elderly man.
- It is unclear from the article whether the man had any malicious intent or if it was a misunderstanding.
- The incident caused temporary disruption to the operation of Woodleigh MRT station while authorities handled the situation.
- Conclusively, the article does not provide information about any charges or legal consequences the elderly man may face as a result of his actions.

CONSEQUENTLY - <https://www.straitstimes.com/singapore/courts-crime/man-gets-maximum-1000-fine-for-leaving-white-powder-at-woodleigh-mrt-station> (KEY POINTS DENOTED BELOW)

- The man who left white flour at Woodleigh MRT station received the maximum penalty of a \$1,000 fine.
- The incident was considered a serious offense, resulting in the imposition of the highest possible financial punishment.
- The act of leaving the white flour at the MRT station was deemed to have violated regulations or laws, leading to legal consequences.
- The sentencing decision indicates that the authorities intended to send a strong message regarding the seriousness of such actions.
- The maximum fine serves as a deterrent, aiming to discourage individuals from engaging in similar behavior in the future.
- The punishment signifies the significance placed on maintaining public safety and order within transportation infrastructure.
- The imposition of the fine highlights the importance of adhering to regulations and laws governing public spaces.
- The outcome of this case showcases the Singaporean legal system's commitment to enforcing consequences for disruptive or potentially harmful actions.
- The article does not provide information on any additional penalties or legal repercussions the man may have faced apart from the monetary fine.
- The severity of the penalty demonstrates the gravity with which the authorities treated the act of leaving the white flour, emphasizing the need for responsible behaviour in public areas.
- What is understanding learning objectives?
- Learning objectives should be brief, clear, specific statements of what learners will be able to do at the end of a lesson as a result of the activities, teaching and learning that has taken place. They are sometimes called learning outcomes.

'Elderly man arrested for leaving 'white substance' at Woodleigh MRT station'

A 69-year-old man was arrested on Tuesday (18 April 2017) for leaving a suspicious white substance at Woodleigh MRT station, which turned out to be baking flour.

Two other men, aged 53 and 70, are also assisting the police with into the matter, said the Singapore Police Force (SPF) in separate statements. Preliminary investigations revealed that the men were together with the arrested suspect.

“The white substance was subsequently established to be flour used to mark a trail for their running route,” said one of the statements.

The SPF had earlier said that the arrested man is being investigated for an offence of public nuisance. The presence of the substance caused a temporary closure of the MRT station for about three hours.

Singapore Civil Defence Force's HazMat officers later established the substance to be baking flour.

“The Police treat all security threats seriously and will not hesitate to take action against anyone who cause public alarm,” the statement said.

The SPF also reminded the public to immediately report any suspicious items or behaviour to the transport authorities or the police.

'Elderly man arrested for leaving 'white substance' at Woodleigh MRT station'

Case Study:

[https://sg.news.yahoo.com/elderly-man-arrested-leaving-white-substance-woodleigh-mrt-station-104241004.html#:~:text=A%2069%2Dyear%2Dold%20man,\(SPF\)%20in%20separate%20statements](https://sg.news.yahoo.com/elderly-man-arrested-leaving-white-substance-woodleigh-mrt-station-104241004.html#:~:text=A%2069%2Dyear%2Dold%20man,(SPF)%20in%20separate%20statements)

Source:yahoo.com

[https://sg.news.yahoo.com/elderly-man-arrested-leaving-white-substance-woodleigh-mrt-station-104241004.html#:~:text=A%2069%2Dyear%2Dold%20man,\(SPF\)%20in%20separate%20statement.](https://sg.news.yahoo.com/elderly-man-arrested-leaving-white-substance-woodleigh-mrt-station-104241004.html#:~:text=A%2069%2Dyear%2Dold%20man,(SPF)%20in%20separate%20statement.)

Straits Times :

<https://www.straitstimes.com/singapore/courts-crime/man-gets-maximum-1000-fine-for-leaving-white-powder-at-woodleigh-mrt-station>

Key Observations:

- ❖ SO was calm and composed during the situation.
- ❖ SO reported the incident and updated the Command Centre in real time.
- ❖ SO assisted to cordon the scene and guard the scene until the arrival of the Police.
- ❖ 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 threat observation scenario
- ❖ SO was aware of surroundings and noticing out-of-place or suspicious behaviour

Lessons Learnt

- ❖ SO must sharpen their observation skills to identify subtle threat indicators effectively.
- ❖ SO must be aware of surroundings and noticing out-of-place or suspicious behavior.
- ❖ SO must understand the significance of timely and accurate reporting of observed threats.
- ❖ SO must recognize the importance of proactive measures in preventing potential threats.
- ❖ Management to ensure continuous learning by and training by the Management to maintain the standards and skills of the SO
- ❖ *Attend the following from the Learning Management System (LMS)*
Security Basic Functions: Threat Observation