



# SGSecure@Workplaces Modules

**The terror threat to Singapore  
is constantly evolving.**

**Businesses need to be  
prepared and stay resilient in  
the face of terror attacks.**

# What is SGSecure@ Workplaces?

SGSecure@Workplaces aims to create vigilant workplaces that are capable of withstanding terror threats and other situations that may harm the harmonious relationships at our workplaces.

This is a 6-part module series to guide you, as an employee, employer or an SGSecure rep, to raise preparedness against terrorism at your workplace. Through interactive modules and quizzes, you will be equipped with relevant knowledge, resources and skills to prepare your workforce, protect your workplace and partner your community. We are so glad to have you on board!

# Terrorism-related Incidents in Southeast Asia (2016-2019)



**BANGKOK, THAILAND**  
2019, EXPLOSIONS AT THE GOVERNMENT COMPLEX AND CHONG NONSI AREA

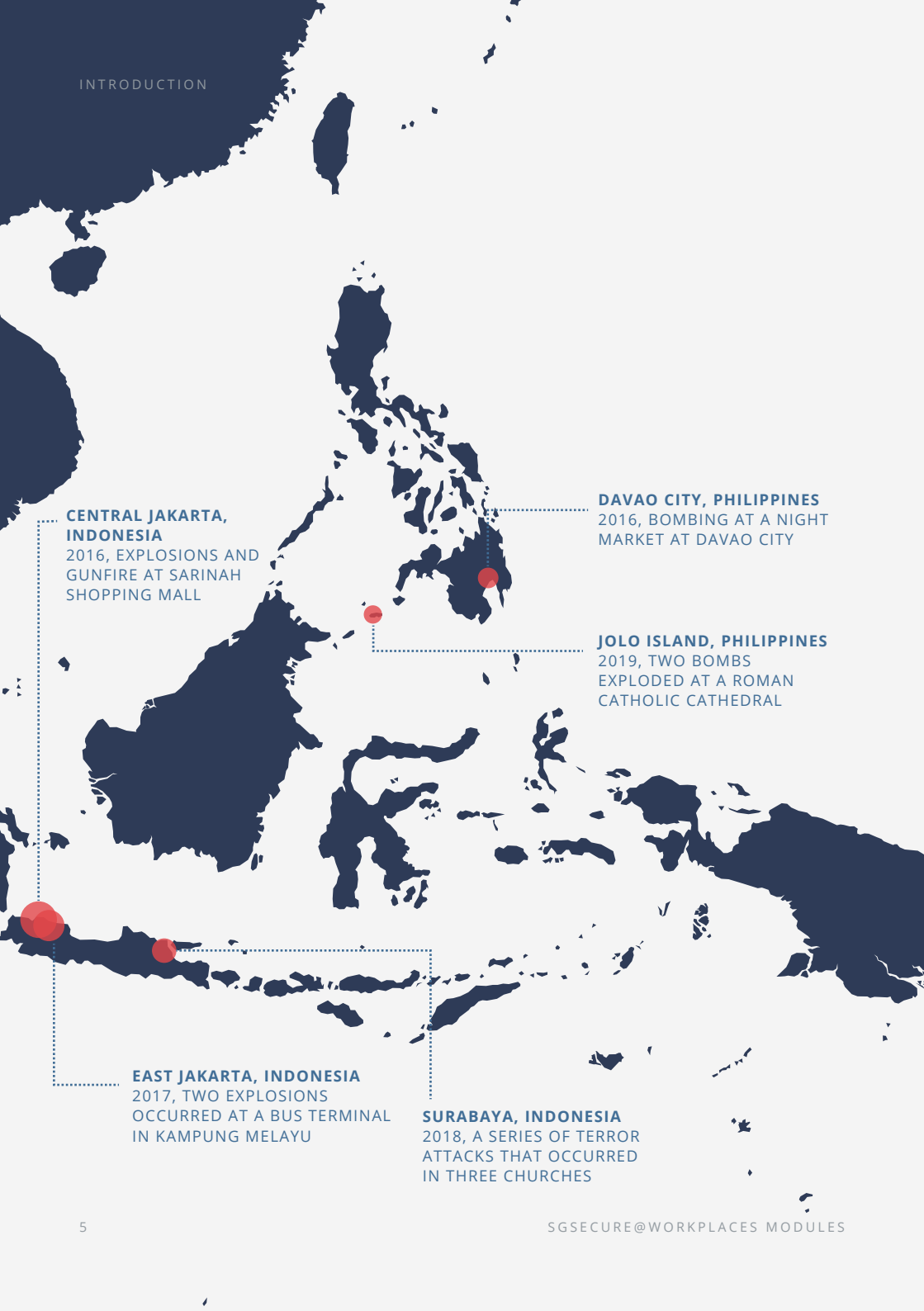
**PATTANI, THAILAND**  
2017, TWO BOMBS EXPLODED AT BIG C SUPERMARKET

**YALA, THAILAND**  
2018, A MOTORCYCLE BOMB EXPLODED IN A MARKET

**KLANG VALLEY, MALAYSIA**  
2019, FOUR MEN ARRESTED FOR PLOTTING TERROR ATTACKS

**PUCHONG, MALAYSIA**  
2016, GRENADE ATTACK AT MOVIDA BAR

**SINGAPORE**  
2019, RADICALISED SINGAPOREANS AND DOMESTIC WORKERS WERE DETAINED



**CENTRAL JAKARTA, INDONESIA**  
2016, EXPLOSIONS AND GUNFIRE AT SARINAH SHOPPING MALL

**DAVAO CITY, PHILIPPINES**  
2016, BOMBING AT A NIGHT MARKET AT DAVAO CITY

**JOLO ISLAND, PHILIPPINES**  
2019, TWO BOMBS EXPLODED AT A ROMAN CATHOLIC CATHEDRAL

**EAST JAKARTA, INDONESIA**  
2017, TWO EXPLOSIONS OCCURRED AT A BUS TERMINAL IN KAMPUNG MELAYU

**SURABAYA, INDONESIA**  
2018, A SERIES OF TERROR ATTACKS THAT OCCURRED IN THREE CHURCHES

# No country is safe from the threat of terrorism, including Singapore.

The threat of terrorism is real, as evident from the numerous attacks around the world in recent years. Employees and employers have the responsibility to prepare their workplaces and stay resilient in the face of terror attacks. Not only will an attack result in loss of lives, disruption can also result in job losses and impact the economy. As such, putting in place comprehensive safeguards is critical.

# Our Available Modules



## **Module 1:**

### **Creating awareness on the terror threat**

A terror attack can occur anywhere, even at your workplace



## **Module 2:**

### **Responding in the event of a terror attack**

Be equipped with the knowledge and skills to handle crises



## **Module 3:**

### **Fostering a harmonious and inclusive workforce**

Good relationships between co-workers foster unity in times of conflict



## **Module 4:**

### **Protecting your workplace**

Activate physical and digital protection measures and business continuity plans



## **Module 5:**

### **Enhancing communication capabilities**

Develop communication networks with co-workers and stakeholders



## **Module 6:**

### **Reacting in the aftermath of a terror attack**

Activate crisis communications plans and provide psychological support to co-workers

# Overwhelmed? Fret not.

Let Nadia guide you through these modules.



Meet Nadia, a 30-year-old barista working at Beano's Coffee. Appointed as Beano's SGSecure rep, her mission is to advocate preparedness within her workplace and also help you become a qualified SGSecure rep. Follow Nadia to find out more!





# Module 1: Creating Awareness on the Terror Threat

## **Aims**

- To understand the terror threat Singapore is facing
- To understand that it is possible that a terror attack may happen at the workplace

“

**Will a terror attack  
really happen in  
Singapore?**

”

“

**Singapore is  
too small to be  
targeted...**

”

**Still not convinced of the terror threat?**

# The terror threat is real.

The 9/11 attack on the World Trade Center and the Pentagon in the United States shocked the world and dramatically changed the security landscape.





## **The Threat to Singapore**

Since 2015, 22 self-radicalised Singaporeans have been detained under the Internal Security Act\*. Extremist ideologies continue to persist in the region. Singapore has also been listed as a target by terrorist groups.

## **The Lone Wolf**

There has been a rise of unconventional attacks in recent years conducted by “lone wolves”. These individuals plan radical activities alone without having any direct contact with terrorist groups.

The choice of weapons has also changed from conventional to common tools used in daily life, e.g. vehicles and knives, as they are accessible to these “lone wolves”.

## **Staying on High Alert**

It is important to note that terrorists can come from any religious group or when individuals adopt extremist ideologies.

As the terrorism threat to Singapore remains high, we must continue to stay alert, and be prepared that an attack might one day happen.

\* *Singapore Terrorism Threat Assessment Report 2019*

**Watch the following video to get an overview of what would happen if a terror attack were to take place at our workplaces.**



# Terror Attacks Bulletin

Refer to the event icon below to read more about the potential control measures that could mitigate the terror attack.



**November '19**  
**Medan**

Suicide bomber at a police station's carpark in Indonesia's city of Medan in North Sumatra



**August '19**  
**Bangkok, Texas, Ohio**

Bombs blast at 3 locations in Bangkok; Shootings in El Paso, Texas and Ohio



**April '19**  
**Sri Lanka**

8 co-ordinated bomb blasts across churches and luxury hotels



**March '19**  
**Christchurch**

Shooting by an Australian right-wing extremist across two mosques



**December '18**  
**Strasbourg**

Shooting and stabbing at a Christmas Market



**March '18**  
**France**

Shooting at a French supermarket



**December '17**  
**New York**

A pipe bomb was detonated in an underground walkway



**November '17**  
**New York**

A rental pickup truck crashed into several people and a school bus near Ground Zero



**August '17**  
**Spain**

A van ploughed into pedestrians in Barcelona, Spain, killing 14 people



**June '17**  
**London**

Three attackers rammed into many people at the Borough Market



**May '17**  
**Manchester**

Ariana Grande concert bombing

# Ready to be Quizzed?



Take our Module 1 quiz to see if you have a better understanding of the terror threat in Singapore.  
Circle the correct option(s).



## Question 1/2



**Which of the following can be used as a weapon?**

BOMBS

KNIVES

VEHICLES

ALL OF THE ABOVE

## Question 2/2



**Terrorists come from only one religious group.**

TRUE

FALSE

# Share with Your Co-workers

Now that you have a better understanding of the terror threat in Singapore, share this important knowledge with your co-workers as well. Here are some suggested materials to better educate them on what you have learnt in this module.

You may choose to disseminate the information via email or organise some face-to-face sessions. Feel free to use the content and quiz questions from this webpage too. For more resources, refer to the [MOMSGSecure@Workplaces website](#).

## **Step 1**

Screen the "[Overview of SGSecure@Workplaces](#)" video during the session or share the link with your co-workers.

## **Step 2**

Go through the bulletins to raise awareness on terror attacks that have happened overseas.

## **Step 3**

Hold a quiz to reinforce learning outcomes. Get your co-workers to scribble their answers on a piece of paper, and check in with them.

# Resource List



## Videos

**Overview of SGSecure@  
Workplaces**



## Advisories

**Creating awareness of terror  
threats amongst employees**

Suggestions on how to educate employees and sensitise them to terror threats.



## Bulletins

Learning points from past attacks

- **2019 Medan attack**
- **2019 Bangkok, Texas,  
Ohio attacks**
- **2019 Sri Lankan attack**
- **2019 Christchurch attack**
- **2018 Strasbourg attack**
- **2018 French supermarket  
gun attack**
- **2017 Manhattan attack**
- **2017 New York attack**
- **2017 Spain attacks**
- **2017 London Bridge attacks**
- **2017 Manchester attacks**

# Quiz Answers

**Q1. Which of the following can be considered as a weapon?**

**All of the above**

Any object can be weaponised and can harm others.

**Q2. Terrorists come from only one religious group.**

**False**

Terrorists can come from any religious group whenever individuals adopt extremist ideologies.

**Q3. How can you stay vigilant?**

**Call for appropriate assistance when you encounter a suspicious situation**

Stay calm and collected when you witness something that appears suspicious.

**Q4. You received news through the SGSecure app that shootings just happened within 10km of Beano's Coffee. Your cafe is crowded and busy. What should you do?**

**Lower shutters to prevent any attackers from entering the cafe**

Keep your customers safe and keep everyone updated and informed.



# Module 2: Responding in the Event of a Terror Attack

## **Aims**

- To understand that everyone has a role to play in keeping Singapore safe from terrorism
- To learn how to respond effectively in the event of a terror attack at the workplace



GOVERNMENT/  
SECURITY AGENCIES



COMMUNITY



EMPLOYEES/  
EMPLOYERS

# Playing Our Part in Keeping Singapore Safe

Singapore's safety must not be taken for granted. You may think that security is best managed by government agencies, the police or security companies, but we are our country's greatest resource — each and every one of us has a role to play in staying vigilant to protect our society and way of life. With businesses being our key economic drivers, our workforce must be prepared to stay resilient in the face of terror attacks.

Stay alert to prevent a terrorist attack and to keep yourself safe in the event of an attack. Learn how to look out for tell-tale indicators of suspicious behaviour and articles below.

# Tell-Tale Signs of a Terrorist

ATTEMPT TO CONCEAL THEIR IDENTITY

BULKY OR OVERSIZED ATTIRE THAT MAY CONCEAL WEAPONS OR EXPLOSIVES



ELECTRICAL WIRES STICKING OUT FROM UNDER THEIR CLOTHING

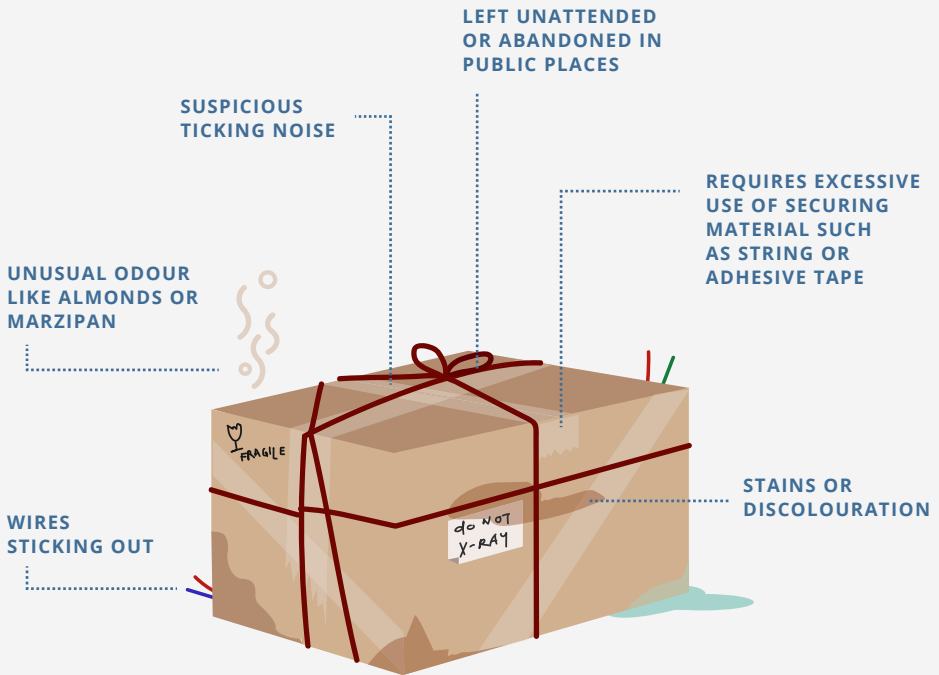
**Physical appearances aside, a potential terrorist may also behave suspiciously or take a more hands-on approach to plan their attack, such as:**

- Loitering for an extended period of time, sometimes doing video recordings of the surroundings
- Placing an object or parcel in a crowded area and departing immediately
- Asking specific questions concerning the security of a place, the neighbourhood, an event, or the personal movement of a specific prominent individual
- Being uncooperative when asked for their purpose of visit



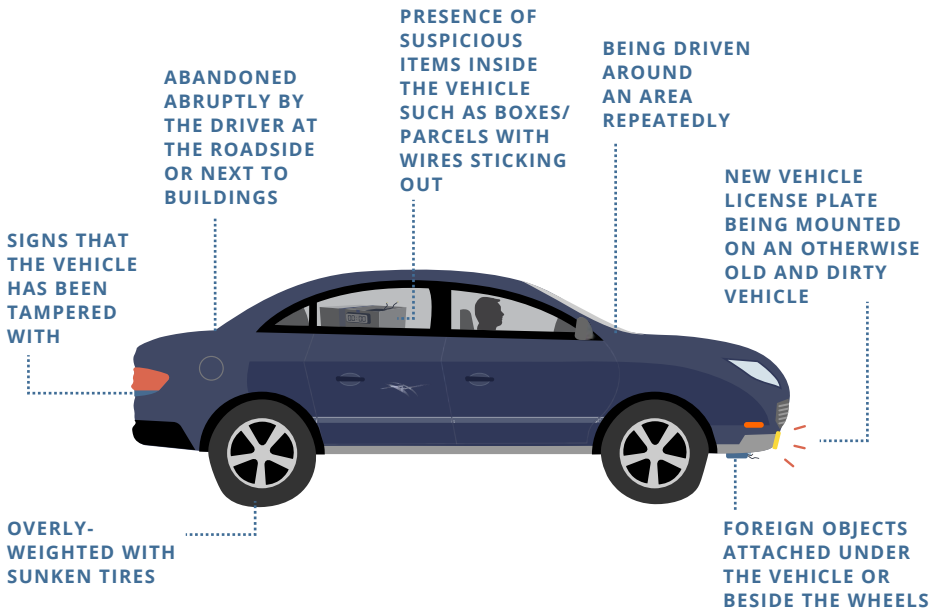
# Being Cautious of Suspicious Articles

Is that parcel at reception someone's mail?  
Or a threat? Here's what to look out for.



# Spotting Suspicious Vehicles

In many attacks, terrorists have used vehicles to house explosive charges, kill people near the blast site or to damage buildings or other property. In several instances, terrorists have conducted vehicle-ramming attacks that have led to deaths as well as destruction to property. Vehicles have also been used to store explosive charges.



# Not sure if the person or article is suspicious?

Should you notice suspicious activity, do direct your concerns to authorities or report the incident to the police. You may also utilise the SGSecure app to make a report.

Watch the following video to get tips on how to be more vigilant at workplaces.



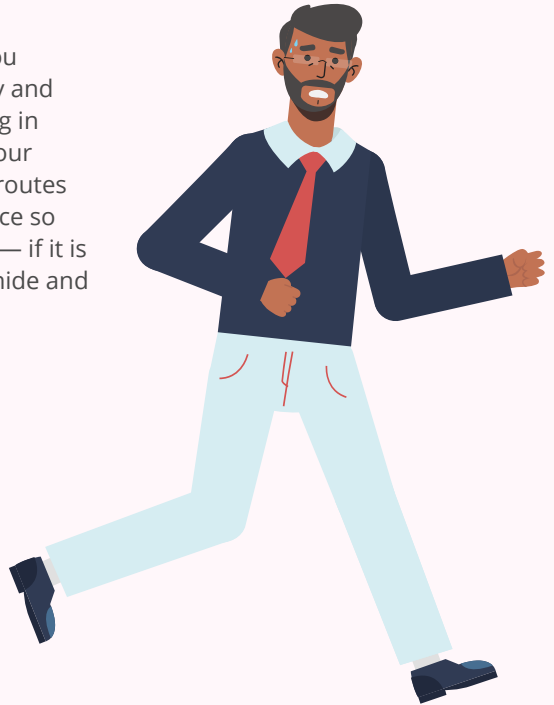
# Next step, prepare your team.

You can take steps to train your employees and prepare your workforce to react to a terror attack. Being able to respond effectively in the event of a terror attack makes a huge difference in minimising the loss of lives and disruptions to your business.

Keep reading to find out how you and your co-workers can prepare for terror threats.

# Know your evacuation routes.

With a set evacuation route, you and your co-workers can safely and efficiently evacuate the building in the case of emergency. Brief your co-workers on the evacuation routes and safe rooms at the workplace so that they know how to escape — if it is too late to run they could still hide and stay safe before help arrives.



## In the event of a terror threat...

# Run, Hide, Tell

### Run

Run away from danger. Consider the safest route and move quickly and quietly to stay out of view of the attackers. Do not surrender or attempt to negotiate. Insist that others leave with you. Leave your belongings behind.

### Hide

If escape is not possible, hide. Find cover and stay out of sight. Barricade doors with heavy items to prevent access by attackers. Move away from doors. Be very quiet and switch your phone to silent mode.

### Tell

Inform the police of the threat via call, text or the SGSecure App.





## **Call 999 SMS 71999 Use the SGSecure App**

There are 3 ways of reporting a terror attack. Not safe to talk? SMS or report the incident via the SGSecure App.

Provide information about your location, and the attacker, such as the number of them, any identifying features, weapons and equipment. Be specific and concise.





In the event of a terror threat...

# Press, Tie, Tell

If you encounter someone who is bleeding profusely while hiding, carry out Improvised First Aid Skills without drawing attention to yourself.



## Press

Press directly on the wound. To stop the bleeding, press on the wound using items such as a handkerchief or cloth.

## Tie

Tie above the wound. Using items such as a necktie, belt or sling of a bag, tie above the wound to stop excessive bleeding.

## Tell

Tell the SCDF Emergency Responders about the injury and the time when you attended to the wound.

**Watch the following video to know how being prepared will help survival, and also minimise disruption to business.**

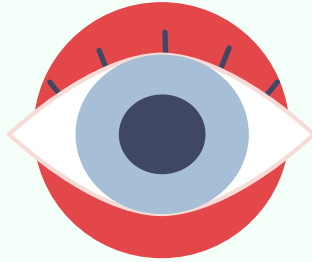


# Ready to be Quizzed?



Take our Module 2 quiz to see if you have a better understanding of how to respond in the event of a terror threat. Circle the correct option(s).

## Question 1/7



### How can you stay vigilant?

REPORT A PERSON WEARING  
A BLACK CAP TO THE POLICE

REMAIN SEATED AT YOUR DESK WHEN  
THE FIRE ALARM IS RINGING

CARRY A WEAPON AROUND  
AT ALL TIMES

CALL FOR APPROPRIATE ASSISTANCE  
WHEN YOU ENCOUNTER A SUSPICIOUS  
SITUATION

## Question 2/7



**You received news through the SGSecure app that knife stabbings just occurred within 10km of Beano's Coffee. Your cafe is crowded and busy. What should you do?**

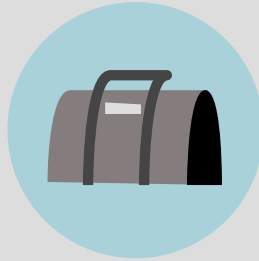
ASK EVERYONE TO RUN OUT  
OF THE CAFE

HIDE IN A SAFE AREA WHILE LEAVING  
YOUR STAFF AND CUSTOMERS BEHIND

CONTINUE RUNNING YOUR BUSINESS  
AS USUAL

LOWER SHUTTERS TO PREVENT ANY  
ATTACKERS FROM ENTERING THE CAFE

### Question 3/7



**Which of the following are signs of a suspicious object? You may choose more than one answer.**

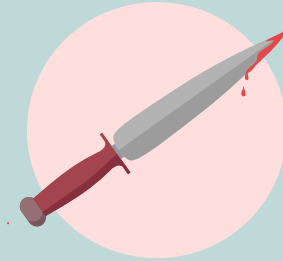
**A BAG LEFT UNATTENDED  
IN CROWDED AREA**

**A BULKY ENVELOPE WITH  
A STAMP SEAL**

**AN EMPTY DRINK CAN**

**A BOX WITH WIRES STICKING OUT**

## Question 4/7



**If a knifeman invades your workplace, what should you do? You may choose more than one answer.**

**RUN AS FAR AWAY AS POSSIBLE**

**IF ESCAPE IS NOT POSSIBLE,  
FIND A SAFE PLACE TO HIDE**

**FIGHT. CONFRONT THE ATTACKERS  
OR ATTEMPT TO NEGOTIATE**

**TALK LOUDLY WHEN CALLING  
THE POLICE**

### Question 5/7



**How should you report a terror attack? You may choose more than one answer.**

CALL 999

VIDEO CALL YOUR FAMILY

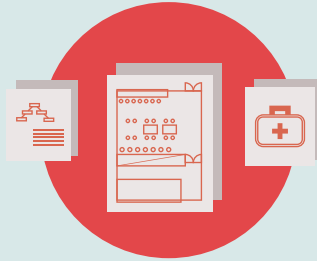
SMS 71999

POST IT ON SOCIAL MEDIA

REPORT VIA THE SGSECURE APP



## Question 6/7



**How can you equip your co-workers to counter terror threats? You may choose more than one answer.**

**CONDUCT A BRIEFING ABOUT EVACUATION ROUTES**

**APPOINT MORE PEOPLE TO GO FOR BASIC FIRST AID COURSES/ WORKSHOPS**

**SHARE ARTICLES ON LOCAL GOSSIP**

**CONDUCT A SAFETY BRIEFING FOR COMPANY RETREAT**

### Question 7/7



**Nadia is escaping the building when she realises Amanda has been wounded and is bleeding profusely — what should Nadia do next? Number the steps in the right sequence.**

CALL THE PARAMEDICS TO  
INFORM ABOUT THE SITUATION

LET THE PARAMEDICS KNOW  
THE TIME YOU ATTENDED TO  
THE WOUND

TIE A MAKESHIFT TOURNIQUET  
ABOVE THE WOUND

APPLY PRESSURE TO THE  
WOUND TO STOP BLEEDING

# Share with Your Co-workers

Now that you have a better understanding of how to respond in the event of a terror attack, share this important knowledge with your co-workers as well. Here are some suggested materials to better educate them on what you have learnt in this module.

You may choose to disseminate the information via email or organise some face-to-face sessions. Feel free to use the content and quiz questions from this webpage too. For more resources, refer to the [MOMSGSecure@Workplaces website](mailto:MOMSGSecure@Workplaces).

## Step 1

Screen the "[Michelle Chong X SGSecure@Workplaces](#)" and the "[Prepare your Workforce](#)" videos during the session or share the links with your co-workers.

## Step 2

Teach your co-workers how to react during a terror attack. Download the following advisories and bulletins to share with your employer and co-workers. Alternatively, you may print copies to disseminate or pin them to a bulletin board.

## Step 3

Plan and hold a briefing on evacuation routes. Review your crisis preparedness plan and share this with your co-workers. A mini drill may also be held to test your co-workers' preparedness.

## Step 4

Print and paste the posters at your workplace to serve as a reminder to workers.

## Step 5

Hold a quiz to reinforce learning outcomes. Get your co-workers to scribble their answers on a piece of paper, and check in with them.

# Resource List



## Videos

**Michelle Chong X SGSecure@  
Workplaces  
Prepare your Workforce**



## Advisories and Bulletins

**Run, Hide, Tell advisory**  
Learn what to do if there's a terror attack.

**Press, Tie, Tell advisory**

Learn how to help stop bleeding by applying improvised First Aid Skills (IFAS).

**Tips on Preparing your  
Workforce bulletin**

Tips on what to do in firearms or weapons attack.



## Posters

Download and display these posters at your workplace. You can also send them to your co-workers to sensitise them to the terror threat.

- **Be familiar with your evacuation routes**
- **Be vigilant and report Person**
- **Be vigilant and report Parcel**
- **Be a responder**
- **Stay united during crisis**
- **Assess and manage your risks**

# Quiz Answers

**Q1. Which of the following are signs of a suspicious object? You may choose more than one answer.**

**A bag left unattended in crowded area**

**A box with wires sticking out**

These objects have tell-tale signs of being suspicious.

**Q2. If a knifeman invades your workplace, what should you do? You may choose more than one answer.**

**Run as far away as possible**

**If escape is not possible, find a safe place to hide**

For your own safety, you should not fight the attackers or alert them to your hiding spot.

**Q3. How should you report a terror attack? You may choose more than one answer.**

**SMS 71999**

**Call 999**

**Report via the SGSecure App**

These are the most appropriate and direct ways to inform the authorities of a terror attack.

**Q4. How can you equip your workforce for terror threats? You may choose more than one answer.**

Conduct a briefing about evacuation routes

Appoint more people to go for basic first aid courses/ workshops

Conduct a safety briefing for company retreat

Equip your co-workers with these knowledge and skills so that evacuation can be conducted more smoothly and casualties may be reduced in the event of a crisis.

**Q5. Nadia is escaping the building when she realises Amanda has been wounded and is bleeding profusely — what should Nadia do next? Number the steps in the right sequence.**

1: Apply pressure to the wound to stop bleeding

2: Tie a makeshift tourniquet above the wound

3: Call the paramedics to inform

4: Let the paramedics know the time you attended to the wound

Apply the Press, Tie, Tell steps (in that order) when you encounter a casualty who is bleeding profusely.



# Module 3: Fostering a Harmonious and Inclusive Workforce

## Aims

- To understand the importance of building a cohesive workforce where co-workers can trust and depend on each other during crises
- To pick up tips on how to strengthen your social fabric

# Think about...

**“What are some of the possible terror events and situations that can affect my co-workers and I?”**

**“How will my co-workers’ psychological and emotional needs be affected by such events?”**

**“How will workplace disharmony impact the business?”**



# Risks of Strained Relations at the Workplace



## External Risks

Overseas crisis and events can have a spill-over effect in Singapore. The occurrence of communal conflicts overseas may result in neighbouring societies adopting similar negative attitudes. Social tensions in Singapore may worsen and be extended into workplaces, which will negatively impact workplace relationships.



## Internal Risks

Discrimination against each other based on racial and religious differences may occur, leading to distrust amongst employees and discord in our social fabric.



## Impact on Workforce

The resulting strife may lead to distress and conflict amongst employees, in turn creating an unhealthy working environment. Low productivity and high employee turnover may arise as a result.

# Let's build a kinder society.

We may speak different languages, be of different races and religions but we still belong to one human race. Let's respect one another, celebrate our diversity and work together to foster an inclusive, harmonious and resilient workplace for everyone.

# Tips on Embracing Diversity



## **Promote Strong Corporate Values**

As the SGSecure Rep, you can promote harmony within your workplace by encouraging your employers to inculcate values such as respect, harmony and teamwork within your organisation and give recognition for those who demonstrate these values.



## **Encourage Feedback**

Recommend your employers to develop feedback channels with employees so that grievances and issues between employees are being heard and resolved before they escalate.



### Celebrate Festive Holidays

Encourage your co-workers to be open-minded, respectful and participative during festive celebrations. Go beyond just feasting and include sharing of cultural traditions and customs to promote inclusiveness.



### Interactive Workshops and Lunchtime Talks

Use these platforms to foster cultural appreciation and interpersonal communication. These sessions would help day-to-day interactions among employees and reduce conflicts.



### Regular Team Bonding Sessions

Team bonding sessions can help you and your co-workers know each other better, foster mutual understanding and strengthen working relationships. This contributes to optimal team performance.



# Scenario

**It is Zafir's birthday and he made Tandoori Chicken for the office. Everyone is having a great time celebrating and enjoying the food when your colleague Wei Jie texts you.**



HEY NADIA



I DON'T THINK I WILL BE TRYING ZAFIR'S TANDOORI CHICKEN. IT LOOKS WAY TOO RED FOR MY LIKING. CHINESE FOOD LOOKS SO MUCH BETTER THAN THAT!



## How you can respond:

### Respect Diversity

THE RED COLOUR COMES FROM A BLEND OF SPICES, INCLUDING CAYENNE PEPPER, RED CHILLI POWDER, AND TURMERIC ETC.

DIFFERENT ETHNIC GROUPS HAVE THEIR OWN UNIQUE COOKING STYLES, DUE TO OUR DIFFERENCES IN BACKGROUNDS AND CULTURES.

AS WE LIVE IN A MULTI-ETHNIC AND MULTI-RELIGIOUS SOCIETY, LET'S REFRAIN FROM MAKING SUCH INSENSITIVE COMMENTS!

### Encourage Empathy

I'M SURE YOU WOULD BE UPSET IF YOU WERE IN ZAFIR'S SHOES! IF YOU BROUGHT FOOD TO THE OFFICE, AND OTHERS SHOWED THE SAME DISRESPECT YOU DID, HOW WOULD YOU FEEL?

### Avoid Quick Judgement

THAT'S A VERY INSENSITIVE COMMENT TO MAKE — MAYBE YOU SHOULD TRY IT FIRST BEFORE MAKING SUCH A JUDGEMENT!



I'M SORRY NADIA!



NOW THAT I'VE TRIED ZAFIR'S TANDOORI CHICKEN, I REALISED THAT IT IS ACTUALLY VERY DELICIOUS.



THANK YOU FOR REMINDING ME TO BE SENSITIVE WITH MY WORDS AND NOT MAKE A JUDGEMENT SO QUICKLY! I WILL WORK ON THESE IN THE FUTURE!

I'M GLAD TO HELP! LET'S RESPECT ONE ANOTHER AND FOSTER A HARMONIOUS AND INCLUSIVE WORKPLACE.



C'MON! LET'S GO JOIN THE REST.



**Our choice of words or attitudes may seem inconsequential, but in times of crises, these words and actions may prove divisive and generate discord amongst co-workers.**

**It is thus important to safeguard our social fabric by being tactful, respectful and empathetic individuals.**

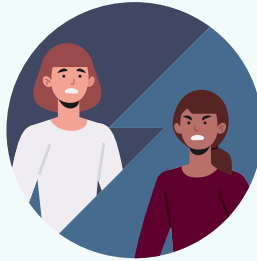
# Ready to be Quizzed?



Take our Module 3 quiz to see if you have a better understanding of the importance of building a cohesive workforce. Circle the correct option(s).



### Question 1/3



**Which of the following is *not* an impact of strained relationships amongst co-workers in workplaces?**

LOW MORALE AMONGST EMPLOYEES

IMPROVED WORK PRODUCTIVITY

DISCRIMINATION

EMPLOYEES BEING INFLUENCED  
BY CRISES OR COMMUNAL  
EVENTS OVERSEAS

## Question 2/3



**Why are open communication and feedback channels important in a workplace? You may choose more than one answer.**

IT HELPS TO PROMOTE BETTER KNOWLEDGE AND UNDERSTANDING OF ISSUES

IT HELPS TO ADDRESS GRIEVANCES OF EMPLOYEES AND PREVENT THEM FROM ESCALATING

IT HELPS EMPLOYEES TO JUDGE EACH OTHER

IT HELPS TO FOSTER AN APPRECIATION OF DIFFERENCES TO STRENGTHEN UNITY

### Question 3/3



**How can you encourage your co-workers to embrace diversity within your workplace?  
You may choose more than one answer.**

ENCOURAGE COMPETITIVE  
WORK ENVIRONMENT

HOLD REGULAR PROJECT  
DISCUSSIONS

ORGANISE REGULAR LUNCHTIME TALKS  
TO ENCOURAGE OPEN COMMUNICATION  
THAT FOSTERS RAPPORT

RESPECT YOUR CO-WORKERS'  
DIETARY RESTRICTIONS

# Share with Your Co-workers

Now that you have a better understanding of the importance of a united workforce, share this important knowledge with your co-workers as well. Here are some suggested materials to better educate them on what you have learnt in this module.

You may choose to disseminate the information via email or organise some face-to-face sessions. Feel free to use the content and quiz questions from this webpage too. For more resources, refer to the [MOMSGSecure@Workplaces website](mailto:MOMSGSecure@Workplaces website).

## Step 1

Use the [CEP Implementation Guide for Employers](#) as a handbook for your employer and your co-workers. Refer to page 6 for more details on the risks of strained workplace relations, and page 13 for more tips on how employees can foster good relationships with co-workers.

## Step 2

Teach your co-workers how to prevent unhealthy relationships and promote inclusivity within the workplace. Download the following advisories and bulletins to share with your employer and co-workers. Alternatively, you may print copies to disseminate or pin them to a bulletin board.

## Step 3

Hold a mini quiz to reinforce learning outcomes. Get your co-workers to scribble their answers on a piece of paper, and check in with them.

# Resource List



## **Handbook** **CEP Implementation Guide** **for Employers**

Practical steps and initiatives to help you build a resilient and united workforce.



## **Advisories and Bulletins** **Bridging differences, forging** **cohesion bulletin**

Tips to strengthen your corporate social fabric.

## **Promoting an inclusive** **workforce**

5 steps you can take to create an inclusive work environment.

# Quiz Answers

**Q1. Which of the following is not an impact of strained relationships amongst co-workers in workplaces?**

**Improved work productivity**

Workplace tension results in stress for employees, which may affect their job performance and lower business productivity.

**Q2. Why are open communication and feedback channels important in a workplace?**

**You may choose more than one answer.**

**It helps to promote better knowledge and understanding of issues**

**It helps to address grievances of employees and prevent them from escalating**

**It helps to foster an appreciation of differences to strengthen unity**

Avoid misunderstandings and strained relationships through open communication and feedback.

**Q3. How can you encourage your co-workers to embrace diversity within your workplace? You may choose more than one answer.**

**Organise regular lunchtime talks to encourage open communication that fosters rapport**

**Respect your co-workers' dietary restrictions**

These are seemingly small actions but they go a long way in fostering a harmonious and inclusive workforce.



# Module 4: Protecting Your Workplace

## **Aims**

- To understand the importance of implementing physical protection measures as well as digital protection measures
- To pick up tips on how to protect your workplace

# Why are protective measures important?

Terrorists have been switching to improvised weapons such as vehicles and knives. Hence, it has become much more difficult to detect terror attacks. Building owners and designers should be aware of the security threats the premises are exposed to and take measures to address these threats.

Terrorism is not limited to physical attacks as they can make use of data security breaches to weaken organisations as well as critical infrastructure. Every organisation connected to the Internet should work on the assumption that they are likely to be a targetted victim of a cyber attack.



# Borough Market Attacks

The 2017 Borough Market attack in London showed how quickly and easily lives can be taken away, but it also displayed the importance of having protective measures in place to minimise the damage to property and reduce the loss of lives.

Attackers rammed through pedestrians and crashed through pubs. Armed with knives, they ran towards Borough Market and stabbed several people. Some restaurant staff lowered the shutters to stop attackers from entering and those on the ground ran from the affected scene. These acts had saved many lives.

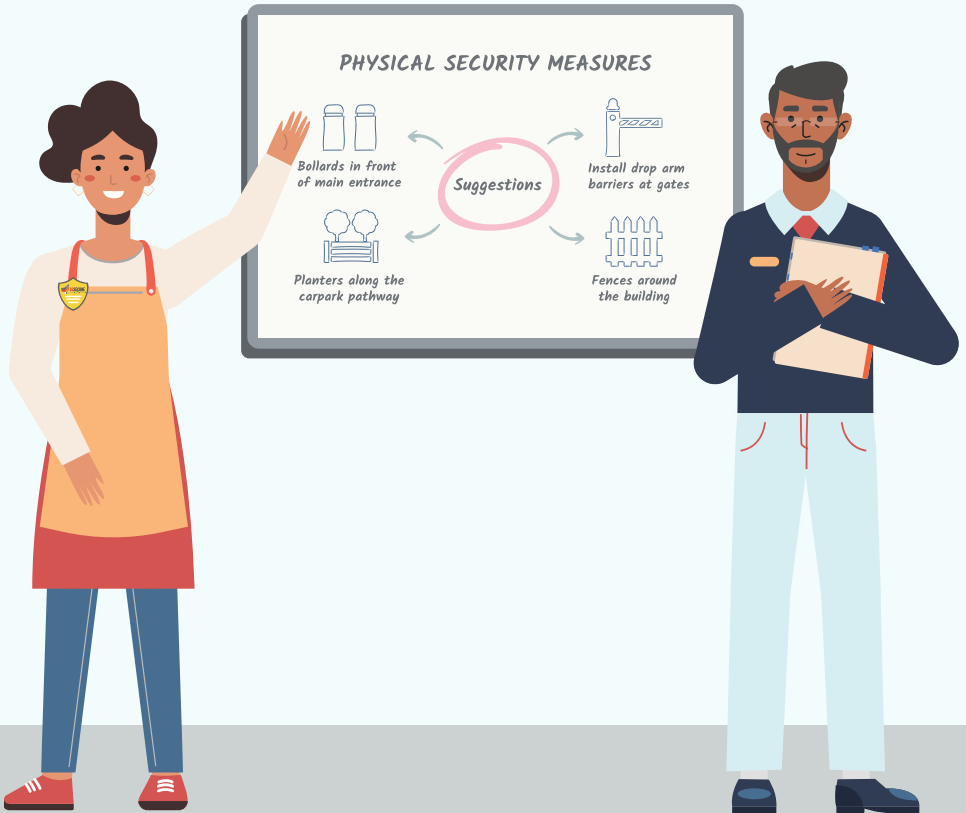


**Watch the following video “Protect your Workplace” to get a better understanding of the importance of having protective systems for workplaces.**



**As employees, we may not have the authority to implement physical protection measures for our workplace.**

**However, you can propose implementing these protective measures to your employer.**



**Take the multi-layered approach to strengthen the security of your workplace. There are 5 layers of protection:**

- 1. Deter**
- 2. Detect**
- 3. Delay**
- 4. Deny**
- 5. Response**

Read the **bulletin** to find out more!

# Physical Protection Measures

Here are some examples of physical protective measures you can implement to delay the entry of attackers. This also allows time for people to alert the authorities and hide or flee the scene.

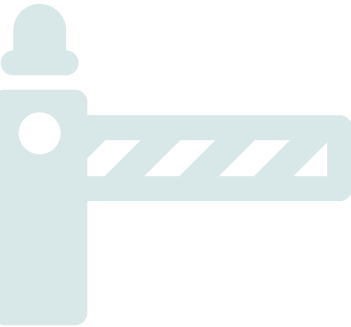
## Block the Perimeters

This helps to control access to your workplaces and buildings by having a continuous barrier around the site. Fences, walls, bollards or raised steps are good protective measures that limit or impede vehicle access.

## Obstruct Hostile Vehicles

Integrating vehicle anti-ramming elements can be used to stop vehicles during attacks. Some examples are security planter barriers, concrete landscaping features and streetscape items (such as benches, lamp posts and seating barriers). Do ensure these do not obstruct pedestrian movement or access!





### **Hinder Unauthorised Vehicles and Personnel**

Active Vehicle Security Barriers (AVSB) are usually installed at vehicle entrances and exits. When faced with intrusion of unauthorised and hostile vehicles or personnels, AVSBs can be raised to impede their entry. Examples are sliding gates, drop-arm barriers, retractable as well as removable bollards.

### **Fence Off Intruders**

Welded mesh fencing, steel ornamental fences and walls with reinforced steel bars can help to delay intruders and stop vehicles, giving more time for response forces to arrive. Barbed wire installations and fence-mounted intrusion detection systems may be fixed at the top to sound an alert upon detection of intruders.



# Cybersecurity Measures



## **Protect Your Passwords**

Do not use easily-guessed passwords and change them once every few months.



## **Safeguard Your Data**

Perform periodic backups on a secure platform.



## **Reduce Vulnerabilities**

Update your operating systems and applications as soon as patches become available.



## **Protect Your Systems**

Update anti-virus applications and software.



## **Surf Safely**

Avoid clicking on dodgy links when browsing the internet.



## **Notify if Necessary**

Report suspicious emails.

# Ready to be Quizzed?



Take our Module 4 quiz to see if you have a better understanding of the importance of implementing physical and cybersecurity measures. Circle the correct option(s).



## Question 1/3



**Which of the following is false?**

**EVERY ORGANISATION CONNECTED TO THE INTERNET COULD BE A VICTIM OF CYBER ATTACKS**

**TERRORISM HAS BEEN EASIER TO DETECT DUE TO INCREASED SECURITY MEASURES**

**TERRORISTS HAVE BEEN SWITCHING TO IMPROVISED WEAPONS SUCH AS VEHICLES AND KNIVES**

**TERRORISTS OFTEN TARGET CROWDED PUBLIC PLACES**

## Question 2/3



**What can you do as an employee to protect your workplace from physical terror intrusion?**

CREATE A LIST OF CLIENT CONTACTS

REMIND THE MANAGEMENT ABOUT THE OFFICE CLEANLINESS

PROPOSE TO PAINT THE OFFICE WALLS BLACK

PROPOSE TO IMPLEMENT FENCES AROUND THE BUILDING

### Question 3/3



**Which of the following are cybersecurity measures? You may choose more than one answer.**

**AVOID CLICKING ON ADS**

**SAVE WORK REGULARLY**

**PERFORM PERIODIC BACKUPS  
ON A SECURE PLATFORM**

**CHANGE PASSWORDS  
EVERY FEW MONTHS**

**PLAY ONLINE GAMES**

**CREATE AVENUES FOR FEEDBACK AND  
REPORTING OF SUSPICIOUS EMAILS**

**ALWAYS UPDATE OPERATING  
SYSTEMS AND PATCHES**

# Share with Your Co-workers

Now that you have a better understanding of the importance of security measures, share this important knowledge with your co-workers as well. Here are some suggested materials to better educate them on what you have learnt in this module.

You may choose to disseminate the information via email or organise some face-to-face sessions. Feel free to use the content and quiz questions from this webpage too. For more resources, refer to the [MOMSGSecure@Workplaces website](mailto:MOMSGSecure@Workplaces website).

## Step 1

Screen the [“Protect your Workplace”](#) video during the session or share the link with your co-workers.

## Step 2

Teach your co-workers about the physical and cybersecurity measures to mitigate potential terror threats. Download the following advisories and bulletins to share with your employer and co-workers. Alternatively, you may print copies to disseminate or pin them to a bulletin board.

## Step 3

Hold a quiz to reinforce learning outcomes. Get your co-workers to scribble their answers on a piece of paper, and check in with them.

# Resource List



## **Advisories and Bulletins** **2017 London Bridge Attack**

Three attackers rammed into many people at the Borough Market.

## **Physical protection measures that you can adopt for your workplace**

Adopt a multi-layered approach to help strengthen the security of your workplace.

## **Protect your workplace: Security measures to mitigate potential terror threats bulletin**

Recommendations to strengthen workplace protection.

## **Protect your workplace: Cybersecurity measures to prevent a data breach**

Recommendations to strengthen cybersecurity at your workplace.



## **Videos** **Protect your Workplace**

# Quiz Answers

**Q1. Which of the following is false?**

**Terrorism has been easier to detect due to increased security measures**

Terrorism has been increasingly difficult to detect as terrorists have been switching to improvised weapons, items that are for everyday use.

**Q2. What can you do as an employee to protect your workplace from physical terror intrusion?**

**Propose to implement fences around the building**

Fences around the vicinity act as blockage against unauthorised intrusion and can help to delay attacks, giving more time for emergency forces to arrive.

**Q3. Which of the following are cybersecurity measures? You may choose more than one answer.**

**Perform periodic backups on a secure platform**

**Change passwords every few months**

**Create avenues for feedback and reporting of suspicious emails**

**Always update operating systems and patches**

On top of these measures, you should also install anti-virus applications, avoid clicking on dodgy links and create complex and unhackable passwords.



# Module 5: Enhancing Communication Capabilities

## **Aims**

- To understand the importance of being able to reach stakeholders in the event of a crisis
- To pick up tips on how to enhance communication capabilities and partner your community better as employees

# Why are communication capabilities important?

If a terror attack takes place in Singapore, there may be a disruption to your workplace even if it is not directly attacked. You may not be able to contact your clients and suppliers to proceed with business plans. Therefore, businesses may suffer during a terror attack if communications are not done right. Find out how enhanced communication capabilities help in business continuity in the following section.



# The Benefits



## **Reach Stakeholders Quickly**

Be in touch with clients, suppliers and customers immediately and regularly to ensure the smooth operations of businesses.



## **Turn to Backup Plans**

Speedily contact backup external suppliers, manufacturers or vendors.



## **Update Co-Workers Right Away**

Disseminate information to co-workers on time. Notify them to avoid affected areas in the immediate aftermath of the attack in case of retaliatory attacks.



## **Make Arrangements Promptly**

Notify your co-workers of alternative work arrangements quickly in case of emergencies at the workplace.



## **Ensure Business Continuity**

Loss of lives is prevented and a support community is formed. Business would be able to recover faster after the disruption and continue to make progress.

**Watch the following video, “Partner Your Community”, to get a better understanding of the importance of enhancing communication capabilities for your workplace.**



# How to Enhance Communication Capabilities



**COLLECT  
EMPLOYEE  
DETAILS**



**UTILISE  
GROUP  
CHATS**



**CREATE A  
CALL TREE**



**KNOW YOUR  
NEIGHBOURS**

Read more about the ways to enhance communication capabilities in the following pages.

## Collect Employee Details



It is important to know the contact details of employees and their next of kin, so that important messages can be communicated during crises. If anything happens to the employee, their next of kin can be notified. In the event that your co-worker is uncontactable during a crisis, you can also reach his or her next of kin to check in. Ensure that your co-workers know where they can locate the contact details of employees.

Do consider where you should store the employee details to also ensure that these sensitive information will not be leaked to unauthorised personnel. Will it be stored in the computer or kept in a physical file?

**NEXT OF KIN FORM**

**NAME:**  
AMANDA TAN

**ADDRESS:**  
BLOCK 999 DAKOTA STREET 9, #9-99  
SINGAPORE 999999

**MEDICAL CONDITIONS:**  
ASTHMA

**ALLERGIES**  
NONE

**EMERGENCY CONTACT**  
CHARLIE TAN (HUSBAND). 81234567  
JAMES TAN (SON). 98765432

## Utilise Group Chats

**A group chat is important because in the event of an attack,**

Information can be quickly disseminated via the chat. Employees can be warned of the situation, avoid the area of attack and report on their own safety. Employers can also share alternative work arrangements via the chat if the workplace cannot be used due to security reasons.

You may consider the following online messaging platforms:



# Create a Call Tree

A call tree can be used to contact a large number of staff quickly to convey information during emergencies. A common arrangement is to assign staff members to small groups or individuals to relay information promptly and ensure that everyone has received the messages. It can also be used to track or monitor employees' safety.

As the SGSecure rep, you are also responsible to ensure that your co-workers know who to contact in the call tree list.

To ensure that a call tree is effective, it should be regularly tested. Missing or changed phone numbers can severely degrade the performance of a call tree.



## Know Your Neighbours

Neighbouring tenants are your eyes and ears. They can help to alert you if there are any unauthorised personnel who do not belong to the community or suspicious happenings around the vicinity. Therefore, it is crucial to befriend your neighbours and make them your allies against terrorism. Read on for some tips to get to know your neighbours better.



Be friendly and greet each other at corridors.



Try to make conversation with each other.



If you have company events and have extra food to go around, share them with neighbours.



Apart from helping to increase the level of vigilance, this also helps to create a kinder and friendlier society.



# Ready to be Quizzed?



Take our Module 5 quiz to see if you have a better understanding of the importance of enhancing communication capabilities. Circle the correct option(s).



## Question 1/4



**Why is it important to know your employees' contact details and their next of kin contact details?**

IF ANYTHING HAPPENS TO THE EMPLOYEE, THEIR NEXT OF KIN CAN BE NOTIFIED

I CAN MAKE PRANK CALLS TO THE EMPLOYEES

I CAN GET THE CONTACT NUMBER OF THE PERSON I WOULD LIKE TO KNOW BETTER

## Question 2/4



**Why is a company group chat important?**

**I CAN SHARE FUNNY VIDEOS ON THE GROUP CHAT**

**I CAN PRIVATELY MESSAGE CERTAIN EMPLOYEES THAT I WANT TO GET TO KNOW BETTER**

**INFORMATION CAN BE QUICKLY DISSEMINATED VIA THE CHAT AND EMPLOYEES CAN BE WARNED OF THE SITUATION AND AVOID THE AREA OF ATTACK**

### Question 3/4



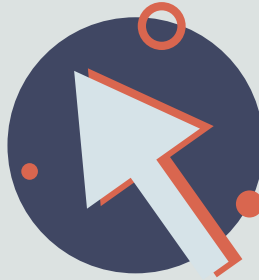
**What is the main reason you should get to know your neighbouring tenants?**

TO HAVE POTLUCK PARTIES TOGETHER

TO EXPAND MY NETWORK OF FRIENDS

TO GET BETTER ACQUAINTED SO THAT WE CAN LET EACH OTHER KNOW IF THERE ARE SUSPICIOUS HAPPENINGS IN THE VICINITY

### Question 4/4



**Match the options to the appropriate category below.**

**CALL TREE**

**NEXT OF KIN  
DETAILS**

**COMPANY GROUP  
CHAT**

**GROUP CHAT WITH  
NEIGHBOURING  
TENANTS**

**GET BETTER ACQUAINTED SO  
THAT WE CAN LET EACH OTHER  
KNOW IF THERE ARE SUSPICIOUS  
HAPPENINGS IN THE VICINITY**

**CONTACT CLOSE FAMILY  
MEMBERS OF YOUR CO-WORKERS  
WHERE NECESSARY**

**INFORM CO-WORKERS OF  
SCHEDULED COMPANY-WIDE  
SERVER MAINTENANCE**

**ASCERTAIN A METHOD TO  
CONTACT STAFF IN CASE OF  
THREAT IN THE WORKPLACE**

# Share with Your Co-workers

Now that you have a better understanding of the importance of communication capabilities, share this important knowledge with your co-workers as well. Here are some suggested materials to better educate them on what you have learnt in this module.

You may choose to disseminate the information via email or organise some face-to-face sessions. Feel free to use the content and quiz questions from this webpage too. For more resources, refer to the [MOMSGSecure@Workplaces website](#).

## **Step 1:**

Screen the [“Partner your Community”](#) video during the session or share the link with your co-workers.

## **Step 2**

Teach your co-workers how to enhance communication capabilities internally and externally. Download the following advisories and bulletins to share with your employer and co-workers. Alternatively, you may print copies to disseminate or pin them to a bulletin board.

### Step 3

Disseminate the [Employees' Details](#) template to all employees and get them to fill up their contact details. You may also refer to the [Call Tree template](#) to create a call chart for your workplace. Create company and tenant group chats if they have not been set up yet.

### Step 4

Read up on the [CEP Implementation Guide](#) for Employers handbook before giving your employer advice. You may print the guide for your employers as a booklet, and for your co-workers to read.

### Step 5

Hold a quiz to reinforce learning outcomes. Get your co-workers to scribble their answers on a piece of paper, and check in with them.

# Resource List



## **Advisories and Bulletins** **Enhancing communication capabilities**

Tips on how to better communicate with internal and external stakeholders in the event of a crisis.

### **Establishing your network**

Tips on how to strengthen community networks to support each other in the event of emergencies.

### **Strengthen relationships within your community**

Tips to build relationships within your organisation, and within your building or building network.

### **List of important organisations, services and authorities**

Useful contacts to get information and to sign up for courses on emergency response plans, business continuity and other training initiatives.



## **Videos** **Partner your Community**



## **Templates** **Employees' Details**

(SGSecure Rep to print out the template) Make a list of your employees' particulars, such as next-of-kin details, emergency skills (e.g. CPR), drug allergies, etc.

### **Call Tree**

Provides an overall view of your company's crisis communication plan by listing out the call chart and personnel involved.



## **Handbook** **CEP Implementation Guide for Employers**

Practical steps and initiatives to help you build a resilient and united workforce.

# Quiz Answers

**Q1. Why is it important to know your employees' contact details and their next of kin contact details?**

**If anything happens to the employee, their next of kin can be notified**

Also, if your co-worker is uncontactable during a crisis, you can contact your co-worker's next of kin to check on him or her.

**Q2. Why is a company group chat important?**

**Information can be quickly disseminated via the chat and employees can be warned of the situation and avoid the area of attack**

Employees can also report on their safety and share alternative work arrangements via the group chat.



**Q3. What is the main reason you should get to know your neighbouring tenants?**

To get better acquainted so that we can let each other know if there are suspicious happenings in the vicinity

They are also your closest helpline if your workplace encounter any terror threats.

**Q4. Match the options to the appropriate category below.**

**Call Tree - Ascertain a method to contact staff in case of threat in the workplace**

**Next Of Kin - Contact close family members of your co-workers where necessary**

**Company Group Chat - Inform colleagues of scheduled company-wide server maintenance**

**Group Chat with Neighbouring Tenants - Get better acquainted so that we can let each other know if there are suspicious happenings in the vicinity**

Businesses may suffer during a terror attack if communication capabilities are not done right. Follow these steps to ensure that your company can recover quickly during a crisis.



# Module 6: Reacting in the Aftermath of a Terror Attack

## **Aims**

- To understand why it is important to stay united and cohesive in the aftermath of a terror attack
- To pick up tips on coping in the aftermath of a terror attack

# The Importance of Unity

Terrorists have the goal of dividing society through acts of extremism, and to encourage conflict between racial and religious groups.

When an attack happens, it is important for all of us to stand together and not fall into the trap of hate-mongering.

If anyone starts to spread rumours about one another based on race and religion, we will be playing straight into the hands of the terrorists, whose goals are to sow hatred and fear into our social fabric.

As a workforce, we must stay united.

# Staying United in the Aftermath

Fake news and rumours have the capacity to generate fear, mistrust, and hatred among you and your co-workers, resulting in discord, social conflict, and a less productive workplace.



### **Say No to Fake News**

Fake news is a form of news comprising deliberate disinformation or hoaxes spread via social media or even traditional news media. The workplace should disseminate news from credible and up-to-date media sources such as Channel NewsAsia, CNN, or The Straits Times. By doing so, it prevents employees from falling victim to hate-mongering hearsay. Employees should also stay vigilant and avoid forwarding or engaging in instances of divisive discourse.

In the aftermath of a terror attack, we must stay calm and avoid forwarding unverified content or engaging in speculation, while staying up-to-date via outlets that have a good reputation for accurate and objective reporting. This will reduce unnecessary harm to our social fabric.



### **Caring for One Another**

We spend a large portion of our time at our workplaces. Hence, an environment of care and understanding can go a long way in supporting employees. We should look out for one another, cultivate a caring culture and train suitable personnel to identify and respond to co-workers who require more support.

In the aftermath of a terror attack, camaraderie can aid tremendously in elevating employees' morale, and help speed up the recovery process.

You may refer to the later part of this module to learn about Psychological First Aid (PFA).

# Crisis Communications

In the event of a crisis, the resulting disorder may not only affect an organisation, but its stakeholders as well. Vendors, customers, tenants and suppliers are some examples of stakeholders who may be affected.

During challenging times, it would be helpful to have a crisis communications plan in advance. This will help in reducing misinformation, ensuring effective communication and increasing the timeliness of messaging. Follow the steps below to find out how you can help prepare your organisation!



## **Put Together a Crisis Communications Team**

Appoint a spokesperson for media enquiries, a speech writer and someone to draft a press release. A coordinator should also be tasked to compile appropriate responses to the crisis.

## **Recognise Stakeholders and Vendors**

List stakeholders to notify and compile their contact information. A list of alternative vendors should also be compiled so that business continuity is assured, even in the event of a terror incident.

## **Prepare Suitable Answers**

Think about questions that may arise from the public and draft template answers to use during crisis. Avoid 'No Comment' as an answer.

## **Use an Appropriate Tone**

Ensure that the tone of drafted messages and replies are appropriate. Avoid sounding insensitive and always appear empathetic.

## **Time Your Responses Appropriately**

Ensure that the response is issued at an appropriate time after you have sufficiently verified information to share.

## **Create a Fact Sheet**

Fact sheets help to prevent misinformation from spreading. It should provide a clear explanation of the incident and what went wrong.

# Providing Psychological First Aid

Terror attacks can result in uncertainty and emotional distress among employees even if they are not a direct victim of the attack. Your co-workers may start to feel confused, distressed, fearful and numb. As such, knowing how to respond to these groups of people is crucial.

Knowing the basics of Psychological First Aid (PFA) can make a difference to co-workers who need support. In fact, PFA can be easily administered to help those who are affected in the aftermath of an attack.

## What is PFA?

PFA is a humane, supportive and practical first response given to individuals affected emotionally in the immediate aftermath of a terror attack.





# Respond A.S.A.P

You can help by picking up some basic psychological first aid skills using the A.S.A.P approach below.





### **Active Listening**

Listen attentively to affected co-workers and take an interest in what they have to say. Maintain eye contact and clarify if there is any uncertainty. Summarise what they shared to better understand what they are feeling.



### **Stay Close**

Be caring and empathetic when providing support to affected co-workers, and foster a connection with them so that they may feel more open to share their struggles with you. Maintain appropriate physical contact and let them know where they can find you in case they need further support.



### **Accept Feelings**

Keep an open mind and listen without judgement. Be prepared for rejection and do not press the affected co-worker to share — the co-worker may just need space to process their emotions. Put aside any personal biases when providing support to vulnerable co-workers and respect their coping strategies.



### **Provide Practical Help**

If required, offer them help in seeking professional intervention while facilitating access to basic needs so they may focus on psychological healing. Provide factual information if you have it and cultivate an environment where help is always accessible even if they refuse it for the time being.

# Ready to be Quizzed?



Take our Module 6 quiz to test your understanding on how to react in the aftermath of a terror attack. Circle the correct option(s).

## Question 1/4



**Which of the following is not part of a crisis communication plan?**

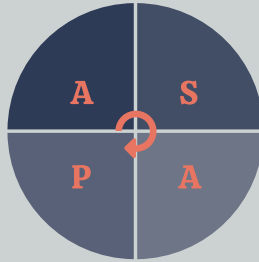
**COMPILE A LIST OF  
STAKEHOLDER DETAILS**

**ESTABLISH CRISIS COMMUNICATIONS  
TEAM ORGANISATIONAL STRUCTURE**

**CALL 999 OR SMS 71999**

**ENSURE THAT THE TONE OF DRAFTED  
FAQS IS APPROPRIATE**

## Question 2/4



**What does A.S.A.P stand for?**

ACTIVE COMMUNICATION,  
STAY CONCERNED, ADVISE THEM,  
PLAN FOR COUNSELLING

ACTIVE COMMUNICATION,  
STAY CONCERNED, ACCEPT FEELINGS,  
PROVIDE PRACTICAL HELP

ACTIVE LISTENING, STAY CLOSE,  
ADVISE THEM, PLAN FOR  
COUNSELLING

ACTIVE LISTENING, STAY CLOSE,  
ACCEPT FEELINGS, PROVIDE  
PRACTICAL HELP

### Question 3/4



I'M HAVING A HARD TIME GETTING OVER THIS EVENT... I CAN'T STOP THINKING ABOUT THE ATTACK AND HOW AMANDA GOT HURT...



**Last week, a terrorist group raided Beano's Coffee. They were carrying knives, destroying furniture and machines in the cafe. Amanda was attacked while everyone was hiding in fear. Wei Jie sends you a message. How would you respond?**

AMANDA MUST HAVE PROVOKED THEM.

WHAT IF THE TERRORISTS COME AND FIND US AGAIN!

WOULD YOU LIKE TO TALK ABOUT WHAT HAPPENED?

JUST GET OVER IT!

## Question 4/4



I'M SORRY... I DON'T WISH TO GO INTO DETAILS NOW...



**You decided to ask Wei Jie if he wants to talk about what happened. However, Wei Jie refuses to revisit his traumatic experience. How would you respond to him?**

BUT I NEED TO KNOW TO HELP YOU!

AMANDA IS PERFECTLY FINE NOW!  
YOU SHOULD GET OVER IT TOO!

IT'S OKAY! I UNDERSTAND. I WILL BE  
HERE IF YOU EVER NEED ANY HELP!

SURE, BUT YOU CAN'T LET THIS  
AFFECT YOUR WORK OKAY?

# Share with Your Co-workers

Now that you have a better understanding of the importance of unity, crisis communication and providing psychological first aid in the event of a terror attack, share this important knowledge with your co-workers as well. Here are some suggested materials to better educate them on what you have learnt in this module.

You may choose to disseminate the information via email or organise some face-to-face sessions. Feel free to use the content and quiz questions from this webpage too. For more resources, refer to the [MOMSGSecure@Workplaces website](#).

## Step 1

Teach your co-workers how to overcome a crisis at the workplace and introduce them to psychological first aid. Download the following advisories and bulletins to share with your employer and co-workers. Alternatively, you may print copies to disseminate or pin them to a bulletin board.

## Step 2

Download and print this [poster](#) to remind your workplace to stay united.

## Step 3

Hold a quiz to reinforce learning outcomes. Get your co-workers to scribble their answers on a piece of paper, and check in with them.



# Resource List



## **Advisories and Bulletins** **Staying united during and after crises**

Tips to help workplaces overcome a crisis.

## **A guide to basic psychological first aid bulletin**

Train a group of employees in PFA skills so that they can help co-workers cope with situations.

## **Crisis Communications**

Tips on how to create a crisis communications plan so that you can be ready to deal with a crisis when it happens.



## **Posters** **Stay united during crisis**

# Quiz Answers

**Q1. Which of the following is not part of a crisis communication plan?**

**Call 999 or SMS 71999**

The purpose of a crisis communication plan is to reduce misinformation, ensure effective communication and increase the timeliness of messaging within your own workplace. Informing the police is not part of the plan.

**Q3. Last week, a terrorist group raided Beano's Coffee. They were carrying knives, destroying furniture and machines in the cafe. Amanda was attacked while everyone was hiding in fear. Wei Jie sends you a message. How would you respond?**

**"Would you like to talk about what happened?"**

Be sensitive to his feelings and ask him about it. Do not inflict anymore fear and confusion.

**Q2. What does A.S.A.P stand for?**

**Active Listening, Stay Close, Accept Feelings, Provide Practical Help**

Being attentive, understanding, open minded and helpful towards affected persons will help them get through their trauma.

**Q4. You decided to ask Wei Jie if he wants to talk about what happened. However, Wei Jie refuses to revisit his traumatic experience. How would you respond to him?**

**It's okay! I understand. I will be here if you ever need any help!**

Be caring and empathetic to the affected co-worker. Do not press them to share as they may need some space to process their emotions. Always let them know that help is accessible.

# Congratulations!

You have completed all the SGSecure@Workplaces modules. You may call yourself a qualified SGSecure Rep! Come back anytime if you need a refresher on the things you learnt over the 6 modules.

Thank you for taking the necessary steps in keeping your workplace safe. Your actions will make a great difference in countering terrorism and saving lives. Continue to enrich yourself and others to keep Singapore safe and secure.



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