

Terror Preparedness Action Plan

(for Store Managers and Employees)

As frontline employees, you are at risk of being hurt in the event of a terror attack. Having the right preparedness measures in place could determine the difference between life and death.

PREVENTION

Prepare Your Workforce

□ Improve Emergency Preparedness Skills and Knowledge

- Download the SGSecure mobile app
- Utilise resources on the SGSecure@Workplaces website
- Put up "Run-Hide-Tell" and "Press-Tie-Tell" posters
- Participate in trainings, drills and exercises
- Delegate sufficient trained employees to be in each shift

□ Empower People to Address Threats of Terrorism

- Actively support your SGSecure Rep

Protect Your Workplace

□ Operational Measures

- Stay vigilant for suspicious persons, articles and activities
- Maintain good housekeeping in shops
- Follow mall or building security guidelines
- Proactively flag out security lapses to building management
- Regularly review security policies

□ Cybersecurity Measures

- Practise good cyber hygiene by adopting CSA's four cyber tips
- Support the company in adopting CSA's Be Safe Online Essentials & Measures (see page 36)
- Be familiar with the company's Incident Response Plan; know what to do if a cyber incident occurs

Business Continuity Management

- Know your roles and responsibilities in executing business continuity plans

Partner Your Community

□ Employees Bonding and Cohesion

- Befriend neighbouring shops and tenants
- Initiate communication channels with other tenants
- Organise ground-up cohesion initiatives

□ External Networks and Stakeholders

- Prepare a list of suppliers to support shop operations after an attack

□ Crisis Communication Plans

- Refer only to authoritative sources of information
- Update your information in employee and next-of-kin call directories
- Create a list of individuals to contact during a crisis
- Establish procedures to disseminate information to employees and colleagues

RESPONSE

Terror Attacks

□ Activating Teams and Response Protocols

- Lockdown your shop to keep both employees and customers away from danger
- Facilitate evacuation if possible

□ Inform Others of the Attack

- Call 999 or SMS 71999 to inform the police
- Submit information through the SGSecure App
- Inform security if you observe suspicious activities
- Communicate information of the attack through pre-established channels like work group chats

□ Evacuate the Premises

- Run, hide, and tell immediately
- Cooperate with CERT Team in evacuation procedures

□ Provide Information

- Report missing individuals and colleagues to authorities on-site
- Update company management about ground situation

□ Assist Others

- Use Press, Tie, Tell for improvised first aid
- Use AED on casualties, if necessary
- Assist the police with investigations

Cyber Attacks

□ Responding to Cyber Incidents

A cyber incident is an event that indicates harm or the attempt to do harm to a company's system.

- Execute roles and responsibilities spelt out in the company's Incident Response Plan, which may call for people to do the following:
- Undergo training to know how to identify cyber incidents (e.g. tell-tale signs)
- Identify the type and severity of the incident
- Inform the company management on the cyber incident to choose the best course of action from the predetermined plan

RECOVERY

Supporting Employees and Colleagues

- Rally employees and colleagues together
- Set up support groups for affected individuals
- Perform Psychological First Aid for traumatised individuals

Discerning Between Information Sources

- Assist in executing pre-established crisis communication plans
- Check and verify information about the attack from official sources
- Do not share videos or photos which may fuel rumours
- Address potential cases of discrimination or shunning

Pooling Resources Together

- Assist in executing business continuity plans
- Discuss learning points from incidents with employees and colleagues