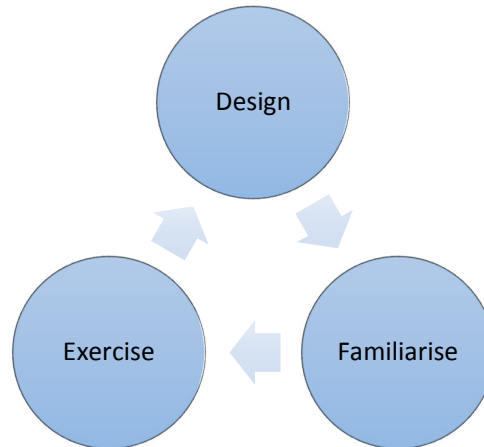


CONTINGENCY PLANNING ADVISORY FOR PREMISES

The threat of terrorism is at its highest levels in recent years. It is therefore important that premise owners prepare contingency response plans for the possibility of a terror attack.

HOW TO PREPARE A CONTINGENCY RESPONSE PLAN



1. **DESIGN**

- Premise owners should designate a person to be in charge of preparing and coordinating response plans to deal with contingencies. These plans should clearly indicate which person(s) will make decisions on behalf of the organisation when a terror attack occurs.
- The contingency response plan should take into account the risk of different types of terror attacks. Consider the following elements when designing your plan:
 - a. **Detecting the threat** –Your employees and other premise users should know how to spot a threat, how to report it to the Police at the earliest opportunity, and when to trigger your contingency response.
 - b. **Locking down your premises** – Consider having a process to lock-down the premises to prevent attackers from entering your premises, if your premises allow.
 - c. **Get the word out** – Have the means to inform persons in your premises of an attack. For example, have pre-prepared broadcasts over a Public Announcement system for different types of contingency

situations or other means for instant communications (such as a mobile phone chat group among employees).

- d. **Evacuate if possible** – If an attack is imminent or has commenced and it is not possible to lock-down your premises, evacuate if possible. Plan for multiple routes of evacuation if practical. Inform people to disperse from the premises once they are outside. Do not congregate immediately outside the building as this presents an easy target.
- e. **Hide if not** – Consider designating safe rooms for people to hide in, should evacuation become impossible.
- f. **Linking up with the Police** – Have a designated point of contact (and an alternate) whom the Police can liaise with during the incident. The designated point of contact should get in touch with the local Neighbourhood Police Centre in peacetime to exchange contacts and maintain a regular channel of communication.

2. FAMILIARISE

- Familiarise those in your organisation with the contingency plan.
 - Have a security induction for new staff to familiarise them with contingency plans.
 - Discuss the responses to specific scenarios with others in your organisation to identify possible gaps in planning.
 - More information on specific scenarios is available in the accompanying 'Planning Guidelines for Specific Terror Attack Scenarios'.
- Encourage staff to pick up relevant advisories and life-saving skills (refer to the SGSecure advisories and website for more information).
 - How to recognise and respond to suspicious items and behaviour.
 - 'Run, Hide, Tell'.
 - Improvised First Aid Skills 'Press, Tie, Tell'.
 - Download and learn to use the SGSecure App to alert the Police in the event of an attack.

3. EXERCISE

- Conduct regular drills and exercises to ensure all staff are familiar with evacuation routes and hiding places, as well as their roles during an attack.
- Use these drills and exercises to identify gaps or flaws in your contingency plans.
- Regularly review your plans to ensure that they are feasible, up-to-date, and easy for staff to follow.

In addition to having robust contingency response plans, premise owners should consider implementing protective security measures to mitigate risk. For more information, see our “Advisory on Protective Security Measures”.

PLANNING GUIDELINES FOR SPECIFIC TERROR ATTACK SCENARIOS

In addition to the general principles on contingency planning, it may be useful to take note of the following pointers when planning for specific scenarios:

i. Suspicious Item Found

- When an unattended item is found, confirm whether the item exhibits suspicious characteristics, for example:
 - Has the item been deliberately hidden away?
 - Does the item have wires, circuit boards or a ticking sound?
 - Is the item typical of what you would expect to find in the location?
- If the item is deemed suspicious, do not touch it. Keep people away from the item.
- Call the Police, and alert the building security as soon as possible. Do not use communication devices (e.g. handphones, walkie-talkie sets) within 15 metres of the item, as these may inadvertently set it off.
- Cordon off the item if possible. Wait for Police's arrival to assess the item.

ii. Suspected Chemical Agent Release

- If three or more persons in close proximity collapse and appear incapacitated with no reason, this is a possible sign that a chemical agent may be present.
- Evacuate as quickly as possible. Call the Police immediately.

iii. Explosion

- Provide first aid to casualties if it is safe to do so.
- Be on the alert for possible unexploded devices in the vicinity of the first explosion.

iv. Armed Attacker Incident

- Ensure access to the Fire Command Centre is secured and allow Police to access the area.
- Track movement of attackers via CCTV if possible and update the Police.
- Designate security points-of-contact who can link up quickly with Police responding forces to provide information on your premises. Useful information includes the building layout, profile of occupants, CCTV images and key cards.

v. Vehicle(s) used as a weapon

- Evacuate people from the surrounding area.
- Keep people as far away from the vehicle(s) as possible.
- Provide first aid to casualties if it is safe to do so.