

# SGSecure@Workplaces

Strengthening workplace preparedness against terrorism

17 August 2018



MINISTRY OF  
MANPOWER

A Great Workforce A Great Workplace

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# Terror Attacks closer to Home

## 2 SINGAPOREANS ARRESTED UNDER ISA

### IMRAN KASSIM, 34

Managing director of logistics company

Issued Detention Order

Tried to join Islamic State in Syria at least twice

Was prepared to attack SAF personnel in global anti-IS coalition or hold them as hostages: MHA

Wanted to join pro-IS militants in Marawi

Used several social media accounts to post pro-IS materials



Illustration: Rafa Estrada

### SHAKIRAH BEGAM ABDUL WAHAB, 23

Administrative assistant

Issued Restriction Order

Kept in touch with foreign fighters "mainly because she enjoyed their attention"

Stopped interacting with them in early 2016 but kept tabs on developments in Syria

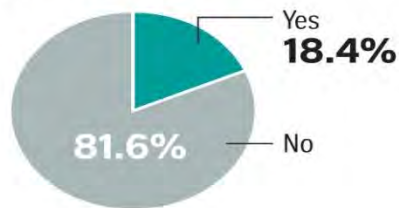
"Demonstrated propensity to engage in risky behaviour which renders her vulnerable to adverse influence and recruitment by terrorists": MHA



# 4 out of 5 Singaporeans are not prepared for terror attacks

## Emergency preparedness poll: Are Singaporeans ready for a terror attack?

Do you feel prepared to deal with a terror attack if it were to happen now?



### Real-life scenarios

Over **90%**

would inform service staff and the authorities if they see someone acting suspiciously at an MRT station or if they found an unattended bag on the bus.

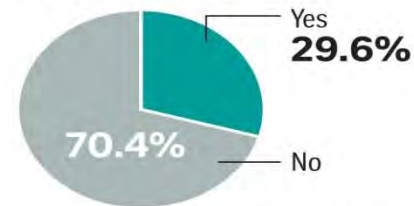
### Terror attack scenarios

Only **12.4%**

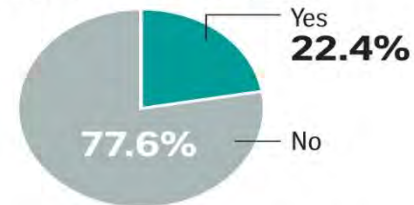
of respondents are aware of the SMS number (**71999**) to send vital information to when it is unsafe to call the police.

### Emergency competencies

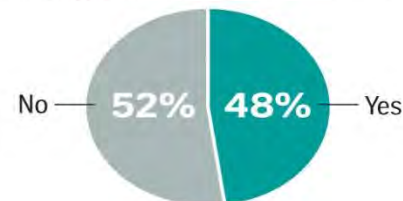
Are you trained in first aid?



Are you certified to administer cardiopulmonary resuscitation (CPR) or operate an automated external defibrillator (AED)?



Do you know how to use a fire extinguisher?



SUNDAY TIMES GRAPHICS

# SGSecure@Workplaces builds on MOM's existing work in developing safe and harmonious workplaces

**Increasing diversity in the Singapore workforce**



+

**Rise in terrorism and potential incidents that affect workplace relations (local and overseas)**



- Disharmony & conflicts among different communities at workplaces
- Adverse impact on businesses (i.e. fall in employee morale & productivity, increased business disruptions, etc.)



# Prepare workplaces for a possible terror attack by building up workplace capabilities



It is a **national movement** to **sensitise**, **train**, and **mobilise the community** to better protect ourselves from a terrorist attack



# The SGSecure@Workplaces Programme was launched in September 2017 at the National Security Conference by DPM Teo

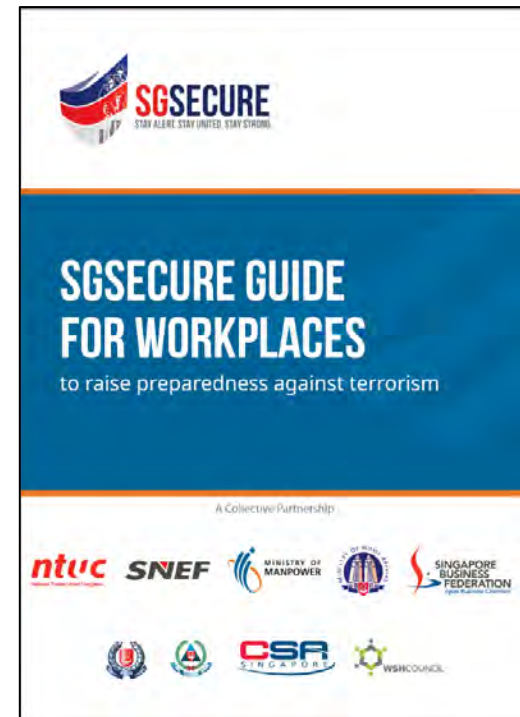
The **SGSecure Guide for Workplaces** was launched to help companies raise preparedness against terrorism.

- Download at [www.mom.gov.sg/sgsecure](http://www.mom.gov.sg/sgsecure)

1. Prepare your workforce
2. Protect your workplace
3. Partner your community



**SCAN**  
to download Guide or via  
[www.mom.gov.sg/sgsecure-guide](http://www.mom.gov.sg/sgsecure-guide)



# Companies like Yakun and Timbre have also come on board the SGSecure@Workplaces programme

## Companies which have already begun the SGSecure journey

*"As part of Ya Kun's training for staff, outlet supervisors and area managers gather every two months or so at the company's town hall meetings where they discuss emergency preparedness measures, among other things. Managers and supervisors disseminate the information from the meetings to the workers at its 64 outlets across the island. Employees are also reminded regularly to look out for any suspicious characters." (Excerpt from Today)*

*"With terrorists setting their sights on soft targets with a high concentration of people, food and beverage company Timbre Group is not taking any chances. All its operations management staff have received first aid and fire extinguisher training in the past three years or are scheduled to go for such training. Early this year, the company has taken steps to make its management more aware of security threats. Its operations management is told, for example, to download the SGSecure mobile app to keep informed." (Excerpt from Straits Times)*

## M4 TOP OF THE NEWS

### Businesses have key role in anti-terror strategy: DPM Teo

He sets out ways in which they can ensure workers and workplaces are ready to handle a terror attack.

**Businesses** have a key role to play in Singapore's anti-terror strategy, says Deputy Prime Minister Teo Jee Liong. He says that while the government will continue to lead the way in strengthening the country's security, it is crucial for businesses to take responsibility for the safety of their employees and customers. He calls for a "whole-of-society" approach to counter-terrorism, where everyone has a role to play.

Teo said that businesses should focus on three key areas: first, ensuring that their employees are trained and equipped to handle emergencies; second, ensuring that their workplaces are secure and free from potential threats; and third, ensuring that they have a clear plan in place for what to do in the event of an attack.

He also called for businesses to work closely with the authorities to share information and intelligence. This could include reporting suspicious activities, providing access to premises for security checks, and participating in joint exercises and drills. Teo stressed that businesses should not view security as a cost, but as an investment in their long-term success and the well-being of their people.

Teo's remarks come as Singapore continues to strengthen its defences against terrorism. The government has introduced a range of measures, including the Terrorism Management Act, to enhance the country's resilience. However, Teo made it clear that the fight against terrorism is a continuous one, and the support of businesses and the public is essential for success.

### Timbre keeps staff ready to handle any eventuality

Timbre Group, a food and beverage company, has taken steps to ensure its staff are prepared for any eventuality. The company has implemented a comprehensive security training programme for all its employees, covering topics such as first aid, fire safety, and emergency evacuation procedures. Additionally, Timbre has conducted regular drills to test its staff's response to various scenarios. The company's management is also staying informed about the latest security threats and trends, ensuring that its operations remain safe and secure.



### How companies can get started

- 1. Download the SGSecure mobile app to stay informed about security threats and alerts.
- 2. Conduct regular security training for all employees, including first aid and fire safety.
- 3. Develop and practice an emergency evacuation plan for your workplace.
- 4. Report any suspicious activities to the authorities immediately.

# MOM is 1 of 6 Cluster Lead agencies to manage the Workplaces domain in times of crisis



Coordinating Agency



National Service

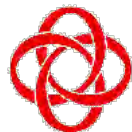
Neighbourhoods

Community Groups

Media

Workplaces

Schools



Ministry of Education  
SINGAPORE



# Key Objectives of MOM's SGSecure@Workplaces programme and what we aim to achieve

- To sensitise employers and employees to terror threats and the importance for workplaces to be prepared;
- Raise capabilities of workplaces to respond to and recover from a terror attack; and
- Build understanding and trust among co-workers so that the workforce remains cohesive in the aftermath of an attack.

# Urgent need for business community to realise the impact of a Terror Attack on businesses

**Business disruptions/failure**



**Loss of lives and property and organizational assets**



**Communal tensions, poor employee morale and break down of social fabric**



# Companies can take steps to protect themselves from terror attacks

## VIGILANCE



### Staying alert

to ever-present security threats.

- ✓ Train your employees and tenants to be alert to unusual behavior or items in surroundings.
- ✓ Know how to report these to authorities

## COHESION



### Staying united

as one people during peacetime and in crisis.

- ✓ Imbue the need to cherish and safeguard Singapore's multi-racial and multi-religious social fabric.

## RESILIENCE



### Staying strong

to be resilient and bounce back quickly in a crisis.

- ✓ Enable your employees to protect themselves and others during an attack.
- ✓ Strengthen preparedness through exercises and skills training.

# 01 PREPARE YOUR WORKFORCE

STEP  
**01**



Register your  
SGSecure Representative

STEP  
**02**



Get all your employees to  
download the SGSecure app

STEP  
**03**



Brief your employees on the  
emergency escape routes

STEP  
**04**



Download and display the  
“Run, Hide, Tell” and  
“Press, Tie, Tell” advisories

## Roles of SGSecure Rep

- Be updated with latest SGSecure information
- Peacetime advocates
- Work closely with the authorities in crises



# Register as an SGSecure Rep with MOM to get updated on latest SGSecure information



Scan the QR code or visit  
[www.mom.gov.sg/sgsecure](http://www.mom.gov.sg/sgsecure) to find out  
more

**CorpPass is required for registration**



## Rep will regularly receive:

- E-bulletins on tips on how you can prepare your colleagues and workplace
- Latest SGSecure advisories
- Info on SGSecure seminars/workshops

# A prepared staff of Twin Towers saved the lives of several company colleagues



**Rick Rescorla**

# 02 PROTECT YOUR WORKPLACE

## 1. bizSAFE



[www.wshc.sg/bizSAFE](http://www.wshc.sg/bizSAFE)

## 2. Business Continuity

### ISO 22301

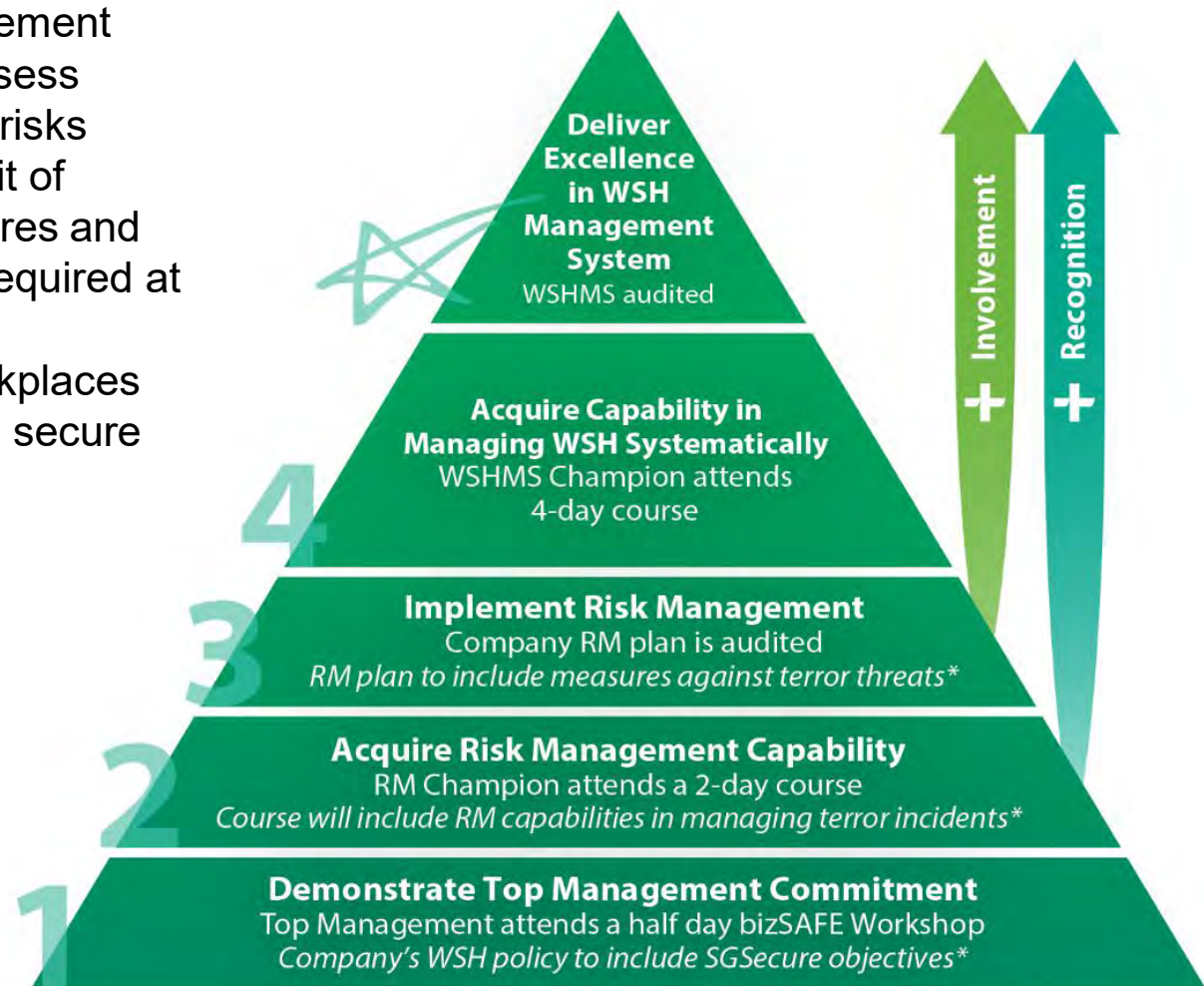
- Provides a comprehensive set of controls based on BCM best practice.
- Covers the whole BCM lifecycle.
- Defines the strategic and tactical capability of an organization to plan for and respond to incidents.
- It is generic and offers organizations guidance on putting their BCM systems in place.



[www.bcm.org.sg](http://www.bcm.org.sg)

# SGSecure was incorporated into WSHC bizSAFE framework from September 2017 onwards

- Build risk management capabilities to assess safety and terror risks
- Independent audit of mitigating measures and response plans required at Level 3
- Help to keep workplaces safe, healthy and secure








\*SGSecure components



# Enhance risk management capabilities to make workplaces safe and secure by coming on board the bizSAFE programme

With effect from 26 Sep 2017, SGSecure elements have been incorporated into bizSAFE level 1 to 3 to help workplaces be safe, healthy and **secure**.

Level	Outcomes	Mode
	Top management to understand workplace safety, health and security risks and to draft a WSH policy which includes managing terror threats.	Half day Top Management Workshop/Online e-learning module (minimally Deputy Director level)
	Risk Management Champions trained to be competent in identifying and addressing workplace safety, health and security risks which include terror threats.	2-day RM course
	Audited company's risk management implementation plan.	Onsite audit by MOM-Approved auditor
	Champion trained to develop workplace Safety and Health Management System.	4-day WSHMS course
	Audited company's Workplace Safety and Health Management System.	Onsite OHSAS 18001 audit or SS506 audit

*Note: Under the WSH (RM Regulations), every workplace is required to conduct risk assessments to ensure workplace safety and health.*

# 03 PARTNER YOUR COMMUNITY



## Join the Safety and Security Watch Group (SSWG)

- Network with neighbouring buildings
- Build mutual trust and understanding

## Enhance Communication Capabilities

- Create call directory to facilitate comms during crises
- Make use of mobile messaging applications to create group-based comms channel

## Reach out to Stakeholders

- Make a list of key customers and suppliers
- Establish strong communication channels
- Identify potential business partners to support business operations




# Summary: Implement the 3Ps at your workplace to build up organisational resilience against terrorism

## PREPARE YOUR WORKFORCE

**STEP 01**  Register your SGSecure Representative

**STEP 03**  Brief your employees on the emergency escape routes

**STEP 02**  Get all your employees to download the SGSecure app

**STEP 04**  Download and display the "Run, Hide, Tell" and "Press, Tie, Tell" advisories

## PROTECT YOUR WORKPLACE



## PARTNER YOUR COMMUNITY



Safety & Security Watch Group



Stakeholders

# Start by downloading and disseminating Resources on SGSecure

- [www.mom.gov.sg/sgsecure](http://www.mom.gov.sg/sgsecure)
  - Take the first step by appointing an SGSecure rep now.
  - SGSecure Guide for Workplaces
  
- [www.sgsecure.sg](http://www.sgsecure.sg)
  - Protective Security Advisory for Premises
  - Contingency Planning Advisory for Premises
  - SGSecure advisories and video resources on “Run, Hide, Tell”, “Improvised First Aid Skills” & “SGSecure App”



Thank you for  
being part of the  
**SGSecure** Movement

[www.mom.gov.sg/sgsecure](http://www.mom.gov.sg/sgsecure)

# Thank You

## FAQs

### 1. What is the role and responsibilities of a SGSecure rep?

#### **During peace time:**

- Keep abreast of security landscape and ways to be prepared (resources are available on MOM website)
- Be an advocate for SGSecure preparedness in peacetime, e.g. organize SGSecure briefings, disseminate SGSecure bulletins, encouraging workplace to implement SGSecure Guide for Workplaces

#### **Aftermath of a crisis:**

- Be a point of contact with MOM to support recovery efforts, for instance
  - Disseminate messages from MOM
  - Walk the ground with workplace community leaders