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