Terror Preparedness Action Plan
(for Building and Property Managers)

Building and property managers directly manage the malls or buildings that Retail and F&B shops reside in. Your tenants and shoppers are depending on you to coordinate building security measures that will be the first line of defence against potential attacks.

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
- Conduct regular table-top exercises
- Conduct regular lockdown drills
- Conduct regular evacuation exercises
- Organise lunch talks to share information

☐ *Empower People to Address Threats of Terrorism*
- Form a Company Emergency Response Team (CERT)
- Formulate an Emergency Response Plan (ERP)

Protect Your Workplace

☐ *Physical Measures*
- Install bollards at building exterior
- Implement security clearance at entrances
- Install sufficient working CCTVs
- Install forced-entry resistant doors
- Install hardened shelters to hide in during an attack
- Put up signage indicating that premises are protected

☐ *Operational Measures*
- Stay vigilant for suspicious persons, articles and activities
- Create feedback channels for tenants
- Maintain good housekeeping in malls and buildings
- Increase frequency of patrol by security officers
- Set up biometric or card access to sensitive sites
- Develop dynamic lockdown protocols
- Create a risk management plan
- Regularly review security policies
- Get bizSAFE recognition

☐ *Cybersecurity Measures*
- Lead by example
- 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 of the Retail, F&B Guide)
- Prepare an Incident Response Plan, then communicate it and train your team to use it

☐ *Business Continuity Management*
- Create and review business continuity plans regularly

Partner Your Community

☐ *Employees Bonding and Cohesion*
- Communicate regularly with tenants
- Organise tenant engagement activities

☐ *External Networks and Stakeholders*
- Prepare a list of contractors to support mall operations after an attack
- Participate as a member of the Safety and Security Watch Group (SSWG) Scheme

☐ *Crisis Communication Plans*
- Create and maintain an authoritative source of mall information
- Refer only to authoritative sources of information
- Create and update employee and next-of-kin call directories
- Create a list of individuals to contact during a crisis
- Establish procedures to disseminate information to tenants, employees, and colleagues
- Organise a building crisis response team
- Appoint a mall or building spokesperson

RESPONSE

Terror Attacks

☐ *Activating Teams and Response Protocols*
- ○ Activate Emergency Response Plans and CERT Team
- ○ Inform tenants and shoppers through alarms, PA systems, or other means
- ○ Access the Fire Command Centre
- ○ Activate building lockdown procedures

☐ *Inform Others of the Attack*
- ○ Call 999 or SMS 71999 to inform the police
- ○ Submit information through the SGSecure App
- ○ Alert tenants and neighbouring buildings of the attack

☐ *Evacuate the Premises*
- ○ Coordinate building evacuation with the CERT Team
- ○ Conduct a security sweep if assembly areas must be used as they are vulnerable to secondary attacks

☐ *Provide Information*
- ○ Provide authorities with information such as floor plans or location of CCTVs that may assist them

☐ *Assist Others*
- ○ Use Press, Tie, Tell for improvised first aid
- ○ 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.
- ○ Identify how the breach occurred
- ○ Determine what data was exposed
- ○ Decide on appropriate response measures
- ○ Disconnect computers from the internet
- ○ Change login credentials
- ○ Inform affected tenants, employees, and customers

RECOVERY

Supporting Employees and Colleagues
- ○ Rally employees, tenants, and contractors together
- ○ Assist tenants and contractors in their recovery efforts
- ○ Set up support groups for affected employees
- ○ Perform Psychological First Aid on traumatised employees

Discerning Between Information Sources
- ○ Execute pre-established crisis communication plans
- ○ Check and verify information about the attack from official sources before notifying tenants, business owners, and contractors
- ○ Do not share videos or photos which may fuel rumours
- ○ Address potential cases of discrimination or shunning among tenants and contractors

Pooling Resources Together
- ○ Activate business continuity plans
- ○ Contact contractors and suppliers to assist in continued operations and recovery
- ○ Engage tenants and contractors to coordinate reopening of businesses
- ○ Discuss learning points from incidents with tenants, contractors, and employees

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