Terror Preparedness Action Plan
(for Company Management and Business Owners)

As company management and business owners, you play a crucial role in encouraging preparedness initiatives during peacetime. You have the capability to create a security-focused workplace culture, and implement business continuity plans.

PREVENTION

Prepare Your Workforce

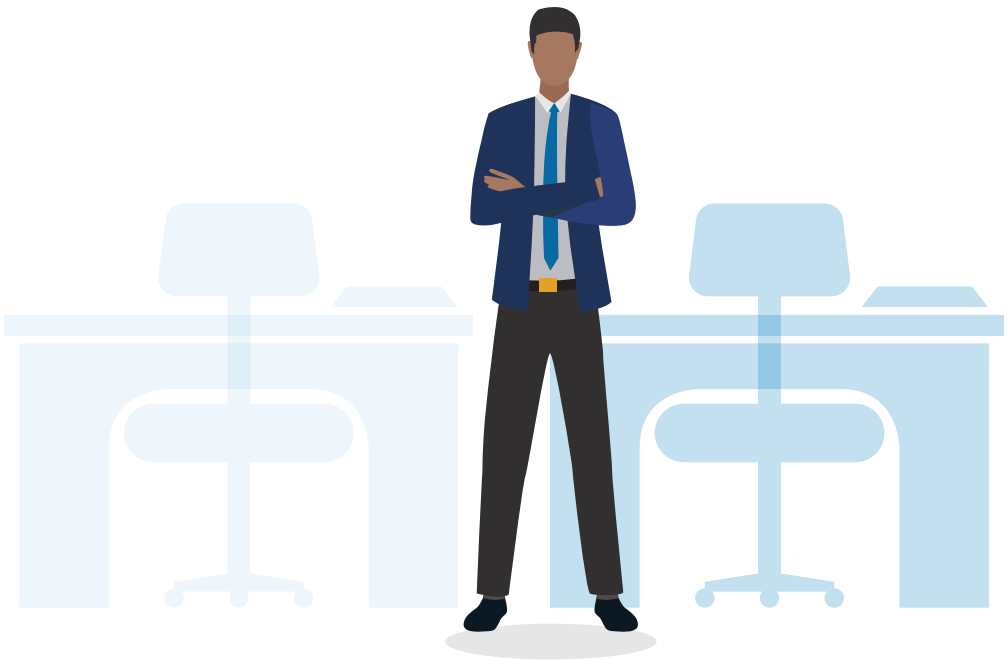
- ☐ *Improve Emergency Preparedness Skills and Knowledge*
  - ○ Download the SGSecure mobile app
  - ○ Utilise resources on the SGSecure@Workplaces website
  - ○ Put up "Run-Hide-Tell" and "Press-Tie-Tell" posters
  - ○ Send frontline employees for emergency skills training
  - ○ Incentivise employees who participate in drills and exercises
  - ○ Frequently test and remind employees about emergency and safety procedures
- ☐ *Empower People to Address Threats of Terrorism*
  - ○ Appoint and register an SGSecure Rep

Protect Your Workplace

- ☐ *Physical Measures*
  - ○ Install functioning CCTVs in shops
- ☐ *Operational Measures*
  - ○ Create a risk management plan
  - ○ Regularly review security policies
  - ○ Hire third-party auditors to conduct cross checks
  - ○ Hold post-audit meetings with stakeholders
  - ○ Get bizSAFE recognition
  - ○ Establish HR guidelines to support employees after an attack
- ☐ *Cybersecurity Measures*
  - ○ Use application control software
  - ○ Check computers regularly and inspect emails
  - ○ Record where sensitive data is stored
  - ○ Back up data periodically
- ☐ *Business Continuity Management*
  - ○ Create and review business continuity plans
  - ○ Participate in the Corporate First Responder (CFR) Scheme

Partner Your Community

- ☐ *Employees Bonding and Cohesion*
  - ○ Organise team-building activities for employees
  - ○ Communicate regularly with frontline employees
- ☐ *External Networks and Stakeholders*
  - ○ Prepare a list of business partners (including unions, where applicable) who can support business operations after an attack
- ☐ *Crisis Communication Plans*
  - ○ Create and maintain an authoritative source of company 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 employees and colleagues
  - ○ Organise a company crisis response team
  - ○ Appoint a company spokesperson



RESPONSE

Terror Attacks

- ☐ *Activating Teams and Response Protocols*
  - Assemble your Crisis Response Team
  - Inform the police, employees, and neighbouring tenants of the attack
- ☐ *Inform Others of the Attack*
  - Call 999 or SMS 71999 to inform the police
  - Submit information through the SGSecure App
  - Alert other nearby outlets of the attack
  - Prepare a media release and factsheet
- ☐ *Evacuate the Premises*
  - Cooperate with CERT Team in evacuation procedures
- ☐ *Provide Information*
  - Coordinate communication between outlets and employees
- ☐ *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.
  - Execute roles and responsibilities spelt out in the company's Incident Response Plan, which may call for people to do the following:
  - Contain:
    - Keep track of the company's incident handling process (e.g. walk-through the pre-prepared Incident Response Plan to ensure that steps are executed, information is gathered, etc.)
    - Limit the impact of an incident by acting fast on the course of action (e.g. notifying the right personnel, isolating the infected or compromised system, etc.)
    - Report the incident to the relevant authorities or organisations (e.g. if monetary loss is involved, lodge a police report and alert the bank immediately)
  - Eradicate:
    - Resolve the issue (e.g. removing malware, patch machines with the same potential vulnerability, etc.)
    - Complete forensic analysis and keep logs
  - Recover:
    - Restore business functions (e.g. setting up a new system, restoring from clean backups)
    - Monitor the recovered system to be certain that incident has been fully resolved
    - Gather the lessons learnt and improve the company's Incident Response Plan

RECOVERY

Supporting Employees and Colleagues

- Rally employees and colleagues together
- Set up support groups for affected employees
- Perform Psychological First Aid for traumatised employees
- Provide access to professional support for employees who require it
- Update employees on measures taken to safeguard their well-being
- Execute pre-established HR guidelines to manage fallout

Discerning Between Information Sources

- Activate pre-established crisis communication plans
- Check and verify information about the attack from official sources before informing employees and concerned family members
- Refrain from, and prohibit the sharing of videos or photos which may fuel rumours
- Address potential cases of discrimination or shunning among employees

Pooling Resources Together

- Activate business continuity plans
- Contact contractors and suppliers to assist in business operations and recovery
- Get in touch with key partners such as unions, where applicable
- Work with the building manager to coordinate reopening of businesses
- Discuss learning points from incidents with employees and colleagues