SGSECURE@ WORKPLACES BRIEFING TOOLKIT
GROWING THREAT OF TERRORISM TO SINGAPORE

Radicalisation through social media

Return fighters and decentralized attacks

Using everyday items as weapons
GROWING THREAT OF TERRORISM TO SINGAPORE

RADICALISATION THROUGH SOCIAL MEDIA

- Convenient and effective platform for terrorist groups to spread their extremist ideologies and messages to the masses.

- Extremist ideologies and messages continue to live on in the virtual world, although the terrorists themselves might already be dead.
Growing number of terrorists are radicalised and recruited through these platforms, especially the young and vulnerable, e.g. marginalised individuals/groups.
As the ISIS strongholds falls, its leader called on followers to either return or stay in their countries and carry out the attacks there.

Several attacks have been carried out around the world by radicalised individuals:

- Movida Puchong Bombing 2016
- Manchester Arena Bombing 2017
- Barcelona Attacks 2017
- Surabaya Attacks 2018
GROWING THREAT OF TERRORISM TO SINGAPORE

ACCESSIBILITY OF WEAPONS

- The choice of weapons have changed from conventional to common tools used in daily life, e.g. vehicles, knifes, microwaves.
- To the untrained eye, it may be harder to detect if the use of those tools are for terror purposes
- Multiple incidents of vehicular and knife attacks have occurred:
  - Berlin Christmas Market Rampage 2016
  - Westminster Attack 2017
While all these seem daunting, steps can be taken to better prepare ourselves. Be alert, but not alarmed.
What can we do at the workplace as employees?

Stay Vigilant
Response
Respect
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

STAY VIGILANT

Be aware of tell-tale indicators of suspicious items/activities/personnel.
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

**STAY VIGILANT**

Report using the SGSecure App

Call 999 or SMS 71999 if it is not safe to talk
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

KNOW HOW TO RESPOND IN THE EVENT OF A TERROR ATTACK

**RUN** away from danger. Do not surrender or attempt to negotiate.

- Consider the safest route
- Move quickly and quietly and stay out of view of the attackers
- Insist others leave with you
- Leave your belongings behind

If escape is not possible, **HIDE**. Be very quiet and switch your phone to silent mode.

- Find cover and stay out of sight of the attackers
- Lock yourself in but do not get trapped
- Place heavy objects such as tables/cupboards behind the entrances if you can’t lock them
- Move away from the doors

**TELL** the Police. Call 999 or SMS 71999 if it is not safe to talk. You may use the SGSecure app to provide information such as:

- Your location
- About the attackers – T.E.L.L. Framework (e.g. number of them, their looks, weapons and equipment used, their location, where they are moving towards)
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

KNOW HOW TO RESPOND IN THE EVENT OF A TERROR ATTACK

PRESS directly on the wound to stop the bleeding using items such as handkerchief or cloth.

TIE above the wound using items such as a neck tie, belt, or sling of a bag to stop any excessive bleeding.

TELL SCDF Emergency Responders about the injury and the time at which you tied the wound.
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

KNOW HOW TO RESPOND IN THE EVENT OF A TERROR ATTACK

- **P**: Pull out the safety pin
- **A**: Aim the nozzle at the base of the fire
- **S**: Squeeze the lever
- **S**: Sweep the nozzle from side to side
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

KNOW HOW TO RESPOND IN THE EVENT OF A TERROR ATTACK

LEARN CPR + AED

60%* Survival rate when early CPR with AED are given

4 Mins+ without oxygen, brain damage will likely occur

15 Mins* for an ambulance to arrive at the scene

DID YOU KNOW?

3 STEPS HANDS ONLY CPR

Call 995 and shout for an AED.

Push hard and fast in the center of the chest.

Use an AED if available.

3 STEPS HANDS ONLY CPR

995

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WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?
KNOW HOW TO RESPOND IN THE EVENT OF A TERROR ATTACK

LEARN CPR + AED

Below are some recommended ways to learn more about CPR/AED:

1. Take a CPR/AED certification course today at any of the SRFAC Registered CPR Training Centres. For more information, visit srfac.sg/directory/training-centre/

2. Learn more about CPR/AED awareness through the Dispatcher Assisted first Responder (DARE) Programs that are free

3. Watch this video by SCDF https://www.youtube.com/embed/O9iMqfl4cGY
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

RESPECT COLLEAGUES

- Treat each other with respect, politeness and kindness
- Avoid stereotypes and prejudices
- Respect diversity, and understand different cultures and practices
- Judge co-workers based on their work, not on factors such as race, ethnicity, gender or disabilities
What can we do at the workplace as employers?

- Enhance communication capabilities
- Take steps to protect the workplace
- Build an inclusive work environment
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

ENHANCE COMMUNICATION CAPABILITIES

- Create and regularly update a directory of employee and next-of-kin contact details
- Create group-based communication channels e.g. WhatsApp Group
- Establish authoritative source of company information in peacetime e.g. company website/designated personnel
- Identify and make a list of important external stakeholders i.e. key customers and suppliers
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

TAKE STEPS TO PROTECT THE WORKPLACE

• Implement physical protection measures:
  • Perimeter line, vehicle security barriers, active vehicle security barriers, anti-intrusion barriers
  • Simple measures that include doors that can be locked from the inside instead of the outside

• Protect your IT systems and data

• Establish authoritative source of company information in peacetime e.g. company website/ designated personnel

• Identify and make a list of important external stakeholders i.e. key customers and suppliers
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

BUILDING A COHESIVE AND INCLUSIVE WORK ENVIRONMENT

- Organise team-bonding activities
- Provide effective grievance handling procedures
- Adopt core values that are aligned with Singapore’s ethos of racial and religious harmony
- Adopt fair employment practices

*Note: The diagram includes a red cross, indicating something should not be done.*
WHAT CAN WE DO AT THE WORKPLACE AS INDIVIDUALS?

BUILDING A COHESIVE AND INCLUSIVE WORK ENVIRONMENT

Examples of core values to uphold in your company:

- Empathy
- Equality
- Inclusiveness
- Respect
- Fairness
- Diversity
- Teamwork
- Harmony
- Resilience
Economic and social inclusion helps to prevent violent extremism. It is important to foster a harmonious and inclusive workforce.
IN THE AFTERMATH OF A TERROR ATTACK

Refer to official channels for information and news

Stay united and stay strong

Extend psychological first aid (PFA)
IN THE AFTERMATH OF A TERROR ATTACK

REFER TO OFFICIAL CHANNELS FOR INFORMATION AND NEWS

• Keep calm and cut rumours because fake news could generate fear, mistrust and hatred, and ultimately cause unnecessary harm to our social fabric

• Report false news to authorities

• Refer to the official information channels within your organisation

• Refer to the latest information and advisories from official sources, such as SPF’s website, news releases, MOM’s SGSecure@Workplaces bulletins and the SGSecure app
IN THE AFTERMATH OF A TERROR ATTACK

STAY UNITED AND STAY STRONG

• Express solidarity and extend care to each other at the workplace in the aftermath of a terror attack. Doing so raises the morale amongst colleagues.

• Rally for
IN THE AFTERMATH OF A TERROR ATTACK

EXTEND PSYCHOLOGICAL FIRST AID (PFA)

PFA is a humane, supportive and practical first response given to individuals affected emotionally in the immediate aftermath of a terror attack.

The following points can guide you in administering PFA when necessary (more information can be found in the next slide):

- Active listening
- Stay Close
- Accept Feelings
- Provide Practical Help
## IN THE AFTERMATH OF A TERROR ATTACK
### EXTEND PSYCHOLOGICAL FIRST AID (PFA)

<table>
<thead>
<tr>
<th>Active Listening</th>
<th>Stay Close</th>
<th>Accept Feelings</th>
<th>Provide Practical Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Show interest, attention and care</td>
<td>• Be available and present</td>
<td>• Keep an open mind</td>
<td>• Refer them to professional help</td>
</tr>
<tr>
<td>• Maintain eye contact</td>
<td>• Show empathy and connect</td>
<td>• Accept rejection of help, if person needs space</td>
<td>• Facilitate access to basic needs</td>
</tr>
<tr>
<td>• Paraphrase, summarise, clarify</td>
<td>• Maintain appropriate physical contact</td>
<td>• Respect reactions and coping strategies</td>
<td>• Provide factual information if you have it</td>
</tr>
<tr>
<td>• Respect privacy and ensure confidentiality</td>
<td>• Inform affected persons where they may find you</td>
<td>• Adopt a non-judgmental approach</td>
<td>• Make it clear to people that even if they refuse help now, they can still access it in future</td>
</tr>
</tbody>
</table>