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Title : Standard Operating Procedure on SG Secure		
Audience : All Staff and Students		

1. **Aim**

Global terrorism is on the rise and Singapore is facing our highest level of terror threat in recent years. A terror attack is not a matter of if but when, and we cannot afford to remain complacent.

This Standard Operating Procedure (SOP) defines the procedure of responses response to the threat of terror. It aims to **sensitise, train, and mobilise CINTRA community to** prevent and deal with a terror attack.

2. **Scope**

This SOP includes the areas where CINTRA occupies in Research Techno Palza building viz at Level 5 and 6.

3. **Roles and Responsibilities**

3.1 CINTRA Director as occupier shall:

- Plan for business continuity to mitigate any potential disruptions and recover more quickly when an incident strikes at their premises;
- Protect the premises by installing CCTVs or regular patrol;
- Encouraged to their staff and researchers for relevant training in emergency preparedness, and to acquire skills such as Improvised First Aid Skills (IFAS), and using the Automated External Defibrillator (AED). Such skills are critical to ensure ready assistance is available to affected colleagues till the authorities arrive.

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3.2 Staff and Researchers should:

3.2.1 Familiarise themselves with their surroundings such as the nearest escape routes, and locations of first aid provisions, to facilitate swift evacuation in times of emergency.

3.2.2 Look out for articles left unattended in public places, especially those with the following characteristics:

- Have excessive usage of securing materials;
- Have stains or discolouration and/or emit an unusual odour;
- Have wires sticking out;

3.2.3 Look out for persons showing suspicious behaviours and characteristics:

- Wearing bulky or oversized attire that may conceal hidden objects;
- Placing an object or parcel in a crowded area and departing immediately;
- Attempting to hide/disguise their identity;
- Loitering for an extended period of time at one location.

3.2.4 Also look out for signs of radicalisation from those around you:

- Expressing the belief that violence is justified;
- Idolising, showing support or sympathising with terrorists and their causes;
- Trying to influence others to support terrorism and/or participate in terrorist activity;
- Displaying insignia or symbols in support of terrorist groups.

3.2.5 Look out for suspicious vehicles:

- Commercial or heavy vehicles being operated erratically, at unusual times or in unusual locations, particularly near crowded areas;
- Vehicles circling an area repeatedly, or on different occasions;
- Any vehicle abandoned abruptly by the driver;
- Overly weighted vehicles with sunken tires and suspensions;
- Vehicles with foreign objects attached.

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4. Situations

Terror attacks have the potential to disrupt business continuity and severely affect staff and researchers' morale. Thus, it is vital that everyone is aware of how to prevent and respond in case of such attacks:

4.1 In peace time: Be Vigilant

4.1.1 When you spot a suspicious object:

Look out for articles left unattended in public places, especially those with the following characteristics:

- Have excessive usage of securing materials;
- Have stains or discolouration and/ or emit an unusual odour;
- Have wires sticking out.

4.1.2 When you spot a suspicious person:

Look out for persons showing suspicious behaviours and characteristics:

- Wearing bulky or oversized attire that may conceal hidden objects;
- Placing an object or parcel in a crowded area and departing immediately;
- Attempting to hide/disguise their identity;
- Loitering for an extended period of time at one location;
- Taking photos or doing video recordings of security features;
- Asking specific questions concerning the security of a place or an individual without a reasonable explanation.

You should observe the person or article from a safe distance and note down their description.

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For persons, you should note these characteristics:

- **Build and Height:** Small, medium, thin, plump, muscular;
- **Complexion:** Fair, tanned, dark;
- **Distinctive Characteristics:** Tattoos, spectacles, scars;
- **Hair:** Curly, short, long, dyed (colour);
- **Race:** Chinese, Malay, Indian, Eurasian etc;
- **Type and Colour of Clothing and Footwear:** Colour, type (t-shirt, overall, sleeveless or shortsleeved, etc.), or prominent logos or brands;
- **Items Carried:** Guns, knives, sling bag, waist-pouch, etc.

Do not try to apprehend the person or to touch the item. Inform the Campus Security immediately.

- Call the 24-hour Campus Security hotline at 67905200 **or**
- Inform the CINTRA Safety Committee **or**
- Call the Police at 999 during an emergency **or**
- SMS 71999 if you can't talk **or**
- You can also submit information to the Police via the SGSecure mobile app.

Provide a clear description to the Police. You may also tell the Police where they can meet you for more details.

4.1.3 Signs of Radicalisation

Look out for signs of radicalisation from those around you. When a person adopts extreme political, religious or social views, they could be radicalised over time and may even develop the intention to engage in terrorist activities.

Possible signs of radicalisation include:

- Expressing the belief that violence is justified;
- Idolising, showing support or sympathising with terrorists and their causes;
- Trying to influence others to support terrorism and/or participate in terrorist activity;
- Displaying insignia or symbols in support of terrorist groups.

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If you know or suspect that a person is radicalised, you should inform and alert the CINTRA Safety Committee immediately. By reporting them to the authorities early, you could help them get proper guidance and counselling so that they can be steered away from the path of radicalisation. They may not need to be severely dealt with under the law.

4.1.4 When you spot a suspicious vehicles

Look out for suspicious vehicles:

- Commercial or heavy vehicles being operated erratically, at unusual times or in unusual locations, particularly near crowded areas;
- Vehicles circling an area repeatedly, or on different occasions;
- Any vehicle abandoned abruptly by the driver;
- Overly weighted vehicles with sunken tires and suspensions;
- Vehicles with foreign objects attached.

4.2 In the event of an attack

4.2.1 "Run, Hide, Tell"

RUN

- Move quickly and quietly away from danger using the safest route;
- Do not surrender or attempt to negotiate.

HIDE

- Stay out of sight, be quiet and switch your phone to silent mode;
- Lock yourself in and stay away from the doors.

TELL

- Provide information to the Police by calling 999, SMSing 71999 or using the SGSecure App
- provide details about the attackers and their location

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4.2.2 Improvised First Aid - "Press, Tie, Tell"

While hiding from danger, if you encounter any casualty who is bleeding profusely, you should carry out Improvised First Aid Skills:

PRESS

- Press directly on the wound to stop the bleeding using items such as a handkerchief or cloth.

TIE

- If pressing does not stop the bleeding, tie above the wound using items such as a neck tie, belt or sling of a bag to stop any excessive bleeding.

TELL

- Tell the SCDF Emergency Responders about the injury and the time when you tied the wound.

4.3 After a terror attack

Keep calm

- Find out the latest information and advisories from official sources.

Do not speculate or spread rumours

- Do not post or share videos or photos which may create panic or cause disharmony.

Care for others

- Encourage your colleagues, friends and contractors to bounce back and return to their daily activities as soon as possible.

5. **Reporting suspicious activities or behaviour**

If you have any information about suspicious activity or behaviour, inform the Campus Security immediately:

- Call the 24-hour Campus Security hotline at 67905200 **or**
- Inform the CINTRA Safety Committee **or**
- Call the Police at 999 during an emergency **or**
- SMS 71999 if you can't talk.

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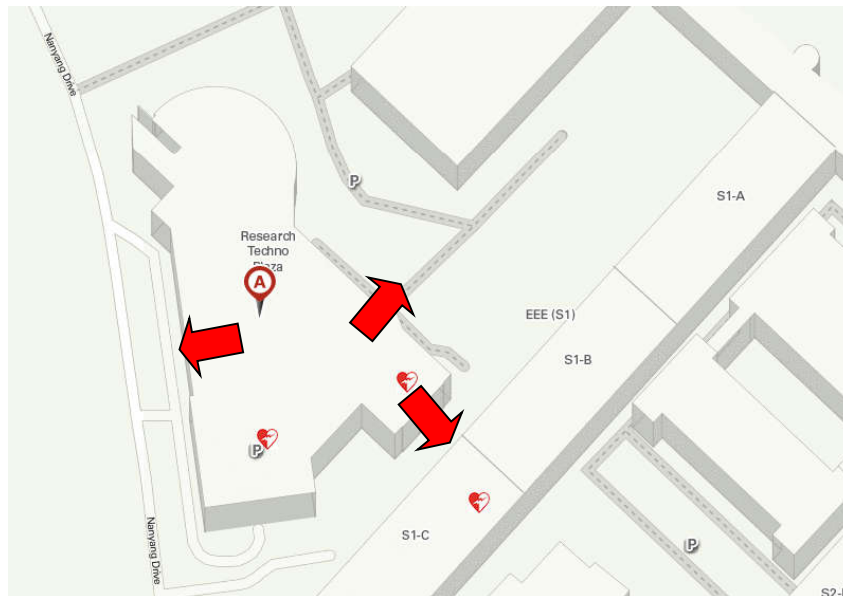
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You can also submit information to the Police via the SGSecure mobile app
Provide clear descriptions to the Police.

6. Evacuation routes

- Assess the location of the danger from information obtained from the communication networks (WhatsApp group), SGSecure app or other NTU personnel;
- Move quickly and quietly away from danger using the safest route;
- Do not surrender or attempt to negotiate;
- If possible, alert other persons around you about the danger and their location.

The area occupied by CINTRA comprises of office at Level 5 and Lab and offices at Level 6 of Research Techno Plaza and can evacuate from three outlets as shown below.



Map of Evacuation Routes from CINTRA

7. Programme on Emergency Preparedness

SCDF has a free Community Emergency Preparedness Programme (CEPP) that covers skills such as First Aid, CPR, and Fire Fighting.

More details can be found at the SCDF's website:

https://www.scdf.gov.sg/content/scdf_internet/en/community-and-volunteers/community-preparedness/community-programmes/cepp.html

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Version History

This Table below reflects the summary of changes made to the document. The full change information is indicated with yellow highlight in the document content.

Revision	Section	Details of Change	Document Author	Effective Date	Approved By
00	N.A	Initial Release	Choo Hwee Pin	26 Nov 2018	Dr Dinh Xuan Quyen
01	NA	Revamped the whole document	Choo Hwee Pin	28 Feb 2019	Dr Dinh Xuan Quyen

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