# PARTICIPANT WORKBOOK

## WSQ INCIDENT RESPONSE

(Handle Security Incidents and Services)

SEC-ICM-1003-1.1

Version 1.7

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# Version Control Record

| Version | Effective Date | Changes | Author | Remarks |
|---|---|---|---|---|
| 1.0 | 2 Mar 2009 | 2nd Release | Tan Boh Meng | |
| 1.1 | 1 Oct 2010 | Re-submit for module integration and WDA funding | Tan Boh Meng | |
| 1.2 | 2 Jan 2011 | Revised to be aligned with reviewed C-TAG dated 1 July 2010 | Tan Boh Meng | |
| 1.3 | 1 Nov 2013 | Update of information and pictures | Tan Boh Meng | |
| 1.4 | 20 Feb 2014 | Revised to be aligned with guidelines by SCDF | Tan Boh Meng | |
| 1.5 | 8 Jan 2015 | Review, update and include PDPA Instructions | Tan Boh Meng | |
| 1.6 | 20 March 2023 | Align to current assessment | Tan Boh Meng | |
| 1.7 | 3 January 2024 | New assessment criteria | Aein Harryzan | |

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## Course aim:

To train and provide candidates with knowledge and skills needed to perform security operation services and lead to attain the WSQ certification

## Training Objectives:

The following Competency Elements require to be attained in the Training objectives

a. Containing incidents of damage to facilities and equipment
b. Handling fire-related incidents
c. Handling suspicious behaviour and crime-related incidents
d. Handling medical or first-aid related incidents
e. Handling bomb or IED (Improvised Explosive Device) threat incidents
f. Searching, apprehending and arresting suspect
g. Giving evidence in court

## Assessments:

At the end of the module, participants will be assessed on the following:

a. Able to contain incidents of damage to facilities and equipment
b. Able to handle fire-related incidents
c. Able to handle suspicious behaviour and crime-related incidents
d. Able to handle medical or first-aid related incidents
e. Able to handle bomb or IED (Improvised Explosive Device) threat incidents
f. Able to handle search, apprehend and arrest suspect
g. Able to give evidence in court

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## CHAPTER 1

# Reporting Damages

1. **Report all incidents IMMEDIATELY**

2. **Take appropriate action where necessary**

3. **Record down details in pocket book**

4. **Write a complete report in the Occurrence Book/Incident Report form at the end of your patrol**

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# Reporting Damages

**Learning Activity 1A – Role play**

## *Flickering corridor light*

1. **Report to Control Room - location and incident**

2. **Request maintenance to repair**

3. **Record details in Pocket book**

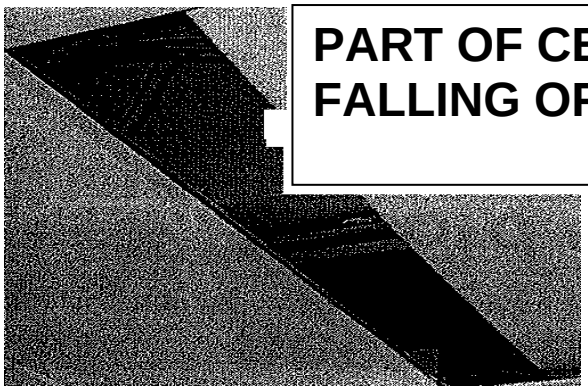
4. **Write in Occurrence book and Incident report form at the end of the patrol**

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# Reporting Damages

## Learning Activity 1B – Role play




**1. Check self safety and suspicious item / person**

**2. Report to Control Room - "Charlie 1 calling Control Over!**

**3. Request for maintenance assistance**

**4. Request for cordon tape and "Danger" sign**

**5. Cordon off area & standby until damage is rectified**

**6. Remove the cordon tape and record down in Pocket book**

**7. Write in the Occurrence book and Incident report form upon returning from patrol**

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# CHAPTER 2

## Handle Fire-Related Incidents




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# Handle Fire-Related Incidents

**Learning Activity 2A – Role play**

## Alarm Activation

1. From the control room, check the main panel
2. Identify activated Zone (e.g. Zone 1)
3. Silence the fire alarm (Orange button).
4. Inform colleague to check on status at zone 1 and report situation
5. Isolate zone 1 and after message is acknowledged by patrol officer
6. Call De-Centralised Alarm Monitoring Station (DECAM) to inform checking status and to hold the fire engine. Ask for name of the officer
7. Inform Security Manager
8. Make PA Announcement (Text 1) through the PA system
9. Inform Supervisor and Management

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# Handle Fire-Related Incidents

**Learning Activity 2B – Role play**

## False Alarm

1. **Reset the Fire Alarm Panel (Brown button) on the main and sub panel**

2. **Call DECAMS to inform false alarm and ask them to reset their fire alarm panel. Ask for name of the officer**

3. **Inform Security Manage**

4. **Make PA Announcement (Text 4) through the PA system**

5. **Inform Supervisor and Management**

6. **Record in pocket book, occurrence book and incident report form**

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# Handle Fire-Related Incidents

## *CASE STUDY*

## Two condo security officers died in Marina Bay Suites fire

### *Lesson learnt:*

**1. Should treat all activated fire alarm as real fire incident**

**2. SAFETY FIRST – Approach the activated fire alarm location with precaution and from a distance at all times in pairs**

**3. Be alert of the smoke and heat**

**4. Approach high floors building should use stairway as far as possible. If not practical, then use firemen lift if is available**

**5. Stop at two levels/floors below the activated fire alarm floor and approach with full precautions via staircase to sense for smoke and heat**

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# Handle Fire-Related Incidents

**6. At all times you must be in communication through your walkie-talkie with your colleagues in the FCC/Guardhouse and report every location and actions**

**7. In the event of small fire, attempt to extinguish or control the fire <u>without taking personal risk</u>**

**8. If is an actual fire where is beyond your capability to neutralise then call for SCDF immediately to mitigate the fire**

## *Important points to remember:*

1. **Remain Calm**
2. **Ensure self-safety**
3. **Communication**
4. **No complacency**

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# Handle Fire-Related Incidents

## Singapore Civil Defence Force's Guidelines for Security Personnel to Handle Fire Incidents in Buildings

1. The security team shall handle fire alarm activation in pairs according to organisational procedures.

2. Upon hearing the fire alarm, security officers shall ascertain the location of the fire from the main fire alarm panel and use the fire lift to go to **two storeys below the "fire" floor and proceed cautiously to the "fire" floor via staircase** to verify the fire incident.

3. The Security officer shall then bring the fire lift down to the 1st storey and await the arrival of the Singapore Civil Defence Force. He is to provide relevant details on location, type of fire and possible hazards within the building and especially the fire floor to SCDF upon arrival.

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# Handle Fire-Related Incidents

4. If the location of the fire is indicated to be at the basement, the Security officer **shall not** proceed to fire floor. He shall check CCTV, if available, to verify the fire incident.

5. In the event of small fire, security personnel shall attempt to extinguish or control the fire **without taking personal risk**, before the arrival of the Singapore Civil Defence Force.

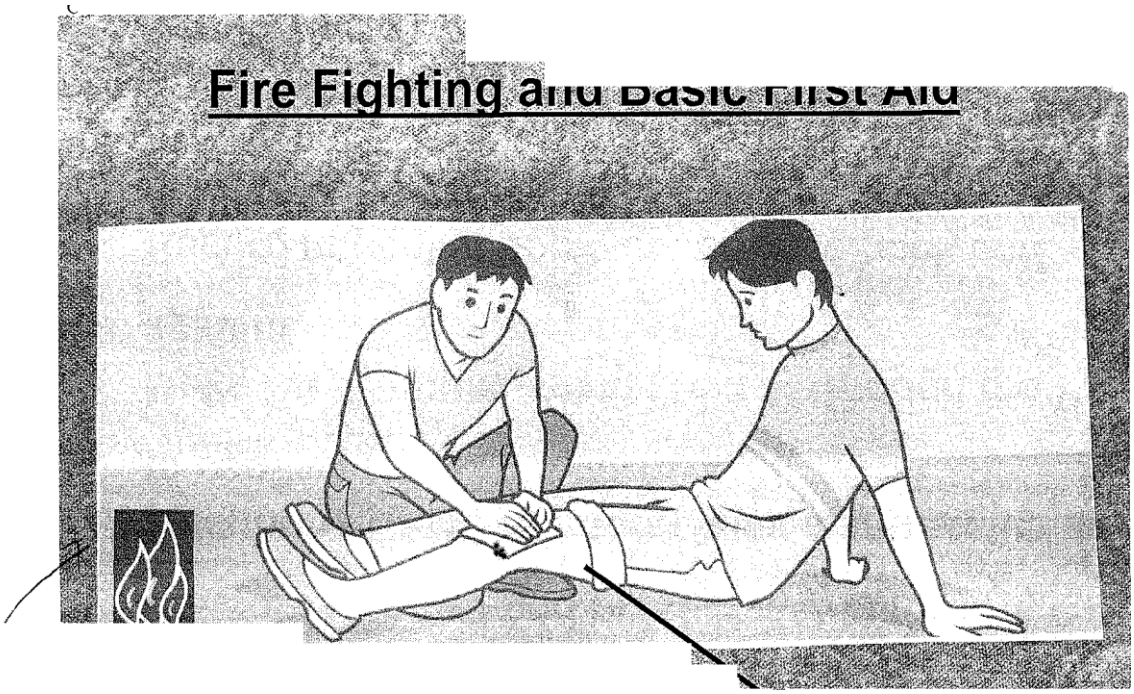
6. In the event of a fire that has gone out of control, the security officer **shall not** attempt to extinguish the fire but immediately activate the fire alarm, if not previously raised. He shall then proceed to make the appropriate announcements over the PA system and initiate the relevant evacuation procedures.

7.In the event of a fire that has gone out of control, the security officer **shall not** attempt to extinguish the fire. He shall proceed to make the appropriate announcements over the PA system and initiate the relevant evacuation procedures.

**Correct as of 12 Feb 2014**

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# Fire Fighting and Basic First Aid




***INJURED MAN WITH MINOR CUTS***

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# Handle Fire-Related Incidents

**Learning Activity 2C – Role play**

## Handle small fire on Fire Fighting

***"While you are on patrolling, you heard someone shouted fire and you saw a waste paper basket and wooden chair on fire"***

1. **Get fire extinguisher from the nearest fire exit**

   a. **Face small fire with your back facing the wind**
   b. **Stand between 1m to 1.5m away from the fire**
   c. **Ensure there is an escape route for you**

2. **Pull out safety pin, aim at base of fire and squeeze the lever with a sweeping motion from left to right. (PASS)**

3. **Open all doors and windows for ventilation after fire is extinguished**

4. **If small fire is out of control, break the nearest call point to raise alarm and evacuate out from the exit door**

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# Handle Fire-Related Incidents

**Learning Activity 2D – Role play**

***"First Aid to the injured man"***

1. **Treat injured man with minor cuts**
   a. **Place cotton gauze over the wound**
   b. **Apply direct pressure to stop the bleeding**
   c. **Put plaster or bandage wound**
2. **Inform Supervisor and the Management**
3. **Write in Pocket Book, Occurrence Book and Incident Report**

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# Fire Evacuation Exercise

**Learning Activity 2E – Role play**

## *Fire Evacuation Exercise*






"While on patrol, you notice a big fire at Block A unit #01-01. A dazed man with minor cut and minor burns lying beside the fire. There are 30 persons trapped on the 8th floor."

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# Fire Evacuation Exercise

## Handle Big Fire

***"While you are patrolling"***

1. **Get injured man away from fire to a safe place**

2. **Break the nearest call point to raise alarm**

3. **Walkie-talkie to Control Room on big fire location and status of injured man, 30 persons trapped on 8th Floor**

4. **Request Control to activate SCDF (995) fire engine and ambulance to send cordon tape with "Danger" sign and first aid box**

5. **Cordon danger area and provide FA to injured man with minor burns**

    a. **Cool the burnt are under cold running water for at least 10 minutes**
    b. **Gently remove any rings, watches, belts or constricting clothing from the injured area before it starts to swell**
    c. **Cover the injured area with clean / sterile and non-fluffy material**

6. **Inform Supervisor and Management. Write in Pocket book, Occurrence book and Incident report form**

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# Fire Evacuation Exercise

**Learning Activity 2F – Role play**

**"When you are in the Control Room"**

*Guard A reported, "Control, there is a big fire at Block A unit #01-01, I have saved dazed man with minor cuts and minor burns to a safe place and broke the call point. There are 30 persons trapped on 8th floor. Call SCDF, send me cordon tape with "Danger" sign and First Aid Kit, over."*

1. **Call SCDF (dial 995) and identify yourself**
2. **Repeat the above message from Guard A**
3. **Request SCDF to activate fire engine and ambulance. Ask for officer's name**

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# Fire Evacuation Exercise

**Learning Activity 2G – Role play**

## "When you are in the Control Room"

1. **Proceed to PA system to broadcast PA announcement**

2. **On "*Text 2*" to initiate building evacuation**

## "When you are the fire evacuation warden"

1. **Proceed to 8th floor to assist the 30 persons**

2. **Use the fire exit staircase and bring them down through the same fire exit staircase to the Assembly Point**

3. **Do a head count**

## "When you are the fire evacuation warden"

1. **Ensure that the driveway is free of obstruction and cordon the area with cordon tape to prevent onlookers from obstructing the driveway**

2. **Clear all parked cars from the driveway**

3. **Ensure that the main gate is opened**

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# CHAPTER 3

## Handle Crime-Related Incidents

### Learning Activity 3A – Role play

***"While you are patrolling at the 2nd floor of a shopping centre"***

### *Man reported that he was robbed:-*

**Step 1 - ask victim whether he wants to make a police report**

**Step 2 - obtain victim's particulars. (name, NRIC no. contact no.)**

**Step 3 - ask victim for description of items robbed**

**Step 4 - ask victim for description of suspect. (Race, Sex, Age, Clothing, Built, Height)**

**Step 5 - find out the direction the suspect had escaped**

**Step 6 - report to control of incident**

**Step 7 - inform Supervisor, Management and call Police**

**Step 8 - accompany victim to look for suspect. (Call for back-up if need be)**

**Step 9 - arrest suspect at scene and safe keep the robbed items**

**Step 10 - escort suspect to Guardhouse/Control Room**

**Step 11 - handover suspect and robbed item to Police**

**Step 12 - record in pocket book, occurrence book and incident report form**

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# Handle Suspicious Behaviour

**Learning Activity 3B – Role play**

***"While you are patrolling at the 3rd level of an office building"***

## *Man behaving suspiciously along corridor:-*

**Step 1 - monitor his movements until he leaves premises**

**Step 2 - note down his description in the pocket book (Race, Sex, Age, Clothing, Built, Height)**

**Step 3 - report to control to monitor his movements from the CCTV**

**Step 4 - record in pocket book.(date, time. locatio incident details, follow-up action)**

**Step 5 - at the end of patrol write in occurrence book and incident report form**

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# Handle Suspicious Behaviour

## Learning Activity 3C – Role play

***"While you are patrolling in a factory premises"***

## ***Spotted a man in contractor's outfit taking photographs outside an electrical sub- station:-***

**Step 1 - keep him under observation at a safe distance**

**Step 2 - note his physical description. (Race, Sex, Age, Clothing, Built, Height)**

**Step 3 - report to control room to inform supervisor the situation and to approach the contractor**

**Step 4 - approach him cautiously and politely greet him**

**Step 5 - enquire his purpose of visit**

**Step 6 - ask him for his identity and check his security pass**

**Step 7 - check with him whether he has any approval to take photograph of the premises**

**Step 8 - check and verify his claim with appropriate person**

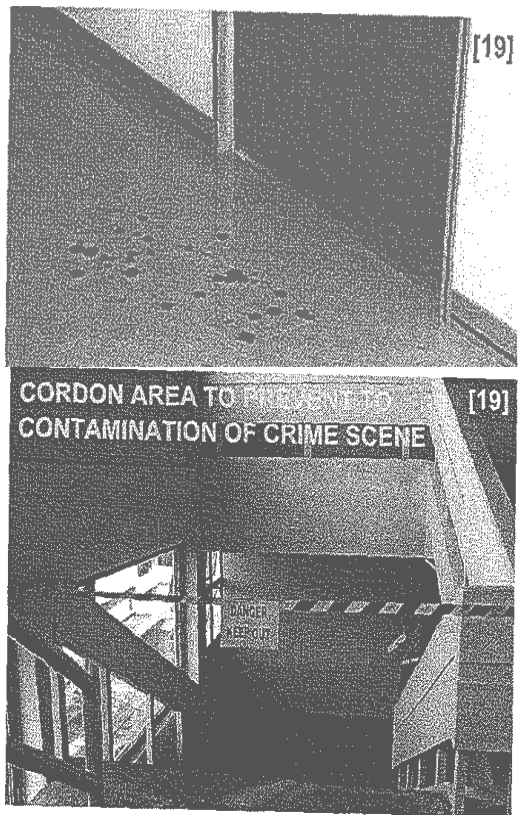
**Step 9 - record in pocket book. (Date, time, location, incident details, follow-up action)**

**Step 10 - at the end of patrol write in occurrence book and incident report form**

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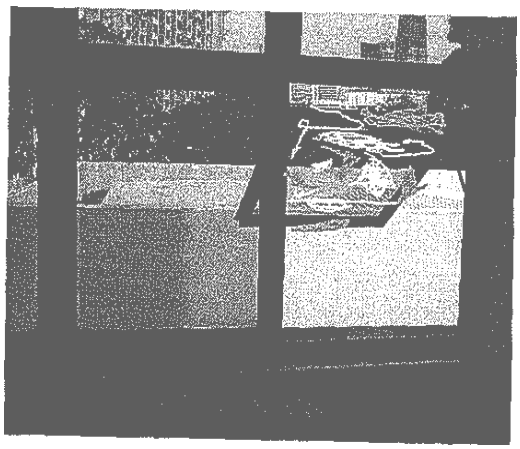
# Handle Crime-Related Incidents

## ***Break in at Block A, unit #01-01***






**Hammer**



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# Handle Crime-Related Incidents

## Learning Activity 3D – Role play

***"While you are patrolling in a factory warehouse"***

***Saw a break-in at block A, unit #01-01:-***

**Step 1 – check surroundings to ensure self-safety, suspicious item/person**

**Step 2 – do not touch or move any items at the scene (protect the evidence)**

**Step 3 – walkie-talkie to Control Room to inform about the situation, call Police and inform Supervisor and Management. Ask back-up to bring cordon tapes and "Danger" sign**

**Step 4 - cordon off affected area and wait for Police to arrive**

**Step 5 - brief Police officer of the situation**

**Step 6 - after Police had left, request for cleaners to clean and maintenance to repair window**

**Step 7 - inform Supervisor and Management**

**Step 8 - record in pocket book, occurrence book and incident report form**

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# CHAPTER 4

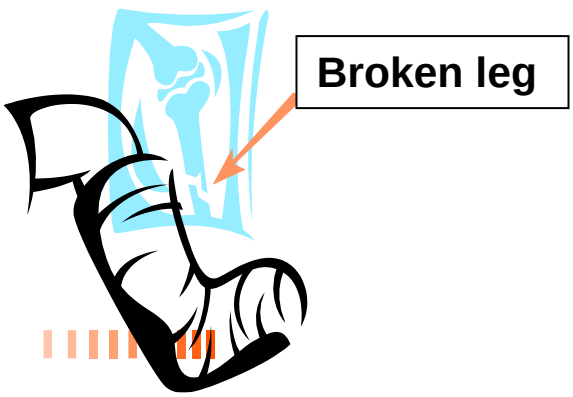
# Handle Medical or First Aid Related Incidents

## Learning Activity 4A – Role play

***Immediately deal with person found to be seriously injured***

***(While on patrol at Blk A #01-01, a worker fell down and broke his right leg.)***

1. **Comfort victim and assure him the ambulance is on the way and do not move him**
2. **Walkie-talkie to inform Control Room of incident and location**
3. **Call for Ambulance (995)**
4. **Give him sufficient air ventilation. (Do not allow people to crowd around him)**
5. **Note down particulars of victim, name of ambulance officer and hospital, take note of ambulance code**
6. **Inform Control Room and record in Pocket book.**
7. **Write in Occurrence book and Incident Report form at the end of the patrol.**




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## CHAPTER 5

# Handle Bomb or IED Threat Incidents

### Learning Activity 5A – Role play

***<u>Upon receiving a bomb threat call, wave the placard to alert colleagues.</u>***

1. **Remain cool and calm**

2. **Try to prolong the conversation**

3. **Use checklist to get more information about the bomb**

4. **Record exact message that caller had said**

5. **Place receiver off the hook when caller hangs up the line**




**<u>BOMB THREAT CALL PLACARD</u>**

**1 CALL POLICE**

**2 GET POLICE TO TRACE CALL**

**3 INFORM MANAGEMENT**

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# Handle Bomb or IED Threat Incidents



NOTE: **1. When on the phone with caller, get additional information by asking caller more questions. E.g.: What is your name? Why are you doing this?**

**2. Assist the Police to identify caller by listening to voice and tone, language and accent, manner of speaking and background noises**

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# Handle Bomb or IED Threat Incidents

**Learning Activity 5B – Role play**

***<u>Upon receiving a bomb threat call informed that a bomb has planted at your workplace and hangs up the phone</u>…….***

***Caller informs you that there is a bomb and hangs up……..***

1. **Place receiver off the hook**

2. **Use another line phone to call Police, inform Supervisor and Management**

3. **Check crowded and public areas first alone or in pair to look out for suspicious parcel before police arrives**

4. **If found, isolate the suspicious parcel and cordon off the area at least 100m**

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# Handle Bomb or IED Threat Incidents

## Learning Activity 5C – Role play

***Police confirms is an Improvised Explosive Device (IED) and instructed you to make PA announcement to evacuate all the people from the building***

1. **Use a line phone to call Control Room and inform Supervisor to make a PA announcement**

2. **Remind Control Room / Supervisor that Police has advised not to use words like "terrorism" or "bomb" or "IED" when making the PA announcement as it may cause alarm or panic**

3. **Render assistance to evacuate people to the assembly area and do head count**

4. **Assist those who are:**

    - **Nearest to the danger zone**
    - **Nearest to the exit**
    - **Pregnant ladies**
    - **Handicapped**
    - **Children**
    - **Injured**

5. **Keep clear of access areas pending arrival of emergency services**

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***<u>Once the incident is over.  Management has instructed you to submit an Incident Report immediately</u>***

1. **Fill up Incident Report – Based on the 5 headings:-**

**Date**
**Time**
**Location**
**What happen**
**Action taken**

2. **Record in the Pocket Book.**

3. **Write in the Occurrence Book.**

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# CHAPTER 6

## Search, Apprehend and Arrest Suspects

### Learning Activity 6A – Role play

***"While you are on guard duty at the entrance of a condominium"***

***Management had directed you to be vigilant by checking and recording all visitors and cars entering the premises. A car stops in front of you……***

**Step 1 – Greet the visitor politely**

**Step 2 – Ask his purpose of visit**

**Step 3 – Ask for his photo-ID and verify by looking at visitor's face and comparing it with the photo-ID**

**Step 4 – Contact the host or appropriate person about his/her visitor**

**NOTE :**

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# Search, Apprehend and Arrest Suspects

**Learning Activity 6B – Role play**

## Permission granted by the host

***Management instructed that all cars entering the premises to be searched***

**Step 1 - Check for any suspicious item as follows:**

- **Boot**
- **Spare tire compartment**
- **Tool box**
- **Containers within vehicle**
- **Use under carriage mirror to check under chassis**

**Step 2 - Issue Visitor pass to visitor and request him to wear it**

**Step 3 - Issue Vehicle entry pass and request him to place on the dashboard**

**Step 4 - Direct Visitor to the nearest car park**

**Step 5 - Make entry in the Visitor book and Vehicle movement book**

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# Search, Apprehend and Arrest Suspects

**Learning Activity 6C – Role play**

***"While you are on guard static duty, you check the bag of a visitor leaving the factory. You found electronic component produced by the factory inside his bag".***

**Step 1- Request for gate pass, authority letter or memo. If NO……**

**Step 2- Detain visitor at Guard Room**

**Step 2- Keep stolen items in a secured place**

**Step 3- Report to Supervisor, Management and call Police**

**Step 4- Hand over suspect and stolen items to Police**

**Step 5- Record in Occurrence book and put up Incident report**

**SUIMMARY :**

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## CHAPTER 7

# Give Evidence in Court

1. **Be punctual; wear neat and proper attire when attending court**

2. **Prepare yourself by reading all your pocket book, occurrence book and incident report book to refresh your memory**

3. **Clear all your doubts with the Police I.O and PP before attending court**

4. **Ensure that you tell facts, speak the truth and do not lie when giving evidence in court**

5. **Stand up and bow when judge enters the court room**

6. **Face the Judge when answering question and address Judge as “Your Honour”, "Sir" or “Mdm”**

**NOTE:**

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# Give Evidence in Court

**Learning Activity 7A – Role play**

***<u>You are required to attend Court. How do you prepare yourself on the day of official proceedings?</u>***

1. **Ensure my hair is combed, attire is neat and tidy**
2. **Ensure I am properly dressed according to Court protocol e.g. long sleeve shirt, long trousers, shoes and tie or uniform**
3. **Ensure I arrive in Court punctually**
4. **Refresh my memory by referring to Pocket book, Occurrence book and Incident report**
5. **Clarify doubts with Police Investigating Officer before Court hearing commences**

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# Give Evidence in Court

**Learning Activity 7B – Role play**

***<u>You are in Court now. Show me how you observe Court protocol and follow instructions given by court Officials</u>***

1. **Be punctual**
2. **Switch off my mobile phone before entering the Court Room**
3. **Ensure I remain in the witness room until called upon**
4. **Bow to the Judge when called upon by Court Official to enter the Court Room**
5. **Take the oath when called upon by Court Official to testify**
6. **Face the Judge when answering questions**
7. **Address the Judge "Your Honour" or Sir"**
8. **Bow to the judge when leaving the Court room**
9. **Not to discuss the case with anyone after leaving the Court Room**

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# Give Evidence in Court

**Learning Activity 7C – Role play**

***You are not sure of your evidence. From whom and how should you seek permission to refer to your Pocket book?***

1. **Face the Judge**
2. **Ask permission from the Judge to use the relevant phrase;**

    - ***"Sir, I cannot remember the facts. May I have your permission to refer to my Pocket book"***

***REMEMBER : Always give correct answer, tell the facts, speak the truth and do not LIE***

**SUMMARY:**

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**INSTRUCTIONS ON THE PROTECTION OF PERSONAL DATA COLLECTED AT PROJECT SITES**

**1. INTRODUCTION.**

a. The Personal Data Protection Act 2012 (PDPA) is a baseline law that governs the collection, use and disclosure of personal data by private organisations. The PDPA contains two sets of requirement. One covers the protection of personal data and the other is the Do Not Call Registry (DNC). The two sets of requirement takes effect on the 2 July 2014 and 2 January 2014 respectively.

b. As part of our security operations at the project site, our security officers inevitably will be exposed to the collection of personal data to facilitate security enforcement and management. These data collected must be protected and only used for the purpose it is collected which consent is given by the owner. The personal data is not to be for used for any other purposes without the consent of the owner.

**1. AIM.**

a. The aim of this instruction is to provide security officers a set of guidelines in the protection and management of personal data that are collected at respective project sites for purpose of facilitating security enforcement and management.

**2. COLLECTION OF PERSONAL DATA AT PROJECT SITES.**

a. In the management of access control and use of facilities at project sites, personal data will be collected. This is a consequent of the requirement to register visitors, contractors, residents and tenants. The registration will involve the recording of names, addresses, telephone numbers and identity card or passport details as required.

b. Depending on the client requirement, this personal data can be recorded in a visitors' registration book or in a computerised visitor management system. In the case of using the project sites facilities, personal data are captured in the facilities booking book. In some project sites where CCTV are installed, individual images may be recorded and stored.

**3. PROTECTION OF PERSONAL DATA COLLECTED.**

a. Personal data collected are only to be used for the purpose in which it is collected which the owner has given consent. It must be protected against any other use which the owner have not given consent.

b. All visitors' registration books, visitor management systems, facilities usage booking system and any other media where personal data are recorded must be properly secured and accounted to prevent unauthorised use of the personal data.

c. Under no circumstances, the personal data recorded are to be copied or duplicated.

d. No CCTV images should be released without the proper authorisation of the Project Site or Complex Management.

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e. In all circumstances, the Project Site or Complex Management must be consulted for any request on release of personal data.

f. After a period of time or if the personal data collected is deemed to have no further use, and with the approval of the Project Site or Complex Management, it is to be properly destroyed or erased to prevent unauthorised use.

**4. <u>CONCLUSION</u>**

a. It must be ensured that all measures are adequately taken to protect the personal data collected in the course of our security operations. Under no circumstances must the personal data be compromised without the consent of the owner. Any compromise of the personal data will infringe the Personal Data Protection Act and being subjected to legal prosecution.

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