Incident Response Training Package

VENUE: South Beach Residences

ATTENDEES: CBM Security Personnel

Incident Response Training Package

OBJECTIVE OF THE TRAINING PACKAGE

The training package scenario will prepare the security team at South Beach Residences to effectively respond to unauthorized access incidents, ensuring the safety of residents and visitors while maintaining a secure environment.

Understand the steps of handling a security incident : preparation, detection, response, and recovery.

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INCIDENT HAPPENED (SOUTH BEACH RESIDENCES)

Date: **05 August 2024**
Time: **0900hrs**

On the above-mentioned date & time, the Security team receives feedback from a resident that a suspicious individual was loitering around the pool access area and seems to be attempting to gain access to the rooftop pool area.

The individual is described as tall, tanned Chinese wearing blue shorts with red T-shirt and behaving suspiciously. He has been observed loitering near the entrance to the pool area, attempting to bypass the security gate.

SM Bryan activate one of the Security officer to proceed to check while another officer on duty trace back the subject movement through CCTV. Upon questioning the subject on what he is doing there, he was unable to explain himself. The team that then escorted him out of the building premises.

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KEY OBSERVATIONS

1. Security officer should check and verify the details of the person, as to ascertain his intended status.

2. Security officer should familiarize themselves with the Standard Operating Procedures (SOP) of Incident Management.

3. Security officer should remain calm and manage the incident professionally when they are carrying out their duties.

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LESSONS LEARNT

1. Security officer should look out and recognize for any tell-tale signs of suspicious person by their dressing, behavior and body language.

2. Security officer should always counter check with tenants/residents when in doubt.

3. Security officer should be tactful and professional in dealing with challenging situations.



INCIDENT RESPONSE ASSESSMENT

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INCIDENT RESPONSE ASSESSMENT

1) What is the first step a security officer should take when an incident occurs?
A) Call the media
B) Assess the situation for safety
C) Leave the scene

2)In the event of a fire, what is the primary action a security officer should take?
A) Alert passersby to run away including yourself
B) Evacuate the area and alert emergency services
C) Wait for instructions from management

3)Which action is NOT appropriate during an incident response?
A) Remaining calm to assess the situation
B) Following established protocols and procedures
C) Spreading rumors about the incident

INCIDENT RESPONSE ASSESSMENT

4) How should a security officer document an incident?
A) Verbally recount the events to a colleague
B) Write a detailed report including time, location, and witnesses
C) Only document if there is a serious injury

5) What is the procedure when you spotted a suspicious person
A) Ignore the individual unless they commit a crime
B) Detain the person immediately
C) Observe and assess the situation discreetly without confrontation

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