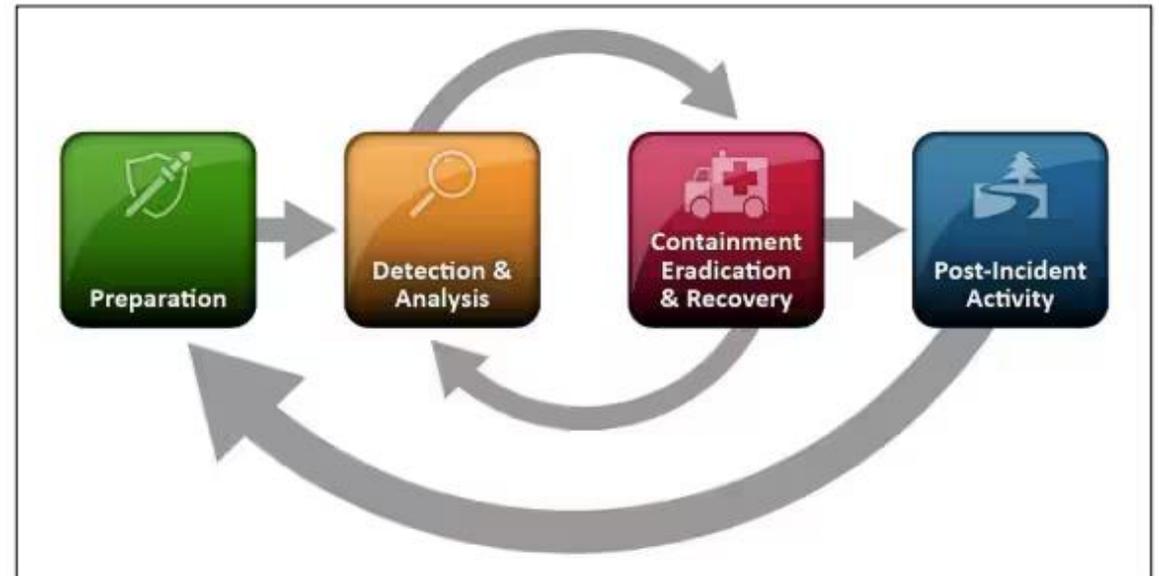


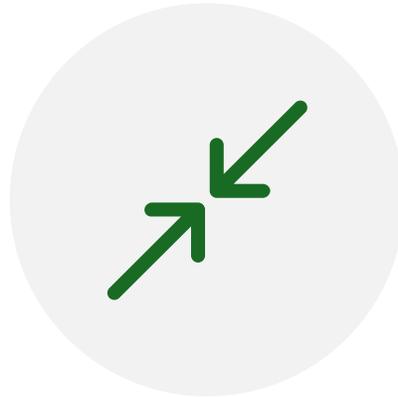
Incident Response



Definition



QUICKLY IDENTIFY AN ATTACK



MINIMIZE ITS EFFECTS, CONTAIN
DAMAGE, AND REMEDIATE THE
CAUSE



REDUCE THE RISK OF FUTURE
INCIDENTS

Objectives of training package

To equip all security officers with the proper knowledge and skills in handling security related incidents

To help security officers perform more effectively in incident management

To ensure security officers continue to maintain customer service standard even when handling security related incidents

Objectives of training package

Operating environment

Incident response

Preventive actions

Principles of fire emergencies

Fire outbreak management

Responding to criminal incidents

Dealing with bomb threats

Reporting security incidents

Objectives of training package

Comprehend

- Comprehend operational necessities

Adhere

- Effectively manage incidents involving suspected offenses, while adhering to company's protocols

Manage

- Skillfully manage situations involving specific bomb threats, especially when the location of suspicious items is known

Report

- Report promptly to relevant authorities

Duties & Responsibilities of Security Officer



Protect lives & property



Ensure the guarded building/facility/premises is safe and secure



Adhere to house rules, by-laws, and any other standing orders issued by the MA

Duties & Responsibilities of Security Officer





Why does a security officer need to know the layout of the guarded premises?

Makes patrolling easier

Able to respond quickly during an emergency or incident

Provide directions to visitors/contractors

While a security officer is on patrol, these are the following things (not limited to) that needs to be reported if spotted;

Faulty corridor lighting

Faulty doors/windows

Faulty emergency signage

Burst water pipe

Gas leak

Car park barrier faulty

Examples of incidents (not limited to)

- Fire emergencies
- Bomb threats
- Suspicious persons, vehicles, activities, or objects
- Trespassing
- Theft
- Vandalism
- Harassment
- substance abuse
- Outrage modesty
- Possession of weapon
- Disputes

Real Incident

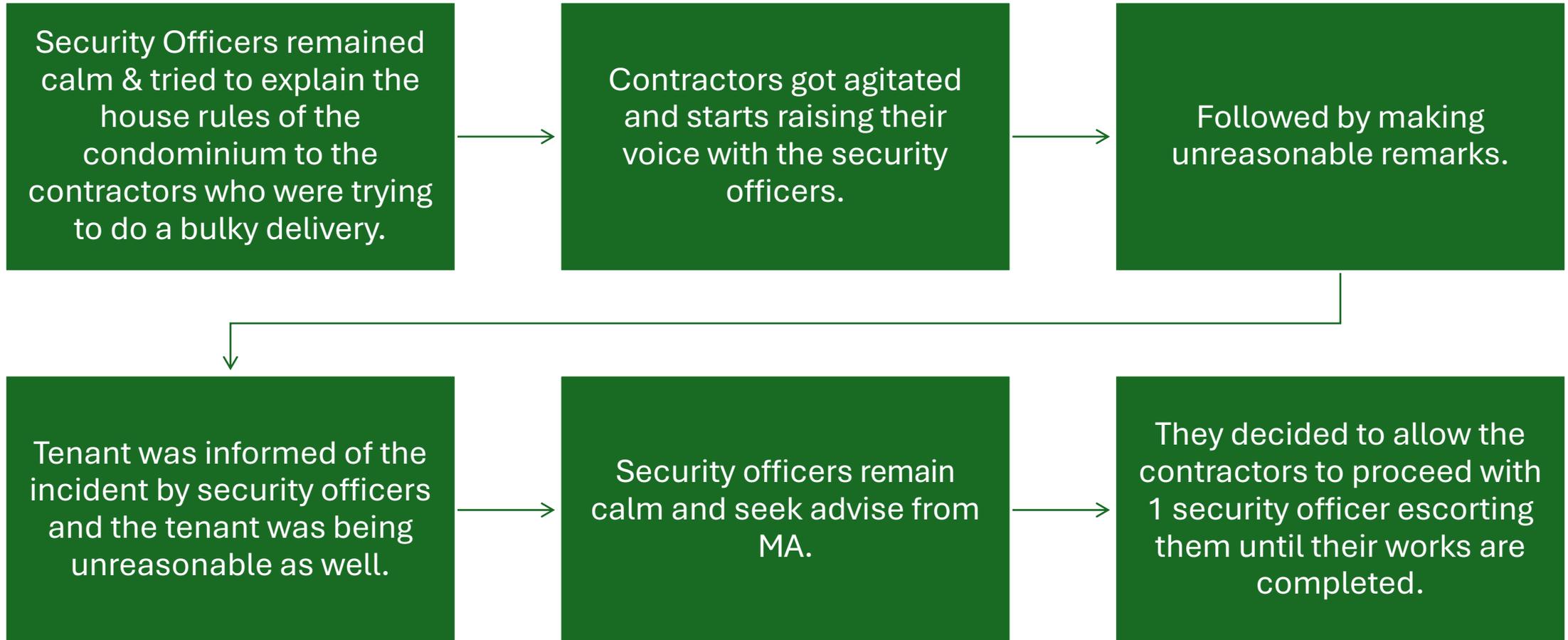
- In 2023 & 2024, Security Officers encounter several cases of dispute between contractors and/or residents.
- Refer to next slide for the IR used for this training package.
- Breach of house rules and standing order issued by MA by contractors.

Incident Report

Details of incident

A lorry with 2 contractors came to deliver a long plank of wood to unit #04-02 at around 1515hrs and I told them it's not allowed after 1pm for delivery of bulky items on Sat as that's the house rules and this 2 guys have come to this condo for work purposes a few times as well and as according to the protocol I did tell them to come the following Monday to deliver and the guy beside the driver starting shouting and called the tenant and I tried explaining to him that I am merely following the house rules and asked if he did inform the MCST about this delivery and he got agitated and asked if have delivery for his pizza and groceries also must inform MCST is it? Despite reasoning out with the tenant, he refused to listen so I called my IC Eshwari who was on leave and she told me to ask SO Tayalan to escort the delivery guys to ensure that no works were carried out and to resolve this issue.

Key observations



Lesson learnt

Familiar	Calm	Decisions	Authorities	Safety
<p>Be familiar with the SOPs and the estate's house rules and enforce them accordingly</p>	<p>Remain calm when dealing with agitated persons</p>	<p>Call IC/command center/MA for assistance.</p>	<p>If other party turn aggressive and not cooperative, call the police and refer the case to the police for further actions.</p>	<p>Ensure safety of oneself when dealing with such incidents. Do not engage if deemed unsafe</p>