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ARTICLE SUBMISSION

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The November '08 terrorist attacks in Mumbai, have changed the way we perceive terrorism. That terrorist only set bombs on selected target either through concealment or the use of suicide bombers is no longer valid. Similar to 9-11 aerial attacks, the simultaneous and commando-style assault on multiple hotels, restaurants and selected buildings in Mumbai opened up yet another chapter in urban terrorism.

Whilst governments around the world are training their forces to counter terrorism, business entities like hotels, shopping centres, restaurants and other commercial buildings continue to be vulnerable to terrorist attacks. The fact that businesses need customers makes effective security a Herculean task. Security measures are usually designed to minimize inconvenience to customers in mind. Perimeter defence is virtually non-existence and if any, often offers token resistance. Security forces are normally unarmed and are trained to deter petty crimes rather than planned attacks. Even airlines, which enjoy higher level of security since they operate within restricted areas, do not fare better. The terrorist attacks against Colombo airport in July 2001; the failed vehicular bomb attacks in Manchester Terminal in 2008; SAM attack against an aircraft belonging to a worldwide express company in Nov 2003 and the numerous in-flight explosions that downed scores of aircraft are proof of their vulnerability.

How to Survive a Terrorist Siege

By Lee Huan Chiang, PSP

So, it seems there is no safe place for travelers these days. There is always a probability, no matter how small, that you could be a victim of a terrorist attack whether at home or abroad. While no one is able to predict if you can survive such an attack, it has been proven that those who are able to size up the situation quickly and take appropriate action stand a better chance of survival.

What should you do during a terrorist attack?

Staying calm is a valuable reflex in any emergency. Rage, panic or fear can impair one's reaction during a crisis. Calmness is important because it can sharpen one's problem solving skills. Quickly size up what is happening. Try asking yourself these questions: What is happening? What should I do next? How dangerous is the situation? What are the options available? What others are doing?

Self-questioning during an emergency is a valuable tool because it contributes to situational awareness and ultimately; provides a higher chance for survival. People who focus on solving problems usually fare better than those who feel distressed. Anger, fear and panic can restrict your "vision" and severely limiting your options. Helplessness is not an option under these circumstances and should be avoided at all costs.

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Chairman's Message

Dear ASIS Members,

On 29th May evening, fifty of our Chapter members and special guests attended our Q2 Chapter Meeting held at Arcadia Restaurant. For that event, we had specially invited Mr. Tommy Seah of *Association of Certified Fraud Examiners* to deliver an interesting presentation on "*Fraud Prevention & Strategies*". In view of well-publicized corporate frauds in recent years, this topic is certainly important to security practitioners responsible for enterprise security risk management in a challenging economic environment.

In this issue of our newsletter, fellow Management Committee member Lee Huan Chiang, PSP, has written a concise article on "*How to survive a terrorist siege*". Often staying safe is a matter of choice and therefore your decision. Consider the occupants of New York's World Trade Center (WTC). In 1993, a terrorist bomb exploded in the underground garage, killing 6 and wounding 100. The perpetrators failed to topple the South Tower. However, the 1993 failed attack put all WTC occupants on notice that they worked at a site targeted by terrorists. Consequently exercising choice, some tenants moved out of the Towers, some workers changed jobs, while some prospective workers simple never applied for or accepted jobs there. Many who stayed gave emergency evacuation procedures a very high priority. Several even succeeded to save themselves and others despite the 911 terrorist attacks.

Our new Chapter member Ian Tickner has also contributed another nice article on "*Evidence - The*

Golden Hour". Clearly, time is a paramount factor in both security and police investigations. We hope you will enjoy these two security articles written by experienced professionals.

The high quality contents in our well-designed Chapter website impressed the judges of the annual ASIS Chapter Website

Award competition in late 2008. I am pleased to announce that our Chapter is one of the few that got an "honourable mention" in that competition. Our Publicity Sub-Committee certainly deserved our appreciation and congratulation for their fine work.

Beginning this July, ASIS will host security certification examinations at computer-based test centres in several countries including Singapore. With this new format, examinations will be held more frequently going forward. Do consider these new opportunities to upgrade yourself in any of the three prestigious ASIS certifications – CPP, PSP, or PCI.

**Best Regards,
Anthony Lee, CPP, CBCP
Honorary Chairman**



ASIS Singapore Q2 Chapter Meeting



ASIS Singapore held its Q2 Chapter meeting at Arcadia Restaurant on 29 May 2009. Among fifty members and special guests who attended the meeting, several members received their certificates of membership from Anthony Lee, CPP.

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What should you do if you are stranded in a hotel room during a terrorist attack?

If you are in your room during a terrorist siege, one of the things you should do is to keep calm and secure yourself in the room. Use heavy furniture to act as dead weight to block the door. Switch off all lights, radio and television. Switch mobile phone to silent mode and communicate through SMS. Do not attempt voice communication unless you are sure no one is outside your room. Identify a hiding place and have a weapon ready. You may have to fight back under certain circumstances.

Gather as much information as possible before you make your next move. If you occupy the lower floor, consider escaping through the windows. Otherwise, explore alternate escape routes. Use door view port to discreetly survey activities outside the room. Cup your ear against door or wall to hear commotion outside your room.

Get wet towels ready to cover crevices in case of fire; smoke or chemical attacks. Never open the door to any stranger who claims to be from police or security. In a rescue operation, it is normal that authorities will break open all locked doors to rescue hotel guests and flush out remaining terrorists.

What should you do if you are caught as a hostage?

Should you be taken as hostage, you must remain calm and obey instructions. The initial phase of hostage taking is the most dangerous as both terrorists and hostages are extremely nervous. Terrorists will not hesitate to kill at the slightest suspicion. Remember not to provoke or engage in arguments with the hostage takers. You must never belittle them or refer them as having mental problems.

Try not to express any opinion regarding their cause,

political inclination or religion. Never offer suggestions but let the hostage takers make their own decisions. The more decisions they made the quicker they get worn out. More importantly, they cannot blame you for a wrong decision made.

Do not attempt to overpower the hostage takers unless you are certain of a positive outcome. One should always be aware of "sleepers" in the group. Sleepers are terrorists who disguise themselves as hostages during a siege. Their mission is to seek out potential threats to their operations by observing and listening to conversations.

Scan for opportunities to get away from the scene discreetly. Refrain from revealing your plan to other fellow hostages even though some of them may be your friends. It has been known that even best friends may betray you once they succumb to Stockholm syndrome.

Conclusion

Terrorist attacks are unlikely to abate in the foreseeable future. The tactics deployed and targets chosen may change over time but terrorist objective remains the same, which is to inflict maximum damage to the government, specific community or public at large. As individuals, we are unable to change or influence the outcome. However, we can protect ourselves by taking proactive and preparatory steps to mitigate the impact in the event of a terrorist attack.

Readiness is our best defence!

About the author: A member with ASIS International, Lee Huan Chiang, PSP, is currently a senior aviation security professional with a major leading passenger air-carrier company. The author would like to thank his friend, Victor Ong for his contributions to the article.

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For this chapter meeting, ASIS Singapore invited Mr. Tommy Seah, of *Association of Certified Fraud Examiners* to deliver an interesting presentation on "*Fraud Prevention & Strategies*". In view of well-publicized corporate frauds in recent years, this topic is certainly important to security practitioners responsible for enterprise security risk management in a challenging economic environment.

Members were later treated with an 8 course chinese dinner. Members mingled with each other, establishing new friendships and caught up with old friends, many of us whom, very often, are tied up with our work and family commitment. Needless to say, all reluctantly bid good night to each other despite the restaurant was closing for the day.

Photographs contributed by Jeremy Khong.



EVIDENCE – THE GOLDEN HOUR

By Ian Tickner

As a security department, security manager, or even security officer we have the responsibility to those we serve and those we assist to be able to produce forms of evidence which can be utilised in many ways. The evidence we gather may be to assist the police in an enquiry, the company for internal discipline purposes, or any other organisation as may require information about an incident on our premises.

This evidence may end up in the criminal courts, civil courts or industrial tribunals. Wherever it goes, there is a reliance that it is correct and the best that we could achieve under the circumstances in which the incident to which it relates took place.

As we are aware in our industry the incidents we are expected to initially attend could be anything; a bomb incident, a theft by employee, a traffic accident on our premises, a death on our premises, or any one of a number of others. The important aspect of whatever we do is that we are often the first person with any knowledge of how to deal with these types of incident to be at the scene.

The more serious the incident the more likelihood there is

of police attendance shortly after our arrival and this alleviates, somewhat our evidence collecting requirements, however, the most important element at this time can be the recognition of the fact that the police need to attend. This recognition then demands that the scene needs to be preserved for their arrival in its immediate aftermath state. It is appreciated that any casualties need to be dealt with and any life preserved, this is a generally accepted point in any court submission.

It is widely accepted that the best evidence from any scene can be gleaned within the first hour of the incident taking place: The Golden Hour, as it is becoming referred to in some quarters. This reference seems to pigeon hole the hour well in as much as evidence is very fresh at this time and, as long as it is not disturbed, will assist forensic, physical and circumstantial evidence gathering.

Perhaps, more importantly for a security department, if the incident is not going to involve the attendance of the police, is the knowledge of scene preservation and the need to speedily assess the scene. This will preserve any important evidence for use in an internal investigation. Evidence may be gathered by physically retaining items, which may assist in the enquiry. Sketching the scene, even roughly, or photographing the scene if access is required or evidence cannot be gathered any other way.

Company policy may require that evidence is gathered for a later decision whether or not to inform the police of an incident or to be put before an industrial tribunal. Should the standard of the evidence produced be any less because the police were not initially involved in the collection of it? I would suggest that courts or tribunals would accept that it would not be perfect but there would be an expectation of a reasonable standard if a persons' freedom, livelihood or financial compensation were involved.

It is incumbent on the security department of a company to attend and deal initially with incidents on the premises. It is also a responsibility to gather or protect the best evidence in the golden hour of the enquiry, whatever it may be. Drafting of policy and training of staff in these areas is neither difficult nor particularly time consuming, however, the confidence that such training will imbue will be immense. Perhaps we neglect it at our peril.

About the author: Ian Tickner is a retired Police Inspector of some 30 years experience, and member of ASIS Singapore Chapter. Ian is currently heading up Exclusafe Security Solutions, a local consultancy in Singapore.

ASIS International Information Resources Center (IRC)

Many security resources have been added into the ASIS Information Resources Center (IRC) security catalog/database from March to April 2009.

The latest listing of the New Security Resources (March - April 2009), which describes materials added to the O.P. Norton Information Resources Center (ASIS Library) Security Catalog/Database, has just been posted online at

http://www.asisonline.org/library/member-secure/NSR_2009_03_04.pdf.

This list is updated monthly or bi-monthly in the IRC Online section of the ASIS website. If any members wish to receive notice of the latest security information, they may sign up individually at ASIS International website. Members are also welcomed to make recommendations of new publications, electronic sources and website that are not already in the database.

Contributions can be directed at <http://www.asisonline.org/library/member-secure/suggestnewtitle.xml>