

## Course Aim:

To develop an understanding of the essentiality of access control, bomb threat handling, visitor management & information security, so as to enable participants to mitigate threats posed by perpetrators.

## Essential For:

Frontline Security Officers, Facility Managers, Security Supervisors, Receptionists, Mail Room Staff and anyone who comes in contact with the members of public.

## Certification:

Upon successful completion of the course, participants will be awarded:

Certificate of Completion

Course Duration: 2 days



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The Workplace is often a target for theft, trespassing, harassment and bomb threats. Everyone at the workplace is a stakeholder of a secure environment, especially frontline staff who form the first line of defence.

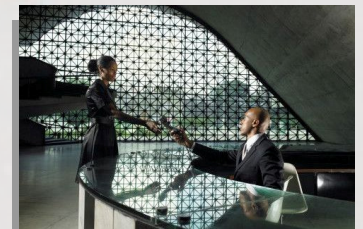
Is everyone prepared to react when a bomb threat comes in? Or when a visitor is difficult? And how to decide if a character is "suspicious"? Be equipped to effectively manage the typical threats of a workplace environment, and help to recognize a security issue before catastrophe occurs.

## Course Synopsis:

Specially designed to address the needs of the frontline security and non-security personnel, participants will be equipped with the underpinning knowledge of potential security risks. They will also be taught the effective way of managing and regulating access control measures, handling difficult visitors, profiling suspicious persons and securing company vital information from unauthorized persons. Towards the end of the course, participants will be taught the individual security responsibilities and management of bomb threat incidents.

## Course Benefits:

1. Understand the security vulnerabilities your workplace faces— you are the best guard against them
2. Be the one to prevent disaster before it strikes your organization
3. Be empowered to act suitably and immediately before help arrives in emergencies, such as bomb threats



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**STET STET Homeland Security Services Pte Ltd**  
A Company of ST Electronics

# Workplace Security Management [HLST 002]

## Topic Synopses

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### Introduction to Security Needs

- Risk Potentials in Work Place

### Access Control

- Need for controlling access
- Regulating & monitoring access
- Responding to unauthorised access
- Circumventing access measures

### Techniques in Describing Persons

- Invoke the 5 security senses
- Honing the powers of observation
- Identification protocol & techniques

### Protective Measures for Office Equipment

- Need for asset protection
- Bona fide & resultant losses
- Equipment & systemic measures

### Bomb Threat Management

- Handling Suspicious Parcels & Letters
- Appraising the Situation
- Search Methods
- Safe Evacuation

### Individual Security Responsibility

- Security of own Valuables
- Security of own workstation

### Handling Uncooperative Visitors

- Authorised / unauthorised visitors
- Challenges to front-line staff
- Understanding the challenges
- Managing visitor access
- Means of response
- Maintaining security log

### Protection of Company Information

- Commercial & security espionage
- Information control measures
  - Storage
  - Transmissions
  - Obsolescence
  - "Clean desk" routine



### Effective Communications

- Principles & techniques of interpersonal communication