

ROLES AND RESPONSIBILITIES IN RECOVERY EFFORTS

- JANUARY 2020 -

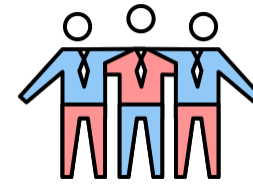
In your respective industries, each individual may have different roles and tasks. You could be a frontline employee, backend employee, employer, senior management or have overlapping duties. No single group can bear sole responsibility for recovery efforts in the aftermath of a terror attack. Terror attacks can leave devastating consequences such as infrastructure destruction and loss of lives. Tensions amongst social group may also arise.

Everyone has a role to play. Only by combining our efforts and resources can we mitigate the negative effects of terror attacks, and ensure timely return to normalcy for businesses.

Refer to the suggested measures below to see examples of the preparedness measures to take during peacetime, and key tasks each role should perform in the immediate aftermath.

Employees

Includes all employees, including frontline and backend employees



- Extend care and concern to affected co-workers and administer Psychological First Aid (PFA) to help those traumatised by the attack. You may find out more about administering PFA in our bulletin [here](#).
- Even if your workplace was not directly affected in a terror attack, flag out learning points from the attacks with your employer and supervisors.
- Report cases of discrimination amongst co-workers to supervisors, employers, or the human resources department.
- Refrain from speculating or spreading rumours as doing so can erode our social fabric.
- Refer to authoritative sources of information, such as the SGSecure app, official news websites or your company's social media channels.

Managers

Includes employees in supervisory/management roles



- Provide support to affected staff and refer them to professionals, if necessary.
 - Staff who experienced the attack may experience trauma
 - Seek counselling support from counselling centres recommended by [HealthHub](#)
- Administer PFA to staff traumatised by the attack
 - Approach your employer to discuss training needs required and if possible, identify staff who can be trained in PFA. Consider sending these staff for related courses.
- Send out circulars on cohesion messages to staff to encourage staff to stay united in the aftermath of a terror attack
- Take workplace discrimination seriously; HR should be notified immediately to cases of discrimination.

Employers

Includes company owners and anyone who employs persons



- Adopt measures to enhance security measures to address gaps in the company's contingency plans
- Activate HR guidelines to manage employee sentiments in the aftermath of a terror attack
- Set an example for employees by promoting an inclusive workplace that rejects discrimination. Take a strong stance towards workplace discrimination and put in place feedback channels.
 - More details in Grievance handling procedures [here](#).
- Activate business continuity plans
- Contact contractors or suppliers to assist in continued operations and infrastructure recovery
- Activate crisis communication plans for company
- Send out circulars on cohesion messages to staff to encourage staff to stay united in the aftermath of a terror attack
- Provide support to affected staff and refer them to professionals, if necessary.
 - Staff who experienced the attack may experience trauma
 - Seek counselling support from counselling centres recommended by [HealthHub](#)
- Consider sending staff with supervisory roles to attend PFA courses e.g. [Red Cross](#) and [Singapore Emergency Responder Academy](#) offer PFA-related courses.
- Include in SOPs to disseminate circulars on cohesion messages to staff to encourage staff to stay united in the aftermath of crises

ADVISORY FOR EMPLOYERS AND EMPLOYEES TRAVELLING TO AND FROM CHINA

In view of the Wuhan Coronavirus ("Wuhan virus") situation in China, MOH advises travellers to defer all non-essential travel to Mainland China. Employers and employees may refer to MOM's advisory for employers and employees travelling to and from Mainland China, on precautionary measures to adopt [here](#).

Singaporean residents who need to travel to the affected areas are advised to regularly check MOH's [website](#) for updates.

✔ Prepare Your Workforce ✔ Protect Your Workplace ✔ Partner Your Community

-SGSecure@Workplaces Bulletin-

Stay Alert, Stay United and Stay Strong. Be part of the SGSecure movement.