

3. Handling Suspicious Persons, Vehicles & Activities (SPVA)

3.1. Purpose

- a. The purpose of this document is to establish a set of procedures to detect any abnormal person/s, article/s, activities or vehicles that may stand out from normal routine or surroundings within the premises to prevent compromising the security of the premises.
- b. Early detection of such situations will greatly increase the chances of mitigating a potential security threat.

3.2. Familiarity with Surroundings

- a. In order to detect any abnormality, a security officer has to be familiar with the general surroundings of the premises that he or she is deployed to and be able to identify new faces or vehicles. This is achieved through induction training to site, on the job training and guided patrolling within the premises.
- b. After spending a certain amount of time, which is usually about 3 months, the security officer will be able to identify potential security threats through their familiarity with their surroundings.

3.3. Zoning Concept

Any premises requiring security can be further broken down into 3 zones, i.e the perimeter, soft zones and hard zones.

3.4. Perimeter

The perimeter of the premises are also the security boundaries in which the security officer operates within. This is usually up to the entrance and exit points of the building but may extend up to the legal land of the premises. This perimeter will be determined by the client.

3.5. Communications

Operations Comms

- a. The security officer shall communicate through the radio sets in English during security operations. Other security officers in the communication network are to maintain radio silence while another security officer is communicating information over the radio set.
- b. Radio discipline and etiquette are to be maintained at all times during radio communication.

Incident Comms

- a. The security officer shall provide timely situation report (SITREP) to the operations room during any emergency situations.

- b. All emergency situations must be recorded in the occurrence book and an incident report in English must be submitted to the operations room within 48 hours upon detection of the emergency situation.

3.6. Identifying Suspicious Behaviour

3.6.1. Definitions, Abbreviations and Acronyms

- a. Definitions
- b. Profiling: Assuming that a person has criminal tendencies based on that person's race, ethnicity, age, gender, religion, sexual orientation, or dress. Unlawful profiling may result in harassment charges and lawsuits is illegal.
- c. Reasonable suspicion: suspicion that a person has been, is or is about to be engaged in criminal activity based on specific and articulable facts and inferences.
- d. Standard operating procedures: Pre-established and practiced procedures to enact during specific circumstances.
- e. Surveillance: The act of collecting information by observation.
- f. Suspicion: A feeling of distrust in an individual or group because of some type of hint or suggestion of criminal motives. Suspicion should arise when something concerning safety or an individual is out of the ordinary.
- g. Suspicious behavior: Behavior that raises feelings of wariness or distrust because it is out of the ordinary for the time, place or circumstances. Increased suspicion is more than a hunch, but less than the reasonable suspicion required to detain a person or group. Suspicion should be based on behavior and not profiling race, color, gender, religion, ethnicity, or national origin.

3.6.2. How to identify suspicious behaviour

Identifying suspicious behavior is a continuous, iterative and logical as shown in the following sections. (Figure 1 shows a detailed flow chart of the steps and process of identifying suspicious behavior.)

Look for out-of-the-ordinary situations

Transit employees should be aware of and familiar with their surroundings. If something regarding a particular individual or group is out of the ordinary and arouses suspicion, then transit employees should actively assess the situation fully, especially when the security of the system is in question. If the situation has potential to disrupt service or harm others, then actions should be taken to control the situation.

Transit employees should attempt to collect as much information as possible to determine if the situation warrants additional attention. However, employees must be cautious and use their judgment so as not to compromise their own safety while collecting more information.

Suspicious behaviour can manifest itself in many forms, most notably actions indicative of planning or preparing for terrorist or other criminal activity. Transit employees should be aware that planning and surveillance for criminal activity may take from several weeks to several years. Individuals with malicious intent may be present among transit travellers on a regular basis to analyse the operating procedures of the transit agency. Transit employees need to examine behaviour to distinguish criminals from regular passengers. People exhibiting indications of suspicious behaviour may need to be assessed as potential threats. Table 1 lists actions related to terrorism or criminal preparation.

**POTENTIAL PREPARATORY ACTIONS
FOR TERRORISM OR CRIMINAL ACTIVITY**
Recording of vital information & observation

Table 1

Taking photos of critical infrastructure	Working in groups
Taking notes/drawing diagrams	Avoiding eye contact
Inquiring about security/operations	Revisiting the same location
Not actually using the transit system	Immediately fleeing the area when noticed
Boundary probing	Weak cover story if questioned

Special attention should be given to people exhibiting multiple actions from Table 1. When potential criminals and/or terrorists are working in groups, they most likely will attempt to maintain covert ties with one another. These ties may be in the form of nonverbal communication, such as eye, head and hand gestures. Perpetrators also may use mobile phones with one another in the same area.

Analyze suspects for nervous tendencies

During the preparation and execution phase of terrorist or criminal activity, the perpetrators may be nervous. Nervous tendencies are also indicators of suspicious behavior. Transit personnel can assess passengers by looking for nervous trends. Table 2 shows nervous tendencies suspects may demonstrate.

NERVOUS TENDENCIES

Table 2

Trembling	Continuously scanning the area	Aggressively biting nails
Unusual perspiration	Heavy breathing	Eyes wide open
Fidgeting	Rubbing hands	Pacing
Clock watching	Repetitively touching face	Exaggerated yawning
Avoiding uniformed officers	Exaggerated emotions such as crying or laughing to self	Other physical reactions

Nervous tendencies may increase in close proximity to uniformed security personnel, K9 units and security checkpoints.

These tendencies may not be necessarily threatening in nature, but they are cause for concern. For example, a person with unusual perspiration and heavy breathing who is repetitively touching her face and continuously scanning the area may be looking for help because he or she is suffering from a heart attack or other medical emergency. These tendencies still need transit employees' attention. Criminals and terrorists who are extremely dedicated may not be nervous but may instead in-tensely focus on completing their objective. This type of threatening focus may manifest itself in isolation. The perpetrators may have cold; penetrating stares or may be unresponsive to questions or authoritative commands.

Look for signs of execution

Criminals going unnoticed during the surveillance stage will likely proceed to the next step; execution of their plot. Transit employees need to be aware of passengers or people on transit property who exhibit signs of potential execution of criminal and terrorist plans. Signs of the potential execution of terrorist or criminal activity are listed in Table 3.

SIGNS OF TERRORIST OR CRIMINAL ACTIVITY EXECUTION

Table 3

Inappropriate clothing for the season	Excessive use of cologne
Exposed wires	Repeatedly patting upper body
Excessive fidgeting, clock watching and area scanning	Rigid posture with minimal body movement, arms close to sides
Appearing to be in a trance	Appearing to be in disguise
Drastic and sudden change of appearance (shaved body hair, shaved head, increased mass from explosive vest)	

3.6.3. Reaction to Suspicious Behaviour

Investigate suspects

If a transit agency employee observes any of the above actions or notes other activities that increase suspicion, he or she should either

- a. Initiate some type of casual conversation with the person in question
- b. Inform his or her supervisor or security provider, depending on the agency's SOP.

For example, if the person exhibiting suspicious behavior is wearing a heavy coat in warm weather, the employee could say, "That's a nice coat. Where did you get that?" Or if a suspicious person is taking notes at the transit agency's facilities, the employee could ask where the person is going or if he needs any help. These opened-ended questions give the employee a chance to analyze the person in question's body language. Table 4 gives a sample list of questions that can be used.

OPEN-ENDED QUESTIONS

Table 4

What's going on?
What can I help you with today?
Where did you get that coat?
How do you think they'll do? (if wearing sports paraphernalia)
That's interesting, what are you working on? (if taking notes or drawing)
Where are you going today?
What are you looking for? (if boundary probing)

This tactic puts the person in question on the defensive. If the person is indeed a criminal or terrorist, he or she will attempt to deceive the employee and may become increasingly evasive or aggressive. The employee should be aware of nonverbal indicators of deception during the discussion and note any change in temperament. Table 5 shows nonverbal indicators of deception.

INDICATORS OF DECEPTION

Table 5

Increased nervous activity	Clears throat excessively	Sweating
Voice becomes higher in pitch	Yawns excessively	Stammers
Ambiguous or evasive response	Adam's apple jump	Accelerated pulse
Gestures that do not match the verbal message	Fast eye blink rate	Facial flushing
Fast eye blink rate		
Facial flushing		
Stalled response/delayed response	Avoidance of eye contact	

React to suspicious behavior

If suspicious behaviour is detected or suspected, transit agency employees should follow pre-established reporting procedures. Law enforcement should be notified and should be involved with further investigating the person. Law enforcement procedures will determine further actions from this point. For example, depending on the circumstances, law enforcement may have the right to search and/or question the person.

Threatening or Violent Behaviour

Threats may be statements of intention or expressions of strong emotion. They can be indirect or direct, verbal or nonverbal. Shaking a fist or pounding the desk, throwing things, and showing a weapon are all examples of nonverbal threats. Verbal threats may be indirect expressions of frustration or anger directed toward a person or office or they may be direct statements of the intention to harm. These situations are complex, and it is not expected that individuals will be able to assess whether the threat is serious and might actually lead to harm. However, it is expected that employees consider any threat or display of hate as potentially serious. Most people who commit violent acts exhibit warning signs. It is important to take seriously any behaviors or words that imply threat and consult appropriate people to assess the risk and plan interventions.

If the threat is immediate, leave the situation if possible and call **999**. If threats or bizarre behaviours indicate possible danger, personal safety is the top priority.

For an angry or hostile customer or co-worker:

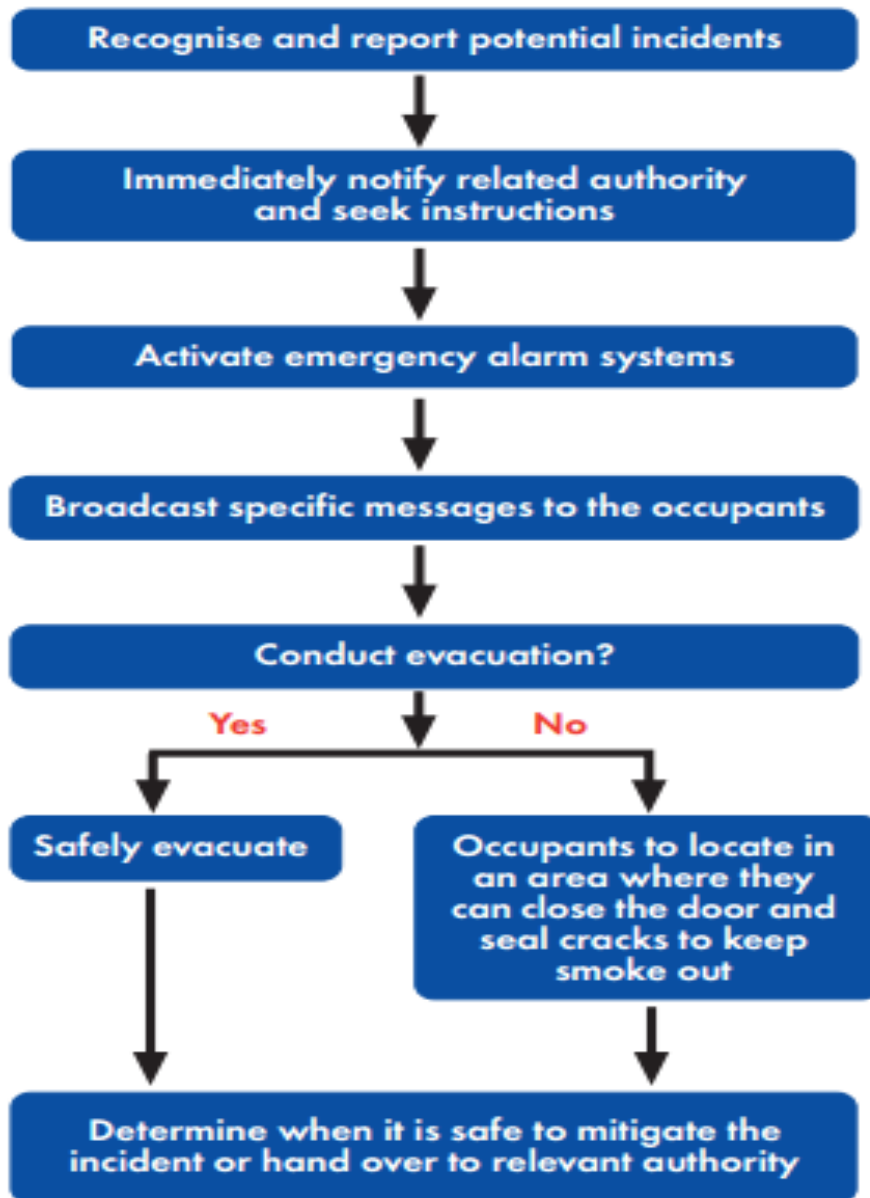
- Stay calm.
- Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient. Be respectful.
- Keep the situation in your control.
- If shouting, swearing, and threatening, continues:
- Signal a coworker or supervisor, that you need help (have a prearranged code or alarm system).
- Do not make any calls yourself.
- Have someone call the police.

If someone is threatening you with a gun, knife, or other weapon:

- Stay calm. Quietly signal for help using an alarm or code system.
- Maintain eye contact.
- Stall for time.
- Keep talking--but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab the weapon.
- Watch for a possible chance to escape to a safe area.

Should Evacuation be necessary, attached is the flow chart for Evacuation Decision making process.

- Flowchart for Evacuation Decision Making



3.7. Identifying Suspicious Vehicle(s)

3.7.1. Tools and equipment

Security officer(s)/ the guard post should be equipped with the following items:

- a. Walkie-talkie/landline for communication purpose.
- b. Undercarriage mirror (if possible) for inspecting vehicle if deemed necessary.

3.7.2. Identifying and noting down suspicious vehicle

Security officer should be alert of the surrounding when performing duty at the guard post or point of entry – this may include visible area outside the premise of care. There is no standard description of how a suspicious vehicle would look like, officer is to pay special attention to vehicle that appears to be abnormal as described in Appendix 1 – “Guide to Suspicious Vehicle”.

Upon sighting a suspicious vehicle, the officer should observe the vehicle for a period of time to affirm the suspicion. Do the following:

1. Record down the following details of the vehicle in pocket-book:
 - Car-make (e.g. Toyota, Honda, etc).
 - Car-plate number.
 - Car colour.
 - Any other unique features (if applicable).
2. Inform Security Control Room of the suspicious vehicle and provide the detail (as in Para 1).
3. Inform other nearby officers (if applicable) to also keep a lookout for the suspicious vehicle. Continue to monitor the vehicle.

3.7.3. Handling approaching suspicious vehicle

In the event that the suspicious vehicle approaches the entry, the security officer is to carry out the following procedure carefully with high alertness:

1. Inform Control Room of the approaching suspicious vehicle.
2. Lookout for any suspicious behaviour/appearance of the driver (if possible) as the vehicle approaches. For example,
 - Facial expression/look: drunken; nervous; dazed; worried; etc
 - Apparel: Clothing; accessories (such as necklace, watch, head-gear, sun glasses, etc)
3. Lookout for anything that is unusual about the suspicious vehicle (if possible) as the vehicle approaches. For example,
 - Tell-tale sign of vehicle-borne improvised explosive device (IED), refer to Appendix 1.
 - Any passenger in the vehicle.

4. When the suspicious vehicle stops at the gantry, the security officer is to carry out the following:
 - Conduct security questions with the driver by asking for:
 - i. The purpose of the visit.
 - ii. The driver's identity card for verification purpose.
 - iii. Officer is to verify the visit with the relevant personnel/department/unit named by the driver.
 - While conducting the security questioning, the officer should also take note of the facial expression/behaviour and appearance of the driver, and anything unusual about the vehicle as spelled in Para 2 and 3.
 - If the relevant personnel/department is expecting the visit, and there is nothing unusual about the driver proceed with the normal registration and vehicle check accordingly. Inform Control Room when the vehicle is cleared of suspicion and allowed entry.
 - In the event that the suspicious vehicle drives away suddenly upon security questioning, the officer is to take note of the direction in which the vehicle headed towards. Inform the Control Room of the situation and provide the following information.
 - i. Behaviour/Appearance of the driver
 - ii. Anything unusual of the vehicle
 - iii. The direction in which the vehicle drives towards after leaving the gantry
 - iv. The officer is to do a proper document of the incident in the Occurrence Book and Incident Report.

3.7.4. Handling suspicious vehicle with suspected Vehicle-Borne IED

In the event that a suspicious vehicle bashes/forces through the entry and/or suspected of vehicle-borne improvised explosive device (IED) planted (or any other threatening scenarios), security officer is to:

1. Inform the Control Room to call the **police (999)** immediately.
2. Monitor the vehicle from a safe distance and cordon off the area (if possible) to prevent others from getting near the vehicle.
3. Upon arrival of the police:
 - i. Take down the name and rank of police officer.
 - ii. Remain calm and give the police officer as much detail as possible.
 - iii. Let the police take over the situation. Assist the police accordingly.
4. After the situation has returned to normal, the Operation Manager/Operation Executive/Security Supervisor shall ensure that all necessary documentation (such as Occurrence Book, Incident Report, etc) are done up properly.

Guide to suspicious vehicle

Security officers are to pay special attention to vehicle that exhibits any of the following:

- Parked or occupied, containing one or more persons, especially at an unusual hour. It is possible that the person(s) in the vehicle is doing casing activity – such as collecting information about the surrounding or the premise.
- Parked in a hazardous/haphazard manner and the driver hurriedly gets away from the vehicle.
- Parked at a location for a prolonged period while the driver (and/or passenger) is still inside.
- Parked at a specific location for several days unmanned.
- Moves slowly around the vicinity several times with/without fixed intervals, and/or moves slowly around the vicinity at night without headlights.
- Has unusual look – such as very dark window and windscreen shield.
- Very old vehicle with a new car-plate.
- Signs of being tampered with (e.g. keyhole damaged, windows/doors ajar, drilled holes in car body).

Tell-Tale Sign of Vehicle-Borne Improvised Explosive Device (IED):

- Sunken tyres and suspension due to heavy load.
- Vehicle seemed overly weighted (tyre looks flat) where there is no visible bulk.
- Carried flammable items, gas cylinder; containers of petrol; box with wires sticking out.
- Foreign object attached under the vehicle or beside the wheels, eg. Wires sticking out from the undercarriage.

Quick Reference for Dealing with Suspicious Vehicle

This quick reference is for officer performing duty at guard post upon seeing a suspicious vehicle.

1. Observe the vehicle and state why it is suspicious.
2. Write down car details in pocket book.
3. Inform FCC.
4. Lookout for the followings:
 - Any passengers in the car
 - Changes in the driver's behaviour
 - Tell-tale indicators of vehicle-borne IED
5. Approach and conduct security questioning.
6. Inform FCC.
7. Put up report: Occurrence book, Incident report, Submit report to supervisor.

Example:

1. Observe the vehicle and state why it is suspicious.
 - E.g. Car drove around the building for 3 times at slow speed
2. Write down vehicle details in pocket book.
 - Vehicle registration number
 - Car-make (i.e. Brand e.g. Honda, Toyota) and Model (e.g. Civic, Vios)
 - Colour of the vehicle
3. Inform FCC.
 - **SO:** Charlie 1 to FCC, over.
 - **FCC:** Send, over.
 - **SO:** "There is a suspicious car that drove around the building 3 times already. Now it is approaching main gate at slow speed. Car registration is SBB1234X, Honda Civic, white in colour, over."
4. Lookout for the followings:
 - Any passengers in the car
 - Changes in the driver's behaviour
 - Tell-tale indicators of vehicle-borne IED
5. Approach and conduct security questioning.
 - Ask for purpose of entry
 - Ask for identification card of the driver
 - Take note of appearance of driver
6. Inform FCC when suspicious vehicle drives away upon security question
 - **SO:** Charlie 1 to FCC, over.
 - **FCC:** Send, over.
 - **SO:** "The suspicious driver is a Chinese man, about 40 years old, thin looking, wears a white t-shirt and black pants. There is no passenger in the car, driver appeared to be nervous". Upon questioning, driver drove off towards PIE Tuas direction.
7. Put up report.

Form For Recording Description Of Suspicious Person / Vehicle / Activity

Record the details of the suspicious person or vehicle as quickly as possible when your memory is fresh. Attach your pictures to this report if you have taken any of it.

1	Name of suspect		Race		Age	
	Type of clothes		Height		Hair color	

2	Name of suspect		Race		Age	
	Type of clothes		Height		Hair color	

3	Name of suspect		Race		Age	
	Type of clothes		Height		Hair color	

1	Type of vehicle		Vehicle Plate No.	
	Color of vehicle		Capacity	

2	Type of vehicle		Vehicle Plate No.	
	Color of vehicle		Capacity	

Other Comments:

INCIDENT REPORTED TO THE FOLLOWING PERSON(S) :	
1) Property Management	Yes () No ()
2) Operations Manager	Yes () No ()
3) Police 999	Yes () No ()
4) SCDF 995	Yes () No ()
Report written by : _____ Designation : _____ Date : _____	