<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Incident Management</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Incident Response</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Establish procedures to manage and analyse incidents</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td></td>
<td>SEC-ICM-1003-1.1</td>
<td>SEC-ICM-2003-1.1</td>
<td>SEC-ICM-3003-1.1</td>
<td>SEC-ICM-4003-1.1</td>
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<tr>
<td>Apply procedures appropriate to situations</td>
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<td>Respond to situations and manage the impact of incidents</td>
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<td>Supervise security activities through analysing of situations</td>
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<td>Develop and review incident management procedures</td>
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### Knowledge

- Operating environments
- Relevant legal and law institutional knowledge
- Organisational procedures for incident responses
- Principles of fire management
- Types of incident scenarios during events and security operations
- Types of Emergency Plans relevant to building evacuation
- Methods of incident notification
- Methods and procedures for handling crime-related incidents
- Types of relevant stakeholders
- Operating environments
- Relevant legal and law institutional knowledge
- Types of incident scenarios during big-scale events and security operations
- Duties at scene incident
- Organisational procedures in handling related incidents
- Tell-tale indicators of crime related incidents
- Principles of Appreciation of Situation
- Protocols on conducting search on suspect
- Internal incident reporting requirements and protocols
- Types of relevant stakeholders
- Operating environments
- Relevant legal and law institutional knowledge
- Organisational procedures for assigned duties and incident responses
- Types of appropriate equipment
- Types of communication methods
- Incident investigation procedures and tools
- Methods of incident analysis and root cause analysis
- Types of incident corrective and preventative actions
- Operating environments
- Relevant legal and law institutional knowledge
- Internal protocols for notifying and engaging external agencies
- Methods to develop incident investigation and analysis processes
- Techniques for preserving evidences of investigation

### Abilities

- Handle crowd during incidents
- Inform relevant authorities about incidents
- Participate in the conduct of response drills in accordance with procedures
- Handle outbreak of fire in accordance with
- Retrieve and study site security operations procedures
- Handle routine non-crime related incident in accordance to organisational procedure
- Conduct incident investigations to identify root causes of incidents
- Recommend corrective and preventative measures
- Establish the various types of security incidents
- Monitor status of field personnel
- Make critical decisions beyond SOPs
- Approve deviation of SOPs from superiors with reference to situations
- Verify measures taken with reference to Standard Operation Procedures (SOPs) or Crisis Response plans

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Effective date: February 2018, Version 1.1
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<tbody>
<tr>
<td><em>Take preventive action to minimise risk of injury to persons posed by damaged facilities or equipment</em></td>
<td><em>Respond to bomb threat and blast</em></td>
<td><em>Develop incident investigation, analysis and reporting processes</em></td>
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<tr>
<td><em>Immediately deal with information received from complainant that criminal offence has been/is being committed in accordance with organisational procedures</em></td>
<td><em>Perform safety evacuations according to security operations procedures</em></td>
<td><em>Manage incident investigation and analysis processes</em></td>
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<tr>
<td><em>Handle incidents of alleged offences in accordance with organisational procedures</em></td>
<td><em>Articulate risks relating to emergency response plans and suggest areas for improvements</em></td>
<td><em>Advise on root causes of incidents based on information provided</em></td>
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<td><em>Handle incident of specific bomb threats with location of suspicious item known in accordance with organisational procedures</em></td>
<td><em>Report incidents to relevant stakeholders</em></td>
<td><em>Evaluate effectiveness of incident investigation procedures</em></td>
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<td><em>Respond and report incidents in accordance to the appropriate procedures</em></td>
<td><em>Prepare incident reports in accordance with legislative requirements</em></td>
<td><em>Review incident investigation and analysis processes to recommend improvements</em></td>
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<td><em>Make preparations including reference to relevant documents, records of incidents and seek any clarifications or doubts from appropriate person</em></td>
<td><em>Monitor and report progress of implementation of corrective and preventative actions</em></td>
<td><em>Collaborate with management and key stakeholders to form incident panel review committees</em></td>
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<tr>
<td><em>Monitor and report progress of implementation of corrective and preventative actions</em></td>
<td><em>Evaluate effectiveness of corrective and preventive actions implemented</em></td>
<td><em>Evaluate effectiveness of incident investigation procedures</em></td>
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