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ABSTRACT BOOK

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SYNOPSIS

Innovative Student Management (ISM) has introduced the Law Enforcement Training (LPU) program at Innovative International College, Kelana Jaya, Selangor. This program is offered at the Certificate and Diploma levels in several law enforcement specialisation subjects. In an effort to further strengthen the existing LPU program, ISM took the initiative to hold a conference called Security Innovation Conference (SIC 2024).

ISM is in collaboration with several enforcement and security agencies. Thus, for the first time, ISM has organised SIC 2024 themed Embracing Neo-Technology through Security Lens. SIC 2024 exposes to students and the community the direction of enforcement and security as a high-level and recognized career path. In addition, this SIC 2024 also introduces new and advanced technological innovations in the field of enforcement and modern security.

This conference is also in tandem with the officiation of Journal of Security and Enforcement (eISSN : 3036-0226) under the supervision of Institute of Security and Enforcement (ISE).

Warm regards,
Nur Fatima Aisya binti Jamil
Editor-In-chief



WELCOMING ADDRESS

It is my great pleasure to welcome all presenters and participants to our first conference, Security Innovation Conference 2024 (SIC2024); organised by Innovative Student Management. We thought the conference theme “Embracing Neo-Technology Through Security Lens” is fitting as the modern world that we are facing today has forced us to see how interconnected and interdependent we all are with technology.

We are proud that SIC2024 has achieved about 20 research papers to be presented during this conference. I am very pleased that many distinguished presenters and esteemed participants have come to share pertinent issues and challenges to light the way on how to embrace today’s security landscape. This modern age is likely the hardest time for security professionals and law enforcers, but this conference is here to help guide you to chart a path forward.

As we kickstart SIC2024, I would like to congratulate each and every one of you for being part of this conference, to share your wonderful research work, to share information and input and at the same time receive feedback, to network among us and understand what you really want to achieve out of the work that you do.

Innovative International College takes pride in our launching of Institute of Security and Enforcement (ISE) which brings together academics, scholars, practitioners and others interested in a field that is fertile in new perspectives, ideas and knowledge. We have no doubt that under its purview, Journal of Security and Enforcement (JSE) will offer a remarkable opportunity for you to explore innovative technologies, pioneering, pedagogical strategies, and sampling international collaborations that are being used for security and enforcement in the modern age.

I will close with this final thought. This is an opportunity for expanding our knowledge, and working together with renewed purpose to create a better tomorrow. To end my speech, please allow me to wish you all the best for your successful deliberation in this conference and have a stimulating and wonderful experience in SIC2024. Thank you.

Sincerely,

Prof Dr Mohd Zaher Bin Mohd Zain

Vice Chancellor Innovative International College

WAREHOUSE SUPPLY CHAIN SECURITY TOWARDS GOVERNANCE PROCESS IN PORT KLANG

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ABSTRACT

Warehousing, inventory management and logistics processes that have competitive supply chain security can increase productivity and reduce business transaction costs. Governance and compliance are the backbone of supply chain management. All matters related to the supply chain must comply with the rules and regulations established to protect the goods stored in the warehouse after the export and import process. This paper describes in detail the supply chain processes that work in Port Klang, West Port and North Port, stakeholder engagement, as well as current practices in full-cycle supply chain security especially in the warehouse before delivery to suppliers. The study identified unfamiliarity with the supply chain governance process at the port makes it difficult for stakeholders to run their business efficiently as spending time to obtain authority approvals, security, and warehouse management will contribute to increased costs and reduced profit margins. The involvement of logistics personnel in the supply chain industry, good governance will maximize profits and minimize losses. Appropriate arrangements should be made by the shipping agent and also the warehouse staff when handling the goods while receiving the cargo from the ship to ensure the safety of the goods in good condition. Therefore, the results of the descriptive analysis study show that awareness of governance is very important without affecting risk management and safety factors in Port Klang. With a lot of experience and knowledge from supply chain practitioners in warehouse management, security and placement of goods become well managed. Meanwhile, the nature of the business also contributes significantly to reliability given the effectiveness of understanding how to maintain good governance in the warehouse supply chain industry.

1.0 INTRODUCTION

The supply chain industry is a competitive business nowadays. Every country in the world faces challenges in managing the supply chain process due to an increased focus on delivering value to customers worldwide. The same goes for Malaysia's Industry when focusing on to supply chain process, especially during the delivery of the cargo and goods from the ship to the port warehouse before moving out to suppliers. The procedures, regulations and requirements need to have complied with first before the goods can be sent to the supplier factory outside of the port area.

In this process, many organizations and personnel are involved from initial to end. Import-export hub in Malaysia is normally led by Port. In Port, there have three ports operating to ensure all cargo delivery manage properly. They are Port Klang, West Port and North Port. Lembaga Pelabuhan Klang has the responsibility for all activities related to the port function. However, the port operator will ensure all compliance will comply accordingly. Start from the permit application for the cargo and goods, logistics and transportation. Their scope of work including to ensure the cargo and goods security in order with good condition.

Forwarding agents or Freight Forwarding Services are responsible parties to manage the whole process of delivering cargo and goods. They will fill up the all form application given by the authority department, applying the permit to obtain approval, and liaise with the authority department and warehouse management in order to accelerate the process of the

import-export activity. The understanding between the business owners and forwarding agents is more important when dealing with the port authority without compromising the cost and time impact.

Kastam Di Raja Malaysia is one of the authority body has the power to hold or release the cargo and goods due to compliance and regulation fixed by the government such as import-export tax. During this stage, normally the cargo and goods already passing out of the duty-free zone. Before crossing the boundary between Port Authority and Kastam Di Raja Malaysia, the cargo and goods were placed in a temporary warehouse owned by the port operator. A lot of procedures and requirements during this stage are related to all stakeholders. Without good governance handling this situation, the loss and delay of delivery will happen.

Governance and compliance is the backbone of the supply chain management. All matters related to the supply chain must comply with the rules and regulations set to protect the goods stored in the warehouse after the export and import process. Each stakeholder needs an important role in the supply chain security process in warehouse management. This facilitates process management that maximizes positive stakeholder input and minimizes any potential harmful effects. The implementation of logistics related regulations in Malaysia is often uncoordinated, due to this lack of coordination has also hindered the optimal logistics and supply chain functions.

This current negative trend has caused several difficulties in Malaysia's logistics and supply chain to arise. Reduced expansion potential makes high-level collaboration between logistics and supply chain companies and other firms more difficult. The reduced level of knowledge among these managers also makes the establishment of supply chain systems less efficient. The less efficient a supply chain system is, the less flexible it is, and the more costly the system will be. The right warehouse can make the entire production and distribution strategy more efficient and convenient for a business.

Effective warehousing, inventory management and distribution processes can increase productivity and reduce costs. Information related to business activities and transactions is usually shared with supply chain partners and protecting this information from outside intruders or competitors is essential for success in a competitive market (Kolluru and Meredith, 2001). Therefore, service providers in the logistics industry must have appropriate security measures to protect such information. This research describes in detail how the supply chain process works in Port Klang, Port West and Port North; stakeholder engagement; as well as their current practices in full-cycle supply chain security especially in warehouses before moving to suppliers.

The study identified of unfamiliarity with the supply chain governance process in the port makes it difficult for stakeholders to run their business efficiently because spending time obtaining authority approval, security and warehouse management will contribute the increasing the cost and reducing the profit margin. The involvement of logistics personnel in the supply chain industry, good governance will maximize profits and minimize losses.

In order to get more information and clear picture about the problem, about current challenging facing by the business owners especially forwarding agent to arrange placement of goods in line with the requirements by the authority department such as Lembaga

Pelabuhan Klang, Port Operator and Kastam Di Raja Malaysia. At the same time, the budget allocated and timeline given quite tight to comply with all requirements by them.

There have several business owners who didn't comply with the requirement given by the authority department due to time and budget constraints. Besides that, politician involvement, demographic factor and others also contributed to the not compliance. The proper arrangement made by the forwarding agent and also warehouse personnel during handling the goods when received the cargo from the ship to ensure the security of the goods in good condition. Therefore, the process of supply chain security in Port from the relocate the cargo from the ship to warehouse, warehouse arrangement and placement of the goods, until all the goods export out to the suppliers.

2.0 LITERATURE REVIEW

The literature review was to obtain information on topics of interest should be to assist in completing the study. It is based on the facts as well as previous studies by reading books, journals, news of the newspaper, thesis, and also sources from the internet by previous researchers. The use of these materials is as a reference and guide for researchers in collecting information related to the research topic.

In this chapter, the information obtained is explained more about the study that was conducted to identify the information about the warehouse supply chain security process in Port. Further definition of supply chain security and the import and export process of goods in warehouse governance. In addition, this chapter will also determine about the stakeholder involvement on the governance process security and, identifying the warehouse storage, safe guarding and movement of goods. Through this literature review, the study could be improved understanding as to give a clear explanation of the key elements contained in the study. Besides that, to support the validity of the data obtained and assist in the process of data compilation

Supply chain security is a part of supply chain management that focuses on risk management of external suppliers, vendors, logistics and transportation. Supply chain security involves both physical securities related to products and cyber security for software and services. The use of policies, procedures and technologies to protect supply chain assets such as products, facilities, equipment, information and personnel from theft, damage or violence and to prevent the unauthorized introduction or smuggling of people or weapons of mass destruction into the supply chain (Closs and McGarrell, 2004).

Most of the literature on supply chain security practices has been written from the perspective and experience of developed countries such as the US, Europe and Japan, and some studies have examined supply chain security practices in the context of emerging countries such as Malaysia. This expectation to improve supply chain security has increased the pressure on organizations to meet new requirements and obligations. The obligation placed on organizations to protect their supply chain is known as supply chain security (SCS). The aim is to identify, analyze and mitigate the risks inherent in working with other organizations as part of the supply chain. Hinsta. et al (2009), stated that there are various types of responses and actions have been taken by different government organizations, international organizations and businesses to improve the security of global supply chains. These reactions range from country-specific operational regulations to global research programs, which have different agents of origin and they target specific goals.

Apart from researchers, governments and international organizations are currently very active in the design of supply chain security programs, regulations and standards, while businesses make decisions about mandatory measures and participate in the design of some of these new measures (Rice et al. 2005). The main challenge for businesses is to invest wisely in security in such a way that they comply with the new regulations and at the same time achieve additional potential benefits that contribute to the efficiency of their supply chain. According to Hassija et al. (2019), supply chains form the backbone of today's consumer world and every commodity in the market moves through a sequence of stakeholders who engage in sophisticated ways to deliver the final product. The existing scheme of voluntary supply chain security programs is the most appropriate way to bring about partnership between business and government stakeholders to create operational action (Gutierrez, X., & Hints, J. 2006).

Warehousing is an important part of the supply chain for most types of businesses that deal with physical goods. This is a business where; the dealer stores the products that ultimately go to the final retail customer. The warehouse also provides the ability for supply chain managers to reduce costs by optimizing inventory purchases, saving shipping costs and speeding up delivery times. Warehousing even allows for things like repackaging products for marketing purposes or optimizing packages for final delivery (Chen et al. 2015). This is an important step in ensuring that the product goes through the supply chain to the end customer, and ensures that they have the best experience with all companies. Warehousing should provide a valuable tool for businesses to store products temporarily, often to conserve inventory and optimize delivery to customers. Therefore, it is necessary to ensure that the e-commerce platform can be integrated with a good warehousing system for tracking inventory, placing orders, coordinating fulfillment and more.

According to Saderova et al (2021), warehouses can be divided into two main types which are distribution warehouses and production warehouses. The production warehouse is used for the storage of raw materials, semi-finished products and finished products in the production plant. A distribution warehouse is a warehouse where products from different suppliers are collected (and sometimes assembled) for delivery to several customers (Saderova 2017). The design requirements of the warehouse result from its place and role in the logistics network. A warehouse is a buffer or control element of the supply chain, directing and changing the flow of materials. Thus, the warehouse fulfills the task, which adds value to the product and increases its availability (Jacyna, 2015).

Warehouse logistics and transportation management involve a complex network of activities. This is because it not only involves transport activities as the main core but it also includes various other activities including storage, warehousing services, cargo trucks and maintenance of equipment and facilities transportation. Efficient logistics services enable major export industries to compete for international markets while domestic industries become more competitive.

The next chapter will look at the research methodology that will be made based on the objective and purpose of the study. In order to obtain accurate information based on the analysis made on supply chain management in warehouse processing and focusing on the storage, protection, and movement of goods as well as creating a conducive environment port area.

3.0 METHODOLOGY

This section describes the methodology used in the study to identify warehouse supply chain security in this study. After studying the issue of the governance process when operating warehouse supply chain security theoretically through a literature review, the next process is to achieve the objective of this study through a more practical way by obtaining information from parties involved in obtaining the governance process when operating warehouse supply chain security, important thing to ensure that all stakeholders facilitate and speed up the process delivered to suppliers and traders.

The methodology is a general research strategy which outlines how the project implemented, among others, is to identify which method will be used. The research will also be discussed in the methodology for determining the design or the collection of data and analyse how the results to be obtained. For this study begins with an explanation of the study methodology which contains a flow chart of the study process, study design, data collection methods, research instruments and data analysis methods. The design of the study involves the integrity and transparency of each researcher in conducting a study. This is because, each data obtained is based on whether it can answer the objectives and questions that have been made in the framework of the construction of a study. The design of the study basically affects the extent to which the researcher uses the methods that have been set out in each methodological guideline. For this study, the researcher has first identified the design of the study to be made based on some sources obtained from the research problem.

Meanwhile, this study is made with the concept of survey research that aims to describe or predict current phenomena (Khalid Johari, 2003). The instrument is the use of effective methods of information in the form of quantitative overview. The survey study will refer to several things related to sampling, measurement and data analysis that will be used in this study. Each item presented must be accurate and not lead to many answers that are difficult to analysed. Moreover, according to Syed Muhd Kamal et al. (2014) survey study was used to study the item function, validity and reliability of the research instrument through the data obtained. In terms of approach the method used is based on quantitative methods, where it is a systematic empirical study and can be seen through statistical, mathematical or computerized techniques (Abu Yazid et al., 2016). Another term that can be applied to this quantitative method approach is numerical techniques.

All techniques in measurement are also important for identifying quantitative approaches or research, as they have a fundamental relationship between empirical observation and statistical expression of quantitative methods. According to Abu Yazid et al. (2016), quantitative data is numerical data such as statistics, percentages, and others. For that reason, the method used in this study is more relevant to the topic to be studied and easier to use to approach prospective respondents. This quantitative method will use questionnaires through online forms, and applied in this study to facilitate respondents and encourage them to respond positively to this study.

Method submissions made by using mobile applications such as WhatsApp, Telegram, and e-mail to the respondent. In line with current developments in the IT world where, most of the target groups of respondents who have been identified are from groups that are more interested and sensitive to the use of electronic devices such as smartphones, laptops and iPad that generally use broadband or internet services.

In this study, a questionnaire was conducted on the respondents by filling out a questionnaire to obtain information about their profile. Respondents will also be given an explanation before answering the questionnaire. This is to avoid doubts and misunderstandings. The questionnaire method in this study was used to obtain data on respondents' information about Warehouse Supply Chain Security Towards Governance Process in Port.

3.1 Research Process

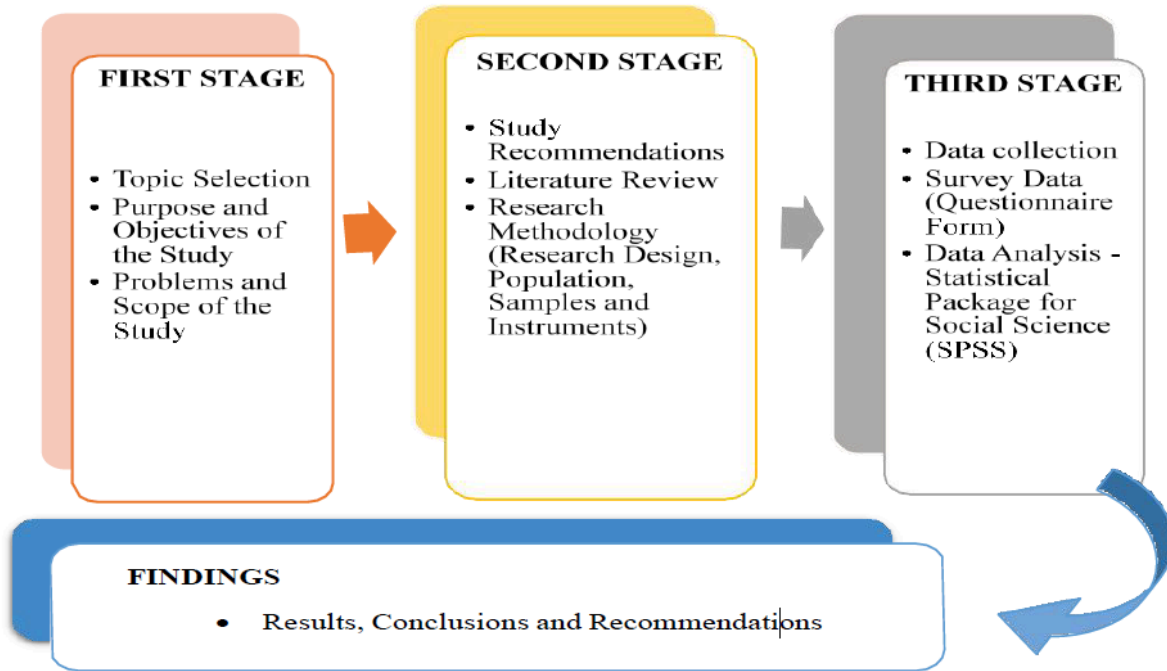


Figure 1: Research Process Flowchart

For the purpose of this study, the questionnaire will use a scale or index. Generally, the questionnaire consists of several questions and the respondent should answer in the prescribed format. Questionnaires are closed-ended questions that require respondents to choose the answer from their choice. Before the researcher issued and gave the questionnaire to the respondents, to answer the given questions, the questionnaire was tested to see the suitability of the questions that had been constructed. In the questionnaire, there are several answer choices designed with closed concepts to facilitate the respondents by simply answering the given options.

The answers obtained will be encoded into the scale of the response of respondents. The questionnaire for this study were included in the appendix. In the category of the questionnaire, there are four sections to be processed so that respondents can answer the questions stated correctly and honestly as in Table 1.

No	Sections	Item
1	A = Demographics of Respondents	6
2	B = Governance in Warehouse Supply Chain at Port	4
3	C = Stakeholder Involvement in Supply Chain Security	4
4	D = Causes of The Problem	4
Total Items		18

Table 1: Questionnaire Categories

Basically, this chapter is very important, as it will determine whether this study is going well or not. Therefore, the information will be analysed and compared with the objectives of the study to determine whether the purpose of the study is achieved. The results of the study obtained from statistical analysis will be explained in more detail in the next chapter.

4.0 ANALYSIS AND FINDINGS

In this chapter, the researcher presents the findings and analysis of the study in detail. This finding is presented in a simple and clear format in tables and graphs to facilitate better understanding and interpretation. Descriptive statistics are used in data analysis to summarize data in a simpler but more comprehensive form of the data analyzed. Descriptive data results involve analysis of frequency, percentage, mean score, and standard deviation.

The study conducted on the data obtained from the questionnaire responses will be analyzed using Microsoft Excel and verified with Statistical Packages of Social Sciences (SPSS) Windows 26. Validity and reliability are important to assess whether the sample collected is valid and consistent; therefore, Cronbach's alpha technique will be used for reliability testing. Factor analysis will be used to assess the validity of the sample.

This section presents a descriptive analysis of respondents' demographic characteristics and the information of respondents involved with the port activities who's working in Port Klang, North Port and West Port, Selangor. The analysis will

include analysis on gender, age, race, nature of the business, group of employment, and status. The data collected can be seen in table 2. It was obtained from a survey of 75 respondents from the different background such as Lembaga Pelabuhan Klang (PKA), Kastam Di Raja Malaysia, forwarding agents, port operators, logistic and warehouse personnels.

Demographic	Frequency (n = 75)	Percent (%)
<u>Gender</u>		
Male	59	79
Female	16	21
<u>Age</u>		
18 – 25 years	15	20
26 – 35 years	29	39
36 – 45 years	21	28
46 years and above	10	13
<u>Race</u>		
Malay	47	63
Chinese	20	27
Indian	7	9
Other	1	1
<u>Nature of Business</u>		
Government Sector	24	32
Private Sector	41	55
Own Business	10	13
<u>Group of Employment</u>		
Management	18	24
Executive	33	44
Support Staff	19	25
Administration	5	7

Table 2: Background of Respondents

From 75 numbers of respondents, 79% or 59 people taken by the male, while 16% or 21 people taken by the female. Figure 2 shows that men over women dominate the supply chain industry in Port. These factors contribute to the work environment or the industrial environment. However, most female workers have their jobs in the office compared to male workers, work in the technical field.

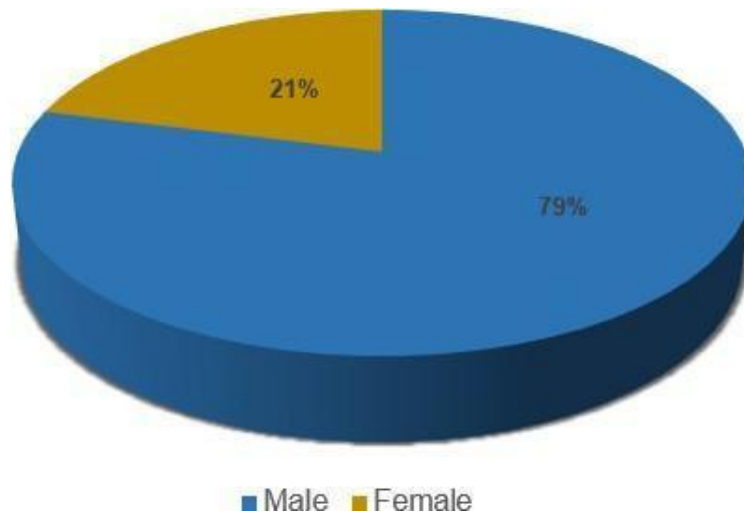


Figure 2: Gender of Participants

A total of 75 respondents took part in this survey, majority respondents aged between 26-35 years old which is contributing 39% of the total, followed by respondents between 36-45 years old is 28%, 20% representing respondents between aged 18-25 years and only 13% of respondents above 46 years old. In this early study, focuses on the respondent's having more than 5 years an experience in supply chain industry, especially those in authority body and port operator level. Based on figure 3 shows of the total respondents, found that almost 87% of the respondents aged between 18 - 45 years old, which is overall results met the target of the researcher.

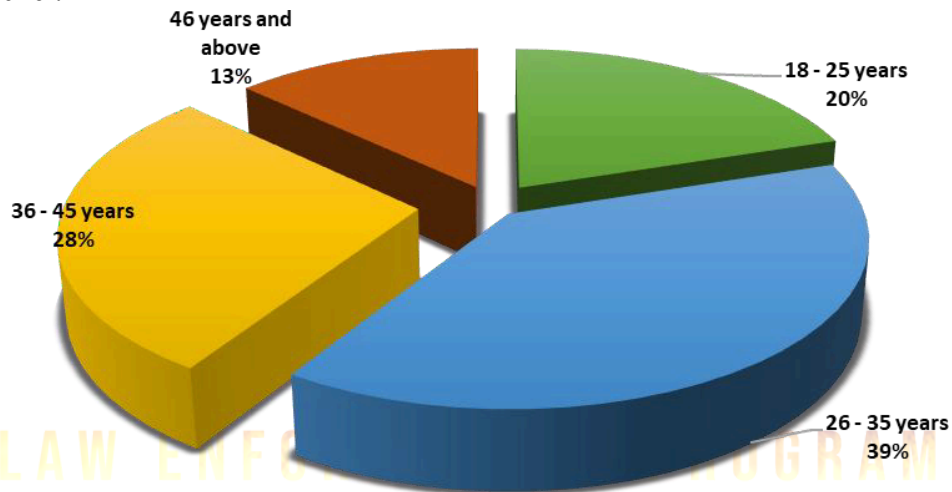


Figure 3: Age of Respondents

Through information and data obtained from a survey instrument, the researchers present the findings of this study with a detailed description and analysis is displayed through tables along the test used to be understood easily. These findings were analyzed from the respondents' feedback information through the instruments conducted. Also, the study is expected to answer the question that was built at the beginning of the study, and the conclusions of the discussions will be discussed in the next chapter.

5.0 CONCLUSIONS AND RECOMMENDATION

In this chapter, the findings of the study will be summarized based on the goals and objectives set at the beginning of the research. The implications of this study are highlighted in this chapter. The limitations of this study are in line with suggestions for further improvement in future studies discussed at the end of the chapter to increase the diversity of studies on the Warehouse Supply Chain Security Towards Governance Process in Port. Also, suggestions for future research related improvements will also be discussed in this section. Therefore, the researchers hope that the findings of this study can be utilized and become one of the scientific references for future researchers. This study aims to ensure that the objectives are achieved:

1. To identify the the process of the import and export from the warehouse of goods at Port.
2. To elaborate on the stakeholder involvement of the supply chain security in the warehouse management.
3. To explore supply chain management in the warehouse focusing on storage, safeguarding and movement of goods.

The results of the analysis were based on a survey of 75 respondents from the different background such as Lembaga Pelabuhan Klang (PKA), Kastam Di Raja Malaysia, forwarding agents, port operators, logistic and warehouse personnels. Data were tested using the Average Index (Frequency, Percentage, Average and Standard Deviation). The analysis results show that the data collected in this research is reliable. The findings indicate that in the average index, researcher found that the respondents have good technical knowledge and understanding clearly the supply chain process in Port.

The data shows the majority agree with how the importance of good governance in the supply chain at Port. Collaboration between the authorities' body and the forwarding agent plays an important role to ensure the activities run smoothly as stated in regulations. Therefore, as a result of the analysis that has been made in each assessment of the adherence to the governance in supply chain question, agree with the respondents showing the high-frequency percentages of the Likert Scale with 'Agree' and 'Strongly Agree'.

This research divide by the four sections in questionnaire form. Through descriptive analysis from section A, describes some general information which is want to know the background and demography of respondents. From the data collected, the majority of the respondent from technical knowledge and having more than five years' experience. Section B described the governance in warehouse supply chain at port. When determining the understanding of process and procedure at the port from the authorities' perspective, the data showed that the respondents are good in knowledge and clearly understand the guidelines and requirements stated in port rules. However, the majority of the respondents measured from a neutral scale until strongly agreed had agreed that timely approvals took quite a long time.

Furthermore, the findings of the study are about exploring the stakeholder interest in warehouse management in section C. The data showed that most of the respondents agreed with the involvement of all stakeholders in the supply chain process, plays an important role to make governance and compliance in a good placed. While for section D, more than 50% agreed with the yes answer to the causes of the problem which is a business owner not putting the priority on the warehouse management compare to timely obtaining the approval or permit from authorities. However, the guidelines and warehouse rules are clearly provided and complying by the port operators. The majority of respondents also agree that good governance, compliance, and integrity need to always practice in the entire supply chain process in order to prevent the damage of goods, and missing goods or avoid the fatality accident in port areas and warehouses.

Subsequently, the results of the descriptive analysis show that awareness of the governance is very important without compromising the risk management and security factor in Port. With a lot of experience and knowledge from supply chain practitioners in warehouse management, security and placement of the goods became properly managed. Meanwhile, the nature of the business also significant contribution to reliability in view of the effectiveness of the understanding of how to maintain good governance in the warehouse supply chain industry.

The findings of this study have several important implications for practitioners in the field of warehouses and national industry. As today's business competition moves from within organizations to between supply chain partners, organizations are increasingly adopting supply chain management practices, hoping to generate supply chain responsiveness and strong competitive advantage. The findings of this research convince practitioners that supply

chain security is an effective way to compete. In addition, the implementation of supply chain security governance practices will have a stronger impact on warehouse logistics responsiveness and competitive advantage.

Organizations and warehouse authorities need a greater response, to meet customer needs quickly. Additionally, the responsiveness on all dimensions with the supply side, within the organization, and downstream is required for the overall responsiveness of warehouse governance. Warehouse management to be more responsive, and ways to prevent theft of goods and cargo and supplies in warehouses. In line with the current developments of Industrial Revolution 4.0 (IR4.0), digitization in warehouse logistics services is essential to increase productivity and efficiency in delivering quality services.

This initiative in digitizing logistics services will help facilitate information sharing and improve cost efficiency, thereby benefiting end users and driving competitiveness in warehouse governance. Thus, with the increasing demand from e-commerce platforms and the demands of users, service provider's logistics will be encouraged to increase national investment in the aspect of warehousing and distribution centers to improve the efficiency and development of the supply chain

In conducting this study, there are some limitations faced by researchers. One of the limitations is the time constraints given to conduct a questionnaire. Therefore, the number of respondents involved is limited to 75 respondents', there are some parties who do not provide commitment and cooperation when the questionnaire is conducted. Furthermore, this study could not be discussed in more detail because there are constraints in terms of information and data. Here clearly shows, that the study using questionnaires is very important to obtain the accuracy of data. This is because when further analysis to find out the results, it gives a significant impact on the overall survey conducted. In addition, researchers can add research methods such as interview or observation methods to each selected case study in Port. Based on the results of this study, several further studies from this study can be considered. These are as follows:

The rapid growth of the global warehousing sector is seeing increased demand for automation in warehouse operations. As such, warehouse governance is enhanced in helping to reduce the level of complications to the productivity of manufactured goods, as well as creating efficient supply chain security. The implementation of the National Warehousing Regulations has been stated in the 12th Malaysia Plan, and is intended to ensure uniformity in the development of warehouses.

These regulations will cover matters related to areas, facilities, handling and storage, fire protection measures, and also suitable locations for warehouse development. Through the service sector in this country, the issue of warehousing security plays a big role in supply chain security to launch business activities. Therefore, warehouse management needs to be managed in a systematic and orderly manner by all parties including authorities' bodies.

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FIRE MANAGEMENT BY THE FIRE AND RESCUE DEPARTMENT OF MALAYSIA

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ABSTRACT

The Fire and Rescue Department of Malaysia have identified 3 main probable causes of fire outbreaks in Putrajaya, Malaysia. The main causes are by accidents, deliberate and naturally. These causes are listed in sequence of highest to lowest in the statistic. The fire outbreak in Putrajaya, Malaysia has impacted to huge losses in property. The solution suggested is raising the awareness to the public by giving lecture in public or spreading poster in social media. This study is to understand how the Fire and Rescue Department face the crisis and manage their plan.

1.0 FIRE AND RESCUE DEPARTMENT

The Fire and Rescue Department of Malaysia is a federal agency of Malaysia responsible for firefighting and technical rescue. Firefighting services in Malaysia began in 1883 with the establishment of the Selangor fire and rescue volunteers. The firefighting services became the responsibility of state governments after the Malaysia Federation Agreement.

Vision

To be a high performing fire and rescue organization.

Mission

Providing Professional Fire and Rescue Services to save lives and property for the well-being of the people.

Functions

- Dispatch the first fire engine to the emergency location within 60 seconds of receiving the call in the control room.
- Complete the fire report within fourteen (14) days after receiving all the necessary information and documents from the applicant.
- Issuing a technical plan certificate within fourteen (14) days from the date of the complete application.
- Issuing a letter of release/support for occupying the building (CCC/CFO) within five (5) days from the last date of the inspection provided that all fire safety installations have been properly tested and perfected.
- Process business license support applications within seven (7) days from the date of the completed application.
- Issuing a Fire Certification Certificate within five (5) days from the date the fee is paid.

2.0 BACKGROUND OF FIRE OUTBREAK IN PUTRAJAYA

NATIONAL

The remaining bulk storage of the north block of MOF caught fire

By Irwan Shafrizan Ismail
December 6, 2022 @ 8:10pm
bhnews@bh.com.my



Firefighters inspect the condition of bulk waste storage and maintenance at the Ministry of Finance, Putrajaya. - Photo IHSAN BOMBA PUTRAJAYA

PUTRAJAYA: The bulk and maintenance storage in the north block, Level G of the Ministry of Finance (MOF) here was reported to have caught fire this evening.

A spokesman for the Putrajaya Fire and Rescue Department (JBPM), said his party received a call at 2.34 pm before three vehicles with 23 members arrived at the scene at 2.41 pm. He said the fire was started by a MOF employee who was in the cedar parking area in question. "The fire was also detected by the 'smoke detection' type Fire Safety Installation System (PKK) which caused the alarm to sound.

It is stated by the officer that Putrajaya is filled with government's building. Therefore, even if there is a pile of rubbish was burned in the government's area, it is still viewed as a serious case and might be considered as an offence. Fire outbreak is a serious crisis that could involve a life. Thus, it is a major concern in our country.

3.0 CRISIS RESPOND DOCUMENTATION

The following are extracted from our interview session with the Fire and Rescue Department, Putrajaya.

3.1 INCIDENT REPORT FORM

- Can you tell us a little bit about the fire crisis?

Fire outbreaks can occur for various reasons and can have significant impacts on communities, ecosystems, and economies. Example: Structural Fires, These fires occur within buildings or other structures and can be caused by various factors, including faulty wiring, cooking accidents, heating systems, or flammable materials. Structural fires pose risks to occupants as well as neighboring properties, and effective firefighting efforts are essential to minimize damage and casualties. Overall, fire outbreaks require prompt response, effective emergency management, and coordinated efforts from firefighting agencies, communities, and relevant authorities to mitigate their impacts and prevent future occurrences.

- What is the impact of this crisis in Malaysia?

The impact of all crises that occur is a huge loss to the owner of a fire, whether it is a building or a vehicle. It is because the value of a property involves ringgit money as well as priceless value and there is no replacement price, which is a person's life in a fire.

- What is your role in preventing this crisis?

There is no prevention, but the party in the fire department, which is risk management, will arrange measures to play an important role in any fire that occurs so that actions are taken in a professional manner and there are no matters that act outside the control of the fire department.

- What are fire-related offences?

Arson is a serious criminal offence that poses a significant threat to society, primarily due to its potential to cause large-scale damage and even loss of life. In order to fully understand this complex crime, it is essential to explore its various aspects in the context of criminal law. This article delves into the concept of arson, explaining its definition and meaning, as well as examining the key elements required to establish an arson offence. Moreover, the article provides a comprehensive overview of the sentencing guidelines for arson offences, discussing both aggravating and mitigating factors involved in determining appropriate punishment. Lastly, by analysing notable arson cases and precedents, important lessons can be gleaned from the outcomes of these cases, contributing to a more profound understanding of this destructive and dangerous crime.

- What act is used for this crisis?

The Fire Services Act 1988

- What is the solution to this crisis?

1. Ensure Safety: Confirm that all individuals are safe and secure.
2. Contact Authorities: Report the incident to your local fire department to declare the site safe.
3. Insurance & Documentation: Promptly inform your insurance company and document the damage meticulously. Insurance companies recommend careful documentation of possessions before an emergency. Olympus Insurance offers tips for that process.

4. Secure Your Property: Prevent further loss by securing what’s left of your property, if possible.
5. Find a Safe Place To Stay: If your home is unsafe, you’ll need to arrange for temporary housing. This could be with friends, family, or through assistance programs.

- What is the procedure for getting information about a fire?

In Malaysia, if you need information about a fire incident, follow these general procedures:

1. Contact Emergency Services: Dial 999 (or 112 from a mobile phone) to report the incident. Provide details like location and type of fire.
2. Follow Official Channels: Get updates on firefighting efforts or safety advisories from the Fire and Rescue Department of Malaysia (FRDM) through their official social media or website.
3. Monitor News Outlets: Stay informed about fire incidents through local news outlets, both online and traditional media.
4. Community Alerts: Local authorities or community organizations may issue alerts about fire incidents in specific areas.
5. Avoid Spreading Rumors: Rely on official sources to avoid spreading unverified rumors or misinformation during fire incidents.

Following these procedures helps you stay informed and take necessary precautions during fire incidents.

- Can we see the documentation for this crisis?

Was not allowed to be viewed due to confidentiality.

4.0 CONTACT INFORMATION

- Crisis Management Team contact list

Name	No.	Expertise
TPgB II SUHADA BINTI MOHD SAYUTHI suhadam.sayuthi@bomba.gov.my TIMBALAN PENGUASA BOMBA I /KB3	153	BAHAGIAN PENYIASATAN KEBAKARAN
PPgB MOHAMAD AMMIROL BIN MAT SIDEK ammirol@bomba.gov.my PENOLONG PENGUASA BOMBA / KB29	146	BAHAGIAN KESELAMATA N KEBAKARAN

ACKNOWLEDGEMENT

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APPENDIX

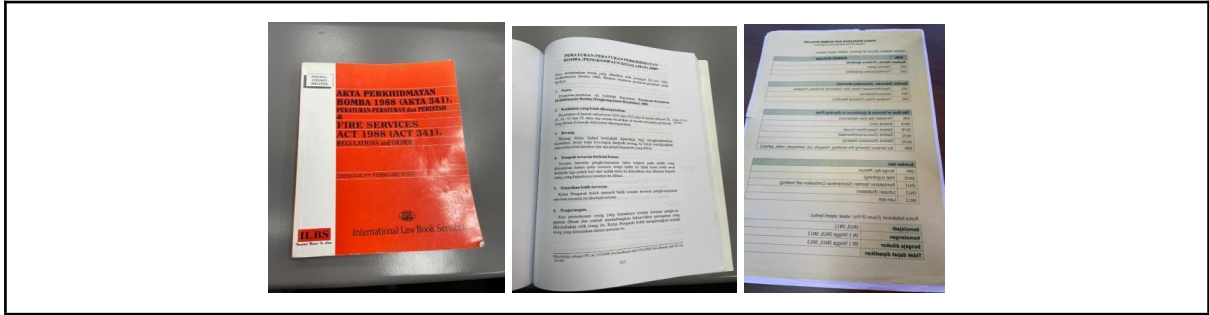


Figure 1: The Fire Services Act 1988 shown by interviewee



Figure 2: Interview session



Figure 3: Gift giving from Innovative International College to Fire and Rescue Department, Putrajaya

THEFT CRISIS MANAGEMENT BY BOUTIQUE FANA COUTURE

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ABSTRACT

FANA COUTURE BOUTIQUE believes in rights of style that it should be effortless and affordable retail player locally and globally. The collections of expansive Hijab range and Apparels make up for weekly releases all-year-long. The biggest issues that happen is theft, usually culprits tend to try on items before concealing the items under their clothes or simply leaving without taking them off. To secure this problem, setting up CCTV and have security guards for checking items on customers before they leave the store. The purpose of this study is to understand the boutique's crisis management planning to handle theft.

1.0 FANA COUTURE BOUTIQUE



Figure 1: FANA COUTURE BOUTIQUE

FANA COUTURE believes in the rights of style that it should be effortless and affordable. Since their inception, the organisation stay firm to this belief thus consistently delivering effortless style to all without compromising value. Within a decade, they've grown from a start-up to a full blown retail player locally and globally. Their collections of expansive Hijab range and Apparels make up their weekly releases all-year-long.

The promise of #bergayabersahaja is their mantra that keeps them striving for collective excellence in the conduct of business and the development of their team. They focus on skill enrichment to march forward with the aim for greater good beyond the company.

2.0 CRISIS RESPONSES DOCUMENTATION

The following are extracted from our interview session with Fana Couture.

2.1 INCIDENT REPORT FORM

- What kind of crisis that can happen to your company?
 - I. Many of stock items sent to the store are damaged.
 - II. Theft incidents can happen at peak hour because that time is quite difficult for the staff to control the situation at one time.
 - III. Capital issued does not reach the predetermined profit.

- If something bad happens, does your company have a backup plan?
Through promotion to media social

- List 5 crises that can happen to your company?
 - I. Theft
 - II. Due to new norma kind of Covid-19 mall are closed
 - III. Damage item
 - IV. Termination staff
 - V. Bankrupt sale

- If there is a fire in your shop, do you have a backup shop to move your things?
Under the mall building

- If there is any conflict between your staff, how do you as an employer manage them?
Tell them the rules and regulations, what first to expect when they enter the company.

2.2 CRISIS COMMUNICATION STRATEGY WORKSHEET

Plan Ahead.

The company creates a detailed contingency/scenario plan that outlines every conceivable crisis and appropriate response. Contingency plans are time-consuming and painstaking, which is why many organizations don't create them. However, when faced with a crisis, these plans actually save critical time and resources. It's smart business to have an action plan on hand that can be quickly implemented by every member of the executive, communications, and operations teams in the event of a crisis.

Speed Is Key.

It's imperative to acknowledge crisis situations immediately. You may not have all of the details for days, or even weeks, but a prompt announcement to the media and your key public will (a) minimize speculation and rumor and (b) let audiences know you are in control.

Be Responsibly Transparent.

We're all familiar with how subterfuge and lies destroy organizations. These cases present powerful lessons in PR: Be up front. Take responsibility. Tell the truth. Never engage in cover-up, deceit, or unethical behavior of any kind. Remember that bad behavior will always find its way to the headlines – eventually.

Again, what you choose to share is critical, but it must always be the truth.

3.0 CONTACT INFORMATION

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Mr. Kamarul Ariffin	fanacouture@gmail.com	603-61277864

ACKNOWLEDGEMENT

The authors would like to thank Fana Couture Boutique for supporting the research.

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APPENDIX

- I. Google Form Crisis Management Questions
https://docs.google.com/forms/d/e/1FAIpQLSf4F9DuYJLe_Q66ezFfBFsmWtoJYUKXyNc1W1BWf2p5CQHA9g/viewform?usp=sf_link



THE MOST BRUTAL MURDER IN AMPANG BY ROYAL MALAYSIA POLICE

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ABSTRACT

Murder cases occur due to the increased economic impact on the community so they have the intention of robbing and also killing for their own sick pleasure under alcohol influence. The effect of the murder case on the victim's family deep trauma. The prevention of murder cases is through virtue in oneself, giving emphasis to the community to be careful and alert. In addition, the authorities need to carry out tasks such as sending the police to patrol the area. The purpose of this study is to understand Royal Malaysia Police's crisis management planning on murder cases.

1.0 THE DEPARTMENT OF CRIME PREVENTION AND COMMUNITY SAFETY

The department was established on 9 June 2014 led by a Director with the rank of Police Commissioner and assisted by two Deputy Directors namely the Deputy Director (Strategic Planning) and the Deputy Director (Operations). The main objective of this Department is to formulate strategies, implement initiatives with the objective of reducing crime and increasing the perception of safety.

1.1 Vision

The main leader in crime prevention to keep Malaysia safe and prosperous.

1.2 Mission

Preventing crime holistically towards the creation of a prosperous community.

1.3 Functions

- Preventing crime
- Eliminate opportunities for crime
- Eliminate criminal intent
- Empowering the community
- Dealing with the negative perception of society
- Community advisor

2.0 THE MOST BRUTAL MURDER IN AMPANG



Polis kenal pasti suspek kes bunuh warga emas

(Ad)



PDRM

AMPANG - The police have identified a suspect who is believed to be involved in the case of an elderly man who was found dead with both his hands tied at the Selangor State Development Corporation (PKNS) apartment, Ampang Jaya, here, last September 19. Ampang Jaya District Police Chief, Assistant Commissioner Noor Azmi Yusoff said, his party found several fingerprints of the suspect at the scene of the incident.

"The suspect, who is a homeless man in his 30s, also has a number of past case records including drug and criminal cases," he said at a press conference at the Ampang Jaya District Police Headquarters, here.

Noor Azmi said that his party also found traces of a possible unnatural sexual attack on the victim. In the incident at about 5 pm, the 85-year-old woman was found lying on her back by her second son who was returning from work.

The case is investigated according to Section 302 of the Penal Code and the suspect was sentenced to hang.

Police identify murder cases that have past criminal cases.

2.2 Among the solutions to the homicide crisis include:

- The police monitor or patrol the community area.
- Giving emphasis to the community to always be alert and careful.
- Make monitoring so that this case does not happen and make an access card to prevent outsiders from entering the area.
- Make patrols from time to time and also install cctv in each flat building in order to be able to monitor the area in order to maintain the safety of the public.
- Has a strong and strict act based on and referring to the penal code act 302 hanging to death.
- Flogging for rape cases and so on.

3.0 CRISIS RESPONSE DOCUMENTATION

The following are extracted from our interview session with Shah Alam District Police Headquarters.

3.1 Murder Interview Form

- Can you tell me a little bit about the murder case in Malaysia?

There are two parts to crime, namely, violent crime and property crime. Violent crime is a crime that is scary and involves body contact such as robbery, rape, murder, kidnapping and gangsterism. Meanwhile, property crime involves damage to public property such as vandalism and so on.

- What is the impact of this crisis in Malaysia?

Disturbing public order and there will be a lot of loss of life and property damage. A country is in a state of disarray. Next, the occurrence of unrest involving terrorists to take over the country if this crisis is not contained from the beginning.

- What is your role in preventing this crisis?

The solution to this crisis is that the security guard should patrol according to the time that has been set. Make an exit pass to prevent foreigners from entering the flat building to ensure the safety of the residents in the area. The police are monitoring the area. In Malaysia, they practice a strict penal code such as 302 of the penal code.

- What is the offense of murder?

Guilt for murder must be proven the death of a person with intent (*mens rea*) and *actus reus*).

- What act is used for this crisis?

Act 574 of the Penal Code Section 302 punishable by hanging to death (mandatory) which is the offense of murder.

- What is the way to help the families of the victims of this murder?

Giving advice to the victim's family to be more careful and not to trust strangers for the safety of the family.

- What is the procedure if getting information about a murder?

The investigation will be carried out at the victim's home and forensic experts will play a role in making a more in-depth investigation such as detecting fingerprints and also doing a DNA test to detect the suspect/perpetrator. Next, witness recordings are conducted to strengthen the available evidence.

- What is the solution to this crisis?

The prevention of this crisis is through the values of virtue that are applied in oneself. Next, is through the distribution of leaflets, sending the police to patrol areas with a high murder profile. As well as combating negative activities in the area.

- Can we see the documentation for this crisis?

Document cannot be seen because it is very confidential.

4.0 CONTACT INFORMATION

4.1 CRISIS MANAGEMENT TEAM LIST

NAME	CONTACT INFORMATION	EXPERTISE
DSP Karthikeyan A/L Wassu (KBPJKK Shah Alam)	0103214199	Spokesperson
ASP Nailah Binti Lukeman (KU MPV IPD Shah Alam)	0147389278	Spokesperson

ACKNOWLEDGEMENT

The authors would like to thank Shah Alam District Police Headquarters (*Ibu Pejabat Polis Daerah* (IPD) Shah Alam) for supporting the research.

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APPENDIX



Figure 1: Interview session



Figure 2: Gift giving from Innovative International College to IPD Shah Alam

THE RISK OF ACQUIRING RHB BANK BY EMPLOYEE PROVIDENT FUND

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ABSTRACT

The acquisition of RHB by Employee Provident Fund Organization (EPF) has sparked concerns due to increased risks in exchange for lower investment returns. This caused DAP to urge the Department of Finance to scrutinize the acquisition, emphasizing the need for professional and sensible handling of EPF contributions. They assert that the acquisition poses potential significant losses for EPF. This call for examination underscores the importance of maintaining prudence in financial decisions affecting the EPF. Thus, this paper serves as a case study, aiming to provide insight into how EPF officers navigate crises and manage their plans.

1.0 RHB BANKING

It is fascinating to trace the journey of RHB Banking Group from its humble beginnings in 1913 to becoming a prominent financial services group in Malaysia and the ASEAN region. The series of mergers and expansions over the years have contributed to its growth and market leadership. The evolution of RHB reflects its commitment to progress and innovation, as well as its dedication to serving customers and advancing financial solutions in the region.

Vision

To have a positive impact on the lives of our customers and our team

Mission

To help every customer have a positive memorable experience

Functions

- Provides product and services covering your insurance
- Investment and deposit
- Financing and debit/credit card needs

2.0 BACKGROUND OF RHB INVESTMENT

RHB Investment Bank reprimanded & fined by Bursa Malaysia

By S Biruntha - September 14, 2023 @ 11:21pm



Bursa Malaysia has publicly reprimand and imposed a RM350,000 fine on RHB Investment Bank Bhd due to violations of listing requirements.

It seems that RHB Investment Bank Bhd has been fined and publicly reprimanded by Bursa Malaysia for violations of listing requirements. The violations relate to the failure to conduct thorough due diligence regarding the proposed listing of a company on the ACE Market, where RHB IB served as the sponsor and principal adviser.

As a consequence of the breach, RHB IB is required to present Bursa's decision to its board of directors and carry out a comprehensive review of its internal policies, processes, and procedures concerning its role as an adviser and sponsor for submissions to the exchange.

The decision to reprimand and fine RHB IB was made in accordance with Rule 16.19 of the ACE listing requirements. This action underscores the importance of adherence to regulatory standards and due diligence processes in the financial sector.

Among the solutions to RHB investment includes:

- Notes issuance Facilities (NIF) and Revolving Underwriting Facilities (RUF) are also available.
- Access a wide range of investment and trading products in local and global markets.
- Expand your trading potential with tailor-made financing solutions.
- Manage risk through hedging with various products.
- RHB provides advisory services to help grow your business by providing capital markets access

3.0 CRISIS RESPONSE DOCUMENTATION

The following information are extracted from the article above.

3.1 INCIDENT REPORT FORM

- When the incident was first apparent ?

12:21pm on Thursday, 14 september 2023

- Where the crisis occurred ?

In Kuala Lumpur Bursa Malaysia has publicly reprimand and imposed a RM350,000 fine on RHB Investment Bank Bhd due to violations of listing requirements.

- When various people and organizations were contacted about the crisis ?

Mohd Rashid Mohamad (“Encik Mohd Rashid”), was appointed as the Group Managing Director/Group Chief Executive Officer of RHB Banking Group on 1 April 2022.

- What actions were taken to address the crisis by whom and with what result?

The adequacy and effectiveness of its internal policies, processes and procedures relating its role as an adviser and sponsor for submissions to the exchange. The decision was reached upon completion of due process after taking into consideration all facts and circumstances of the matter.

3.2 CRISIS COMMUNICATION STRATEGY WORKSHEET

- Record who they are talking to (audience)

The target audience are voyeurs who are watching the crisis to see how CEO responds but they are not at risk.

- To consider what they are trying to achieve (communication goal)

The crisis communication objective is media utilization of crisis messages objective which is to use organisational source. This is because CEO presents the information regarding the investment

- To identify the tactics to be employed

The crisis response strategies is reminding as CEO reminds the media about its past good works in investment.

- To attach a copy of the actual message sent to the audience

“In a statement today, the exchange said the violations encompassed the failure to perform thorough due diligence in relation to the proposed listing of a company on the ACE Market, for which RHB IB served as the sponsor and principal adviser.” (News Strait Times, 2023)

4.0 CONTACT INFORMATION

- Crisis Management Team contact list

Name	Contact Information	Expertise
Mohd Rashid Mohamad Group managing director/group Chief executive officer of RHB banking group	0193575431	Spokesperson
RHP customer service	0392068118	Assistant customer service

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THE CRISIS MANAGEMENT OF IMMIGRANTS FALSIFYING DOCUMENTS BY IMMIGRATION DEPARTMENT OF MALAYSIA

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ABSTRACT

Malaysian citizens, Permanent Residents and Foreign Nationals visiting Malaysia. The Immigration Department managed to crack down on the document falsification syndicate for the eleventh foreigner for this year. All of these fake documents will be taken to forensic units in nine states for the next actions. The impact of this crisis is that the increase of foreigners in Malaysia will be The Malaysian Immigration Department, under the Ministry of Home Affairs, provides services uncontrolled. The investigation unit needs to regularly notify on social media and display warnings. This study seeks to understand the crisis of fake documents in Malaysia.

1.0 MALAYSIAN IMMIGRATION DEPARTMENT

The Malaysian Immigration Department is one of the agencies under the Ministry of Home Affairs. It provides services to Malaysian citizens, Permanent Residents and Foreign Nationals visiting Malaysia. The first headquarters of the Malaysian Immigration Department was located in Penang and was established in 1947. The Immigration headquarters was moved several times within the Kuala Lumpur area until September 2004, when it was moved to the Federal Territory of Putrajaya. This transfer is done in stages as a step to ensure that the work process can be carried out perfectly.

Vision

A world class immigration services management towards 2022

Mission

Enhancing The Quality of Delivery System and Committed in Enforcing Immigration Laws and Regulations in Upholding and preserving National Security and People's Prosperity

Functions

- Document falsification is defined as alteration or substitution
- Enterprises need to find a solution to the falsification of documents rather than being harmed.
- The act of forgery violates two big norms of trust, the violation of which can be classified as fraud.
- Community order whose violation belongs to the group against the state and society.

2.0 BACKGROUND OF DOCUMENTS MANAGEMENT OF FOREIGN IMMIGRANTS CRISIS



Imigresen tumpaskan satu lagi sindiket palsu dokumen tahun ini

Figure 1: Newspaper article of falsification of documents (Malay Mail, 2018)

The Immigration Department managed to crack down on the document falsification syndicate for the eleventh foreigner for this year. He was after a foreigner who acted alone was filmed at his home in Sentul, Kuala Lumpur on July 13. Immigration Chief Director Ruslin Jusoh identified the individual and his operation as 'ayake'. Ruslin said ayake operates through the WhatsApp group for Bangladesh and Myanmar citizens and has managed to earn RM 360,000 a year since three years ago.

Those who receive Ayake's service mostly live in the Klang Valley. The payment for fake documents is RM 1,000 for Myanmar passports, RM700 for CIDB (Malaysian Institute for Construction Industry Development) cards and RM200 for UNHCR cards, Temporary Work Visits (PLKS), Myanmar marriage certificates and even driving licenses from the country. We found RM26,000 in cash in his Honda CRV and he himself had a fake Myanmar passport. increasingly exploited and used as a tool to transport drugs. The new modus operandi of drug trafficking network using 'drug mule' as a transporter of drugs in Malaysia.

Among the solutions to falsification of documents includes:

- Using digital marking tools and forgery detection tools to verify the authenticity of documents. These technologies include QR codes, digital watermarks, special inks and security threads.
- When dealing with third parties, implement comprehensive compliance. This involves verifying the source of the document, contacting authorities to confirm the authenticity of the document and comparing the documents to a template or standard.
- Implement internal control. Establish robust internal controls and segregation of duties to prevent fraudulent activities related to the manipulation or falsification of documents.
- Limit access to sensitive documents and data and ensure proper authorization and approval processes are in place.
- Implement a whistleblowing system. Foster a culture of accountability and transparency by implementing a whistleblower system. The system provides a secure and confidential channel for employees to report suspected cases of document forgery and other possible fraudulent incidents.

3.0 CRISIS RESPONSE DOCUMENTATION

The following are extracted from our interview session with the Immigration Department.

3.1 INCIDENT REPORT FORM

- Can you tell me a little bit about the document forgery crisis by immigrants ?

The crisis of forgery of documents foreign immigrants such as forgery of stickers [PERMID] stated in a passport, forgery of personal data to create a passport using other people's birth letters, for document security features. These fake documents will be taken to forensic units in nine states. If the leader of the syndicate has been identified the time it will take to find the place or area used for the document forgery syndicate is 1-3 months. If the accused is convicted of an offense, they will be charged with a fine of not more than 10 thousand and 5 years in prison.

- What is the impact of this crisis in Malaysia ?

The impact of this crisis is that the increase of foreigners in Malaysia will be uncontrolled, this is also one of the causes of illegal settlements such as mini Dhaka. Besides that, the mistake of using a temporary passport or travel document is also one of the big impacts on the problem of this crisis.

- What is your role in preventing this crisis ?

The role that can intervene in this crisis is to use social media as a platform to spread warnings about the offense of forging documents or passports, this is because this syndicate will never stop happening just like illegal immigrants who continue to enter Malaysia, so by spreading continuous warnings will make them aware that the law is always watching them.

- What are the offenses related to falsification of documents ?

There are some offenses related to falsification of documents, such as falsification of personal data for passport use. In addition to using someone else's passport and changing the photo for permit issuance, then discarding the original passport and changing the new passport with the excuse of loss revives the passport.

- What act is used for this crisis ?
 56 (1) (1) immigration act 1956/63 , act (155)
 Enforcing the immigration act 1956/63 [act 155] and the anti-trafficking in persons and anti-migrant smuggling act 2007 [Act 670]. Conducting operations and arrest , conducting prosecution , collecting compounds and Deportation/Repatriation of Detainees.

- What are the ways to help these foreigners ?
 Avoid help from third parties to handle matters at immigration. In addition , enter the country using the correct route. Next , immigration has selected agents such as the human rights department because indeed this department is a trusted department. Employers also need to give a role to foreigners by ensuring that the passport is always alive so that something undesirable happens. Not only that , immigration also always thinks of ways to help foreigners such as , for example, holding an amnesty day.

- What are the procedures for getting intel or information about document forgery ?
 Intelligence informs from time to time and waits for instruction from the director general.

- What is the solution to this crisis ?
 The investigation unit needs to regularly notify on social media and display warnings to prevent foreigners from entering Malaysia using the wrong route.

3.2 CRISIS COMMUNICATION STRATEGY WORKSHEET

- Record who they are talking to (audience)
 Audience are immigrants from different countries.

- To consider what they are trying to achieve (communication goal)
 To inform immigrants of the consequences such as RM10k penalty and 5 to 7 years imprisonment sentence.

- To identify the tactics to be employed
 Reminding Immigration is executing duties.

- To attach a copy of the actual message sent to the audience
 The Immigration Department successfully busted a document forgery syndicate for the eleventh foreigner for the year. It was after a foreigner acting alone was arrested at his home in Sentul, Kuala Lumpur on July 13.

4.0 CONTACT INFORMATION

- Crisis Management Team contact list

Name	Contact Information	Expertise
Mohammad Faiz bin Azhar Former Intelligence officer and Deputy Assistant Director Of Immigration, TPPT	03-78850149 Immigration Department	Custodian of the immigration defense depot.head of the intelligence unit.and head of the operations team.

ACKNOWLEDGEMENT

The authors would like to thank the Malaysian Immigration Department, Federal Territory of Kuala Lumpur (*Jabatan Imigresen Malaysia, Wilayah Persekutuan Kuala Lumpur (JIM WPKL)*) for supporting the research.

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APPENDIX



Figure 2: The entrance of the office



Figure 3: Interview session

FLOOD MANAGEMENT BY MALAYSIAN FIRE AND RESCUE DEPARTMENT

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ABSTRACT

Flooding is the condition of an area that is inundated with water until it rises. Flooding needs to be paid attention because flooding will lead to damage to property and thus threaten human life. There are various causes of floods, including heavy rain that continues to heat up the water in the river causing the water to flood the inland space until it occurs. Therefore, there are several floods, and the fire department needs to play a big role in preventing floods. The purpose of this study is to understand Fire and Rescue Department's crisis management planning of flood.

1.0 FIRE AND RESCUE DEPARTMENT

In 1976, the Fire and Rescue Department was established by the Government. Currently, there is no specific act to administer, manage and manage the Malaysian Fire Service Department. Through the unification of the Fire Departments of the states in Peninsular Malaysia. While in 1977, the Municipal Fire Departments in Kuala Lumpur, Penang and Melaka joined the Malaysian Fire Service Department. Subsequently, the Fire Service Departments in the states of Sabah and Sarawak also joined the Malaysian Fire and Rescue Department. After the establishment of the Malaysian Fire Service Department, there is no longer any specific act that governs, manages and manages the Malaysian Fire Service Department.

Vision

To be a high performing fire rescue organization

Mission

Providing professional fire and rescue services to save lives and property for the well-being of the people.

Functions of the Fire and Rescue Department

Among the functions carried out by the department in accordance with the provisions under Section 5(1) & (2) in the Fire Service 1988 (Act 341) as follows:

1. Extinguishing, resisting, preventing and controlling fires.
2. Protect life and property in case of fire.
3. Determining the existence of a fire exit, as well as perfect maintenance.
4. Conduct an investigation on the cause of the fire.
5. Providing humanitarian aid in the event of a disaster, including rescuing people and property.

2.0 BACKGROUND OF CRISIS



A flood is a state of water that overwhelms or floods a significant, often arid area. Flooding might occur when water overflows a storage tank, like a lake, river, or sea, and destroys a structure like a dam, allowing some of the water to pass through a boundary. It may also occur when rainwater falls on the ground in an area which has flooded. When a river's flow rate reaches its capacity, particularly around bends or other winding sections, flooding can also emerge. If flooding happens in a river's natural floodplain, homes and businesses often get devastated.

Flooding can be triggered by a variety of factors, one of which being continuous heavy rain. Puddles of water can emerge when there is an excessive amount of rain and the water level in drains, rivers, and other sources of water increases. The water level will also develop slowly until waterways, drains, and other areas are filled to overflowing when heavy rain remains continuous for a longer period of time. Consequently, rubbish is the main source of obstacles in rivers and drains, which significantly increases the likelihood of extreme flooding. The situation becomes even worse if the water distribution system is poor and is unable to handle an excessive amount of rainwater.

Flood solution

1. Fire team will inspect the areas under flood watch.
2. The Fire Department and the community need to clear blocked areas and rivers that cause water not to flow.
3. Provide and maintain drainage system.
4. Control development and logging in forest areas.
5. Monitoring of previous and recent flood heights and in flooded areas.
6. Engineering design and construction of structures to control or resist flooding.

3.0 CRISIS RESPONSE DOCUMENTATION

The following are extracted from the Fire and Rescue Department.

3.1 Incident Report Form

- When did the incident first manifest?

7:50 am on December 20, 2021.

- Where did the crisis occur?

Firefighters lifted victims who drowned due to flooding at Taman Permata Flat.

- When are various people and organizations contacted about the crisis?

Senior Assistant Superintendent of Fire, Cyberjaya Fire and Rescue Station, Shafizol Mohd Nor, said his side received a report about the incident at 7.50 a.m. before a team rushed to the scene.

- What actions have been taken to deal with the crisis by whom and with what consequences?

Firemen helped lift the body of the victim, known as 52-year-old VKaniappan. When the rescue work was carried out, the water level was two meters high, but the operation was carried out according to standard operating procedures (SOP). The head of the Malaysian Fire and Rescue Department's (JBPM) Operations Center in Selangor, Zulfikar Jaffar, said the victim was believed to have drowned due to flooding.

3.2 Crisis Communication Strategy Worksheet

- Record who they are talking to (audience)

The target audience is surfers who are watching the crisis to see how firefighters react when faced with a crisis.

- To consider what they are trying to achieve (communication goals)

The objective of crisis communication is the use of the objective media of crisis messages to get information during a crisis. This is because fire officials want to solve the problem related to the flood case.

- To identify the tactics to be used

The beginning of the crisis response is reminiscent of when fire officials reminded the media of their past good work in the face of floods.

- To attach a copy of the actual message sent to the viewer

“A man was found drowned after his house in Block C, the ground floor of Taman Pertama Flats here, was flooded due to flooding this morning. Senior Assistant Superintendent of Fire, Cyberjaya Fire and Rescue Station, Shafizol Mohd Nor, said the incident was the second case of victims due to flooding in the area. He said that his party received a report regarding the incident at 7.50am, before a team rushed to the scene of the incident and found the victim floating on the ground floor of the block” (Berita Harian Online, 2021)

4.0 CONTACT INFORMATION

Crisis Management Team contact list

Name	Contact Information	Expertise
Cyberjaya Fire and Rescue Station Chief Muhammad Zaikunor Afendi Bin Muhammad Nordin	011-28170071	Fire Fighting specialist
Cyberjaya Fire and Rescue Officer Mohd Pirdaus Bin Ideris	012-2773370	Fire engine carrier

ACKNOWLEDGEMENT

The authors would like to thank the Fire and Rescue Department for supporting the research.

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APPENDIX



Figure 1: Site visit at the Fire and Rescue Department

LAW FIRM CRISIS MANAGEMENT PLAN: DATA THEFT

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ABSTRACT

In Malaysia, law firms face escalating risks of data theft, imperiling client confidentiality. Cyberattacks, insider threats, and PDPA compliance challenges amplify vulnerabilities. Breaches stem from cybercriminals' pursuit of valuable client data, compounded by weak security protocols and human errors like phishing. The fallout spans client distrust, legal penalties, financial setbacks, and reputational damage. To counter these threats, robust cybersecurity measures, including encryption and access control, are critical. Staff training on cybersecurity awareness and PDPA compliance is essential. The purpose of this study is to analyze data theft in identifying weaknesses and craft effective prevention strategies in law firms.

1.0 SOWELL FITRI & CO.

Sowell Fitri & Co. is a law firm that typically operates with a structured hierarchy and specialized departments to efficiently handle legal matters. These firms often have specific practice areas, such as corporate law, litigation, intellectual property, or real estate. They may serve a diverse range of clients, including individuals, small businesses, corporations, or government agencies. Organizational law firms prioritize professionalism, teamwork, and client satisfaction, striving to provide comprehensive legal services tailored to their clients' needs while upholding ethical standards and legal expertise.

2.0 BACKGROUND DATA THEFT



Cybercrime: Personal data theft cases increased by 20% in 2018 – Ramci : Published: Oct 8, 2019 3:46 PM

The ACT that protects the personal information of individuals in Malaysia is under the Personal Data Protection Act 2010 (Act 709). Internet users need to take proactive steps to avoid becoming a victim of identity theft, where related cases have almost doubled in the last year, according to RAM Credit Information Sdn Bhd (Ramci).

Ramci, as quoted by the Malaysian Computer Emergency Response Team (Mycert), stated that cases of identity theft or personal data had increased by 20 percent to 446 cases last year compared to 371 in 2017. "Over the past few years, data shows that cases of identity theft or misappropriation have increased significantly. "In fact, this is not surprising when the results of a recent survey by Ramci showed that 14 percent of respondents were victims of such cases," he said.

In fact, identity theft is among the five most significant methods of online financial crime. Another act is 'phishing' or stealing important information online by using fake e-mails, short message systems (SMS) or websites; 'malware' or dangerous viruses that aim to examine data and damage devices; money laundering - misdirected transfer of funds to unknown accounts as well as the card method of using stolen credit cards for nefarious purposes and activities. "Most of the time, these criminals use various schemes to commit financial crimes that are very difficult and complex to identify. "In an effort to avoid becoming a victim of cyber crime, Ramci advises internet users to always be careful when sharing any personal information online, including on social media networks. Consumers also, said Ramci, need to be more proactive with their finances including investing or spending to use the monitoring mechanism of credit card or bank accounts to avoid fraud or always examine their respective credit reports to always be aware of account updates. They are also advised to use a password manager facility to ensure safe storage of passwords that are updated regularly.

Among the solution to data theft includes:

1. Implement Strong Security Measures: Employ robust cybersecurity measures such as firewalls, encryption, multi-factor authentication, and intrusion detection systems to protect sensitive data.
2. Regular Security Audits: Conduct regular security audits and assessments to identify vulnerabilities in systems and networks, and promptly address any issues discovered.
3. Employee Training and Awareness: Educate employees about data security best practices, including how to identify phishing attempts, avoid malware, and securely handle sensitive information
4. Access Control: Limit access to sensitive data only to authorized personnel and implement strict access control measures to prevent unauthorized access.
5. Data Encryption: Encrypt sensitive data both in transit and at rest to ensure that even if it is intercepted, it remains unreadable to unauthorized users.
6. Data Backup and Disaster Recovery: Regularly back up data and maintain a comprehensive disaster recovery plan to ensure that data can be restored in the event of a breach or data loss.
7. Vendor Risk Management: Assess the security practices of third-party vendors and partners who have access to your data, and ensure they adhere to high-security standards.
8. Incident Response Plan: Develop and regularly update an incident response plan to outline the steps to be taken in the event of a data breach, including communication protocols and legal obligations.
9. Regulatory Compliance: Stay informed about relevant data protection regulations and ensure compliance with laws such as the General Data Protection Regulation (GDPR) or the Personal Data Protection Act (PDPA) depending on your jurisdiction.
10. Continuous Monitoring: Implement continuous monitoring of networks and systems for suspicious activity or unauthorized access, and promptly investigate and respond to any anomalies detected.

3.0 CRISIS RESPONSE DOCUMENTATION

The following are extracted from the interview session with Sowell Fitri & Co.

3.1 INCIDENT REPORT FORM

- When the incident was first apparent?

In Malaysian the incident occurred in 2008.

- Where the crisis occurred?

It happen at Maxis Communication Berhad, one of the leading telecommunications companies in the country.

- Who can be contacted if data theft occurs?

The Cyber Security Malaysia (CSM) agency. Additionally, affected individuals or organizations can also contact the Malaysian Communications and Multimedia Commission (MCMC).

- What actions were taken to address the crisis by whom and with what result?

The action is make a police report and if you know of any of these activities can be reported to the Malaysian computer emergency response team under Malaysian's cybersecurity. The result is individuals responsible for hacking incidents are eventually caught by law enforcement agencies and cybersecurity experts.

3.2 CRISIS COMMUNICATION STRATEGY WORKSHEET

- Record who they are talking to (audience)

The audience are public, people, perpetrator. In the context of data theft, it's crucial to understand that perpetrators of such crimes can face severe legal consequences. Depending on the jurisdiction and the severity of the offense, punishments for data theft can include hefty fines, imprisonment, civil lawsuits, regulatory actions, and professional repercussions.

- To consider what they are trying to achieve (communication goal).

The PDRM will provide awareness to the community about the dangers of data theft.

- To identify the tactics to be employed.

The Perpetrator will be convicted under the Personal Data Protection Act 2010 (Act 709).

- To attach a copy of the actual message sent to the audience

“In fact, identity theft is among the five most significant methods of online financial crime. Another act is 'phishing' or stealing important information online by using fake e-mails, short message systems (SMS) or websites; 'malware' or dangerous viruses that aim to examine data and damage devices; money laundering - misdirected transfer of funds to unknown accounts as well as the card method of using stolen credit cards for nefarious purposes and activities”. (Malaysiakini, 2018)

4.0 CONTACT INFORMATION

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ACKNOWLEDGEMENT

The authors would like to thank Sowell Fitri & Co. for supporting the research.

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APPENDIX

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<https://mycert.org.my/portal/online-form?id=7a911418-9e84-4e48-84d3-aa8a4fe55f16>

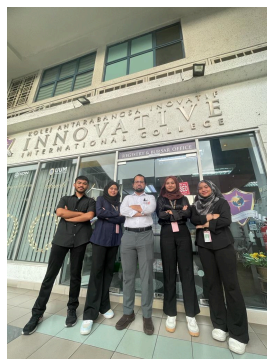


Figure 1: Picture with officer at Innovative International College

LANDSLIDE CRISIS MANAGEMENT PLAN BY THE FIRE AND RESCUE DEPARTMENT OF MALAYSIA

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ABSTRACT

Landslides are one of the geological disasters that pose a threat to life and the environment. It can happen anywhere, especially in sloping area and at risk of earthquakes and volcanic eruptions. High water content causes the soil to lose its cohesive properties. The soil will become loose, easy to move and shift to another place. Landslides can cause damage to house and roads as well as causing death. The solution is monitoring and maintenance on slopes that have the potential for landslides. This study is to find out how the fire department overcomes the landslide crisis.

1.0 FIRE AND RESCUE DEPARTMENT PROGRAM

The Malaysian Fire Service began in 1883 with the establishment of the Selangor State Volunteer Fire Brigade led by H.F Bellamy with 15 members. This force placed under the Sanitation Board became the Permanent Fire and Rescue Force in 1895. The service continued to grow in each state and was placed under the Municipal Council or Rural Board. In 1946, after the Second World War, the 'Malayan Union Fire Services' team was formed. MUS is headquartered in Kuala Lumpur.

Vision

To be a high performing fire and rescue organization.

Mission

Providing Professional Fire and Rescue Services to save lives and property for the well-being of the people.

Functions

- Extinguish, fight, prevent and control fires.
- Protect life and property in case of fire
- Determining the existence of fire exits, maintenance and perfect regulation.
- Conduct an investigation into the cause, and nature of the fire

2.0 BACKGROUND OF LANDSLIDES CRISIS



Figure 1 : Newspaper article of Landslides BATANG KALI (Astro Awani)

Father's Organic Farm is an organic farm located 15 kilometres outside of Batang Kali, Selangor, a town on the foothills of the Titiwangsa Range, approximately 50 kilometres (30 mi) north of Kuala Lumpur and roughly 15 kilometres (9 mi) west of Genting Highlands in the neighbouring state of Pahang. The farm filed an application to begin organic farming activities in 2019 but had operated a campsite on the farm since 2020 without a licence, required for campsites near high-risk areas, such as rivers, hillslopes, or waterfalls. The campsite consisted of three sectors: *Hilltop*, *Farmview*, and *Riverside*.

Due to Batang Kali's proximity to the Klang Valley, combined with local school holiday seasons on December, many families were visiting the area as a popular recreational destination. Ninety-two people were present around the vicinity on the evening of 15 December. On the night of the landslide, 81 people (51 adults and 30 children) had been registered to stay overnight at the farm. The campers were mostly families instead of school or university students. Despite precise records being kept, there were fears that the figures were inaccurate as children below the age of four were not required to be registered to stay at the campsite.

Among ways to overcome landslides

- Ensure planned development is implemented
- Enforce the law
- Replant trees
- Build an efficient drainage system
- Maintain ditches and roads
- Overseeing developer and construction companies

3.0 CRISIS DOCUMENTATION

The following are extracted from the interview session with the Fire and Rescue Department.

- **What is the impact of this crisis in Malaysia ?**

The landslides incident at Father's Organic Farm Jalan Genting, Batang Kali, Hulu Selangor on Dec 16 last year a deep impression and warning for survivor Quek Sze Cheong.

- **What act is used for this crisis?**

Occupational Safety and Health Act 1994 (Act 514)

- **What are the ways to help the victims of this landslide?**

For the families involved, the government will provide immediate assistance and will be coordinated by the Menteri Besar. For the victims who died, we will immediately provide assistance of RM10,000 and RM1000 for the families involved.

- **What is the solution to this crisis?**

Ensuring planned development is carried out, enforcing laws, replanting trees, building an efficient drainage system, ensuring that ditch and road maintenance is carried out.

4.0 CONTACT INFORMATION

- Crisis Management Team contact list

Name	Contact Information	Expertise
ENCIK AZAM	01140166099	Landslide management

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The authors would like to thank Damansara Fire and Rescue Station for supporting the research.

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APPENDIX



Figure 2: Onsite interview session at Damansara Fire and Rescue Station.

CRISIS MANAGEMENT PLAN: EMPLOYEE PROVIDENT FUND PETALING JAYA FIRE OUTBREAK

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ABSTRACT

The KWSP Petaling Jaya building caught fire and investigations proved that the walls were installed using unapproved flammable materials ignited from maintenance work. Plus, the wind and hot weather also contributed to the incident. The effect of this burning building caused the people to speculate its relation to the 1MDB case and stirred rumors by netizens on social media, creating a paracrisis. The KWSP has contacted the fire department immediately to manage the fire and KWSP has press release indicating the rumors were false. This study seeks to understand the KWSP crisis management planning.

1.0 EMPLOYEE PROVIDENT FUND

Employee Provident Fund Group (EPF) is a Malaysian government agency that manages compulsory savings plans and retirement planning for non-pensionable public and private sector workers. The EPF works through monthly contributions from employees and their employers to their own savings accounts. The Employee Pension Fund (EPF) is one of the oldest and largest retirement savings funds in the world. Established in 1951, we help the Malaysian workforce save for their retirement in accordance with the Employees' Provident Fund Act 1991. The organization continues to refine our vision not only to remain relevant but to create a better retirement for all members. It reinforces our commitment to protect members' savings and increases our dedication to providing excellent service. In line with our main vision of helping members achieve a better future, we continue our mandate by encompassing the development of the nation's infrastructure while at the same time protecting and enhancing members' retirement savings.

2.0 BACKGROUND OF CRISIS



The old building of the Workers' Savings Fund (KWSP) on Jalan Gasing, Petaling Jaya, once again caught fire after the first incident in February 2018. The EPF Corporate Affairs Department said in a statement that it and Pacific Senior Living (Pacific) are working with local authorities and the fire department to determine the cause of the fire and assess the level of damage to the building involved. Based on initial studies and investigations, the walls of this building were installed using flammable materials and were not approved by any party. The fire started at level one where maintenance work was being carried out. Plus, the wind and hot weather also contributed to the incident. The effect of this burning building caused the people not to trust KWSP and the people give a bad impression towards KWSP.

3.0 CRISIS RESPONSE DOCUMENTATION

The following information are extracted from the article above. This breaks down the analysis on the crisis management planning of EPF PJ during the fire outbreak.

3.1 Incident Report Form

- When the incident was first apparent?

The fire occurred on May 21, 2023. The fire department received an emergency call at 11.52am

- Where the crisis occurred?

The old EPF Building in Jalan Gasing, Petaling Jaya, Selangor. The fire started at level one where maintenance work was being carried out.

- When various people and organizations were contacted about the crisis?

The fire department received an emergency call at 11.52am.

- What actions were taken to address the crisis by whom and with what result?

The KWSP has contacted the fire department immediately to manage the fire in the building. KWSP has delegated the person responsible to give an explanation about the fire. The effect of this burning building caused the people to speculate its relation to the 1MDB case and stirred rumors by netizens on social media, creating a para-crisis. KWSP has press release indicating the rumors were false.

3.2 Crisis Communication Strategy Worksheet

- Designate one spokesperson

KWSP has delegated the person responsible to give an explanation about the fire. this burning building caused the people to speculate its relation to the 1MDB case and stirred rumors by netizens on social media, creating a para-crisis. KWSP has press release indicating the rumors were false.

- Communicate honestly, openly, transparently and consistently

Messages during a crisis should be straightforward and speak to the intended audience. Give enough information so people can make informed decisions but avoid too much information that may cause confusion.

- Make the message clear and accessible

When writing communications, make sure the most important information is the first thing readers see. Stay straightforward and keep messages brief. Accessible language is a term often used to describe writing and speaking in a way the intended audience can clearly comprehend.

4.0 CONTACT INFORMATION

NAME	CONTACT INFORMATION	EXPERTISE
AIMAN SHAH HJ. JOHAN SHAH	+60 12-357 5574	HEAD OF OPERATIONS EPF KLANG

REFERENCE

- I. Ayub, M. H. (2023, May 22). Bangunan KWSP terbakar lagi. Sinar Harian. <https://www.sinarharian.com.my/article/259663/berita/semasa/bangunan-kwsp-terbak-ar-lagi>
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DRUG CRISIS MANAGEMENT BY NATIONAL ANTI-DRUG AGENCY

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ABSTRACT

Drugs have polluted Malaysian streets and plagued with social ills. Drugs affect the body's central nervous system. They affect how a person thinks, feels and behaves. To combat the crisis, the National Anti-Drug Agency is established as a leading agency, in combating the drug problems, treatment and recovery, prevention and enforcement. This study seeks to understand drug crisis management by the National Anti-Drug Agency.

1.0 NATIONAL ANTI-DRUG AGENCY (AADK)

The National Anti-Drug Agency (AADK) as the leading agency in combating the drug problem, always strives to provide the best services from the aspects of treatment & rehabilitation, prevention and enforcement. AADK also plays a role in the government's efforts to realize the goal of a drug-free Malaysia.

Vision

The main leader of enforcement in combating drug abuse.

Mission

The main agency fighting drugs.

Functions

- Preventing someone from getting involved with drugs
- Treating and rehabilitating drug addicts
- Prevents re-billing
- Combating the supply, distribution and abuse of drugs

2.0 BACKGROUND OF DRUG ADDICTION CRISIS



KUALA SELANGOR: Drug addiction cases in this country have increased by 27 per cent in the first six months of this year to 118,820 addicts compared with 93,534 addicts reported in the same period last year.

The National Anti-Drug Agency (AADK) director-general, Sutekno Ahmad Belon, said this upward trend is worrying as more than half of the number involved youths and teenagers.

"More than 137,000 drug addicts were recorded last year and 65 per cent of the total number involved youth and teenagers," he told reporters after the AADK Media Appreciation Ceremony, here last night (September 21).

He said that based on the trend of prohibited substance abuse over the last five years, the use of synthetic drugs is seen to be higher than organic drugs.

3.0 CRISIS RESPONSE DOCUMENTATION

The following information are extracted from the article above.

3.1 INCIDENT REPORT FORM

- When the incident was first apparent?

1.00AM on Friday, 10 June 2022.

- Where the crisis occurred?

Methamphetamine is taken the most in Seremban.

- When various people and organizations were contacted about the crisis?

The National Anti-Drug Agency (AADK) revealed that methamphetamine is often the choice of addicts in this district.

Director of AADK Negeri Sembilan, Dr Salinna Mansor said it was based on arrest reports carried out between January and the end of last August, and that this type of drug was preferred because it was easy to find compared to other types of drugs.

- What actions were taken to address the crisis by whom and with what result?

During that period 379 individuals were detected taking methamphetamine followed by opiates such as heroin and morphine (127) and cannabis (94), with the arrests involving 811 men and 54 women between the ages of 10 and 69. worth RM2.12 million in Penang.

3.2 CRISIS COMMUNICATION STRATEGY WORKSHEET

- Record who they are talking to (audience)

The target audience are voyeurs who are watching the crisis to see how AADK responds but they are not at risk.

- To consider what they are trying to achieve (communication goal)

The crisis communication objective is media utilization of crisis messages objective which is to use organisational source. This is because AADK presents the information regarding the drug bust.

- To identify the tactics to be employed

The crisis response strategies is reminding as AADK reminds the media about its past good works in drug busts.

- To attach a copy of the actual message sent to the audience

The National Anti-Drug Agency director Tuan Sutekno Ahmad Belon Pitchay held a press conference and said:

“All the men were then busy unloading ganja from a lorry to the house. There police seized 848 slabs of compressed ganja weighing 840 kg and worth RM2.12 million. In a follow-up operation on Saturday, police detained another male member of the syndicate in Simpang Ampat, Nibong Tebal but no drugs were found on him. The suspects, who include two Thais, are aged between 35 and 59.” Among the social and medical ills of the twentieth century, substance abuse ranks as one of the most devastating and costly. The drug problem today is a major global concern including Bangladesh. Almost all addictive drugs over stimulate the reward system of the brain, flooding it with the neurotransmitter dopamine. That produces euphoria and that heightened pleasure can be so compelling that the brain wants that feeling back again and again. However repetitive exposure induces widespread adaptive changes in the brain. As a consequence drug use may become compulsive. An estimated 4.7% of the

global population aged 15 to 64 or 184 million people, consume illicit drug annually. Heroin use alone is responsible for the epidemic number of new cases of HIV/AIDS, Hepatitis and drug addicted infant born each year. Department of narcotic control (DNC) in Bangladesh reported in June 2008 that about 5 million drug addicts in the country & addicts spend at least 17 (Seventeen) billion on drugs per year. Among these drug addicts, 91% are young and adolescents population. Heroin is the most widely abused drugs in Bangladesh. For geographical reason like India, Pakistan and Myanmar; Bangladesh is also an important transit root for internationally trafficking of illicit drug. Drug abuse is responsible for decreased job productivity and attendance increased health care costs, and escalations of domestic violence and violent crimes. Drug addiction is a preventable disease. Through scientific advances we now know much more about how exactly drugs work in the brain, and we also know that drug addiction can be successfully treated to help people stop abusing drugs and resume their productive lives. Most countries have legislation designed to criminalize some drugs. To decrease the prevalence of this problem in our setting; increase awareness, promoting additional research on abused and addictive drugs, and exact implementation of existing laws are strongly recommended.

4.0 CONTACT INFORMATION

- Crisis Management Team contact list

Name	Contact Information	Expertise
NATIONAL ANTI-DRUGS AGENCY	03-89112200	Spokesperson
Narcotics Crime Investigation Department	03-2604 0185	Drug Bust Expert

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- I. National Anti-Drugs Agency. (n.d.). Retrieved March 22, 2024, from <https://www.adk.gov.my/en/directory/>
- II. Research Management Centre (RMC). (2023, August 19). IIUM Research <https://research.iium.edu.my/rmc/post/show/deadline-31-august-2023-invitation-to-conduct-scientific-studies-and-research>

SECURITY LIGHTING MEASURES BY THE FIRE AND RESCUE DEPARTMENT, KUALA LUMPUR

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ABSTRACT

Security lighting refers to outdoor lighting fixtures strategically placed around a property to enhance safety and security. Fire and rescue department has a compliance score of 95% and a risk score of 5% on their security lighting risk assessment. This indicates that they have good security lighting in accordance to the requirements. The purpose of this study is to understand the security lighting security measures of the Fire and Safety department.

1.0 EXECUTIVE SUMMARY

Security lighting refers to outdoor lighting fixtures strategically placed around a property to enhance safety and security. These lights are typically bright and may include motion sensors to detect movement and illuminate the area when needed, deterring potential intruders and improving visibility at night.

1.1 COMPLIANCE AND RISK SCORE

95%	5%
Compliance score	Risk score

1.2 NARRATIVE

Security lighting at a fireman's place is essential for ensuring safety and security during emergencies. These lights are strategically placed to illuminate the surroundings, providing clear visibility for firefighters to navigate and assess the situation quickly. Additionally, they help deter potential intruders, ensuring the safety of the fire station and its personnel. Fire station has clarified their intention to improve.

1.3 PURPOSE OF STUDY

The purpose of studying security lighting is to understand its effectiveness in enhancing safety and security in various environments. This includes evaluating different types of lighting fixtures, their placement, brightness levels, and additional features such as motion sensors. By studying security lighting, researchers aim to identify best practices and strategies for optimizing lighting systems to deter crime, improve surveillance, and create safer environments for residents, businesses, and public institutions.



Figure 1: Picture with officers at the entrance of the Fire and Rescue Department, Kuala Lumpur.

2.0 FIRE AND RESCUE DEPARTMENT, KUALA LUMPUR

Address: Jalan Yaacob Latif , Bandar Tun Razak 56000 Kuala Lumpur

On February 16, 2024, our group had the opportunity to interview with fire officials, located at Bandar Tun Razak Fire Station, Kuala Lumpur. He is willing to spend time for an interview with our group, the name of the officer we interviewed is PBK II Helmy Effendy Bin Jamaludin, he is a senior fire of officer II. The interview is a task related to risk assessment, there are some questions that we interviewed with fire officials regarding security lighting.

The purpose of this interview is, based on security lighting to discuss aspects related to security lighting, especially in the context of fire safety. This may involve inspection or maintenance of emergency lighting systems, as well as safety improvement strategies in places with a high fire risk. This interview is also to foster students interest to deepen and cultivate knowledge better, this interview is done so that student can understand about risk assessment clearly.

The results of this interview show a high awareness of the importance of safety lights in the context of safety and protection. The recommendations obtained from the respondents can be an important guide for improvements to the existing security lighting system. The success of this security lighting system provides a positive contribution to the level of safety and well-being in the area.

3.0 SECURITY LIGHTING

1. Continuous Illumination

In areas where security lighting is used, does it provide continuous illumination during all hours of darkness?

Yes, continuous lighting refers to the provision of continuous light without interruption and this is important in various contexts. In the various context. In the domestic environment, continuous lighting in the home provides comfort and the ability to perform daily activities without interruption.

2. Lighting Alternative Power

Does security lighting have an alternative power source?

Yes, security lights are often equipped with an alternative power source to guarantee usability in the event of a power outage. This alternative power source can be an internal battery or energy storage system, allowing the security light to continue working in an emergency. This ensures that emergency exits, evacuation routes or other important areas remain lit even in the event of a main power outage.

3. Lighting Tamper Protection

Is security lighting protected from tampering and vandalism?

Yes, in most cases, security lights are designed with protection from tampering and vandalism. This includes solid mounting, durable materials and a design that is hard to break. Furthermore, some security lights may be equipped with special guards to prevent acts of vandalism such as scratching, destroying or damaging the lights. This protection is important to ensure that the safety lights work properly and are reliable in an emergency.

4. Lighting Maintenance

Is security inspected and maintained regularly?

Yes, security lights are usually checked and maintained regularly. This periodic inspection is to ensure that the safety lights work properly and are ready for use in an emergency. This procedure involves checking to ensure that the lights are operational, battery replacement if necessary. This maintenance management is important to ensure the usability and effectiveness of the safety lights fulfill their function in providing light in an emergency or dangerous situation.

5. Outdoor Light Mounting

Is outdoor security lighting mounted on high masts?

Yes, outdoor security lights are mounted on tall poles to ensure maximum light spread and cover a wider area. Tall poles also allow outdoor security lights to provide more even and strong light in outdoor areas, such as parking lots, walking areas, or building grounds. The installation design aims to improve safety and visibility in outdoor environments at night.

ACKNOWLEDGEMENT

The authors would like to thank the Fire and Rescue Department (*Jabatan Bomba Dan Penyelamat Malaysia* (JBPM)), Kuala Lumpur for supporting the research.

REFERENCE

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SECURITY PERSONNEL MEASURES BY THE ROYAL MALAYSIA POLICE

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ABSTRACT

Security personnel refers to individuals who are employed to protect people, property, and assets from various threats such as theft, vandalism, and unauthorized access. Royal Malaysia Police (RMP) has a compliance score of 10% and risk score of 90% on their security personnel. These scores suggest that while the security personnel might not fully comply with standards and regulations, there is a high perceived risk associated with their performance in terms of security vulnerabilities or incidents. This indicates a need for improvement in compliance and risk mitigation measures within the RMP's security operations. Thus, this study researches the risk assessment on security personnel of RMP.

1.0 INTRODUCTION

Security personnel refers to individuals who are employed to protect people, property, and assets from various threats such as theft, vandalism, and unauthorized access. They may work in a variety of settings including businesses, residential areas, events, airports, and government facilities. Security personnel typically undergo training in surveillance, emergency response, conflict resolution, and may hold certifications or licenses depending on local regulations. Their responsibilities can range from monitoring CCTV cameras, conducting patrols, to screening individuals and vehicles for security purposes.

1.1 COMPLIANCE AND RISK SCORE

90%	10%
Compliance score	Risk score

RMP has a compliance score of 90% and risk score of 10% on their security personnel.

As for the compliance and risk scores for PDRM's security personnel:

- Compliance score: 90% indicates the level to which the security personnel adhere to regulations, protocols, and standards set by the organization or governing bodies.
- Risk score: 10% signifies the potential for security breaches, incidents, or vulnerabilities associated with the security personnel's performance or effectiveness in their roles.

1.2 NARRATIVE

Security personnel play a crucial role in maintaining safety and security in various environments. With their presence, crimes can be prevented, emergencies can be handled swiftly, and assets as well as information can be protected. They are also responsible for enforcing regulations, ensuring compliance, and providing assistance during emergencies. The safety of individuals and communities greatly relies on their professional actions and bravery. PDRM has clarified their intention to improve.

1.3 PURPOSE OF STUDY

The purpose of studying security personnel is to evaluate their effectiveness in maintaining safety and order in various settings. By analyzing their roles, responsibilities, and actions, we aim to understand how security personnel contribute to preventing and responding to security threats, safeguarding assets, enforcing regulations, and providing assistance during emergencies. Through this study, we can assess the impact of security personnel on ensuring the protection and well-being of individuals and communities, as well as identify areas for improvement in their training and practices.

2.0 ROYAL MALAYSIA POLICE

On March 8th, 2024, our group had an opportunity to interview a respected and honoured retired police officer, Mr. Mohan Alagapan who had served the country for the past 36 years and retired in the year 2017. In 1982, when he was 21 years old he had officially announced as a police officer and have been in general duty for the next 7 years. After his 7 years of general duty, he had finally entered into CID department and worked for the next 29 years.

Sitting in front of a bank of up to 15 screens, constantly monitoring the live pictures that come in from the surveillance cameras, operating the position of the cameras, for example if a cash machines is about to be emptied, you would focus the camera on the security guard.

The purpose of this interview was based on Security Risk Management. He had shared the importance of CCTV in a building which helps to solve a lot of crimes monitoring anyone acting suspiciously, and alerting security staff or police if you see an act of theft, vandalism or any other crime. Monitoring cleaning staff working in large empty buildings for their safety. Notifying the police of any anti-social behaviour. Keeping a log of all incidents to pass onto police. Called to give evidence in court as a witness.

There are no formal entry requirements, previous experience in a security position may be useful but is not necessary, A Public Space Surveillance (CCTV) License from the security industry Authority (SIA) is required to work as a CCTV operator. Some employers will expect you to already have this license. To qualify for this licence you must be aged 18 or over. You will also need to pass an identity check, a criminal record check and have achieved an SIA approved Award for Working as a CCTV Operator (Public Space Surveillance) in the private Security Industry (Scotland) at SCQF level 6.

3.0 SECURITY PERSONNEL MEASURES

1. Security Manager

Does the facility have a Security Manager that is part of senior management and understands issues such as the legal aspects of officer selection and screening, authority to detain or arrest, and use of force?

Yes, typically a facility would have a Security Manager who is part of senior management and possesses knowledge of legal aspects related to officer selection and screening, authority to detain or arrest, and the use of force.

2. Security Guard Manager

If you use security officers/guards, are your guards at least 18 years for unarmed positions, and 21 years for armed positions?

Yes, typically security guards for unarmed positions are required to be at least 18 years old, while guards for armed positions are usually required to be at least 21 years old.

3. Security Guard Legality

If you use security officer/guards, are you guards of Legal working status?

Yes, it is essential to ensure that all security officers/guards are legally eligible to work. This typically involves verifying their legal working status through appropriate documentation and processes.

4. Security Guard Address and phone

If you use security officers/guards, do you have the addresses and telephone numbers for the preceding seven years of each of your guards?

Yes, maintaining accurate records of security guards' addresses and telephone numbers for the preceding seven years is important for security and administrative purposes. It helps ensure effective communication and facilitates background checks if needed.

5. Security Guard Education Level

If you use security officers/guards, do your guards have at least a high school diploma or equivalent?

Yes, employers often require security officers/guards to have a minimum education level of a high school diploma or its equivalent to ensure they possess necessary foundational skills and knowledge for their roles.

ACKNOWLEDGEMENT

The authors would like to thank the Royal Malaysia Police (RMP), Bukit Aman for supporting the research.

REFERENCE

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APPENDIX



Figure 1: Interview session

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED) OF INNOVATIVE INTERNATIONAL COLLEGE

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ABSTRACT

Crime Prevention Through Environmental Design (CPTED) is a strategy that focuses on designing physical environments to reduce crime and enhance safety. This abstract explores the principles and applications of CPTED in urban planning and architecture. It examines how elements such as lighting, landscaping, and building layout can deter criminal activity by increasing surveillance, fostering community engagement. The case study is on Innovative International College.

1.0 EXECUTIVE SUMMARY

Address : Kelana Square, Unit GL35, Main lobby block C Jalan SS7/26, 47301 Petaling Jaya, Selangor

Compliance score : 60%

Risk score : 40%

1.1 INNOVATIVE INTERNATIONAL COLLEGE (IIC)

Innovative International College (Innovative) was established in 1999 to provide quality and innovative education to students from various walks of life, both local and international. Approved by the Ministry of Higher Education, Innovative programmes have been accredited by the Malaysian Qualifications Agency (MQA). Innovative is set up to provide students with the opportunities to improve themselves academically, especially by creating various career pathways including study opportunities with other leading higher education institutions and universities.

2.0 CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

The findings are based on observations.

1. NATURAL BARRIERS

Do you use signs or natural barriers to discourage or prevent access to restricted access points?

Natural barriers are physical features of the environment, such as mountains, rivers, deserts, and oceans, that impede or prevent the movement of people, animals, or goods. They often serve as protective boundaries, offering defense against invaders, controlling the spread of diseases, and shaping the development of civilizations.



Figure 1: Kelana Square toll gate

No, as seen in figure 1, there are no natural barriers at the access point.

2. HIGH VISIBILITY

Is there a high level of visibility into all areas with no concealment areas for criminals to hide in?

High visibility refers to the degree to which something is easily seen or noticed. It commonly refers to objects, signage, or clothing that stand out prominently, making them easily identifiable even from a distance or in challenging conditions such as low light or adverse weather. High visibility is crucial for safety purposes, ensuring that individuals, vehicles, or hazards can be quickly and clearly observed to prevent accidents or mishaps.



Figure 2: Hiding place at IIC

No, IIC has to improve on visibility areas because there are potential places where criminals can hide as seen in figure 2.

3. DEFINED BOUNDARIES

Are the boundaries of the property identified through landscaping, barriers or signs?

Defined boundaries refer to clearly established lines, borders, or limits that delineate the extent or scope of something. These boundaries can be physical, such as fences, walls, or natural features like rivers or mountains, or they can be conceptual, such as rules, regulations, or social norms. Defined boundaries provide structure, clarity, and order, helping to establish expectations, allocate resources, and maintain order in various contexts, including personal relationships, organizational management, and geopolitical affairs.



Figure 3: IIC plants barriers

Yes, IIC has defined its borders using plant barriers as seen in figure 3.

4. FACILITY MAINTENANCE

Is the facility and its surroundings well maintained and kept in good repair?

Facility maintenance involves the ongoing upkeep, repair, and management of physical structures, equipment, and systems within a facility. This includes tasks such as cleaning, servicing machinery, repairing infrastructure, and ensuring safety standards are met. Effective facility maintenance is crucial for preserving the functionality, safety, and appearance of buildings and equipment, ultimately supporting the smooth operation of businesses, institutions, and other facilities.

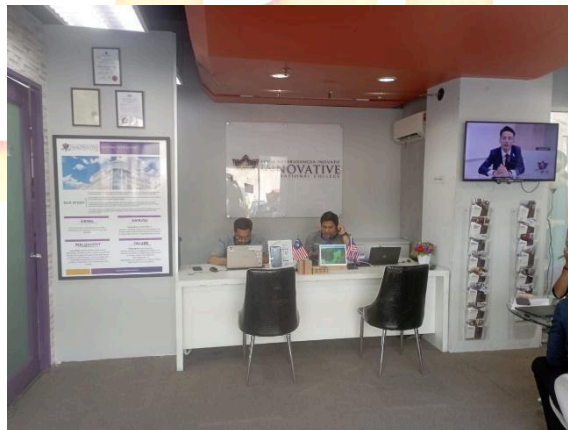


Figure 4: IIC office

Yes, IIC office facilities are compliant in facility maintenance to ensure your employees feel comfortable here as seen in figure 4. This makes it a tough target for criminals.

5. DEFENSE IN DEPTH

Is security implemented in multiple layers that delay penetration into the areas that require the greatest protection?

Defense in depth is a security strategy that involves implementing multiple layers of defense to protect against potential threats. Each layer adds an additional barrier, making it more difficult for attackers to penetrate and cause harm. This approach employs a combination of physical, technical, and procedural measures to safeguard assets and systems. By diversifying defense mechanisms, organizations can enhance resilience and mitigate the impact of security breaches or incidents.



Figure 5: IIC Entrance

Yes, IIC has multiple layers of security such as the IIC is surrounded by plants, then the entrance has CCTV and a security guard as seen in figure 5.

REFERENCE

- I. Risk Watch Internationa. (n.d.). *Risk Watch in Physical Security Checklist*. Retrieved from <https://storage.snappages.site/0q0myva81s/assets/files/Free-Physical-Security-Checklist.pdf>

PHYSICAL BARRIERS AND SITE HARDENING MEASURES BY THE FIRE AND RESCUE DEPARTMENT, PUTRAJAYA

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ABSTRACT

Physical barrier is structural obstacles in natural or manmade environments that prevent or block mobility (moving around in the environment) or access. The Putrajaya Fire and rescue department has a compliance score of 10% and risk score of 90% on their physical barriers risk assessment. They claimed that the height of the fence at the fire station is not that high at around 1.5m because crime cases in Putrajaya are low. This study seeks to understand the physical barrier measures implemented in the Fire and Rescue Department.

1.0 FIRE AND RESCUE DEPARTMENT



Figure 1: The entrance of the Fire and Rescue Department, Putrajaya

In 1976, the Fire Service Department was established by the Government. Currently, there is no specific act to administer, manage and manage the Malaysian Fire Service Department. Through the unification of the Fire Departments of the states in Peninsular Malaysia. While in 1977, the Municipal Fire Departments in Kuala Lumpur, Penang and Melaka joined the Malaysian Fire Service Department. Subsequently, the Fire Service Departments in the states of Sabah and Sarawak also joined the Malaysian Fire and Rescue Department . After the establishment of the Malaysian Fire Service Department, there is no longer any specific act that governs, manages and manages the Malaysian Fire Service Department.

Vision

To be a high performing fire rescue organization.

Mission

Providing professional fire and rescue services to save lives and property for the well- being of the people.

Functions of the Fire and Rescue Department

Among the functions carried out by the department in accordance with the provisions under Section 5(1) & (2) in the Fire Service 1988 (Act 341) as follows:

1. Extinguishing, resisting, preventing and controlling fires.
2. Protect life and property in case of fire.
3. Determining the existence of a fire exit, as well as perfect maintenance.
4. Conduct an investigation on the cause of the fire.
5. Carrying out humanitarian services including the protection of life and property during the occurrence of any disaster.

2.0 PHYSICAL BARRIERS AND SITE HARDENING MEASURES

We have interviewed Mohamad Ammirol, an officer at the Fire and Rescue Department to answer the following questions.

1. Can you tell us a little bit about physical barriers?

Physical barriers are described as structural obstructions in both human made and natural environments that block effective communication so that messages cannot be sent from the sender to the receiver.

Some of the physical barriers are noise, technological problems, and organizational environment. The physical barrier is another word for disturbance in communication, and the disturbance can also be caused by thunder, disconnection of calls, or issues in reception.

2. How high is the fence at each fire station?

We have a fence at each fire station around 1.5m



Figure 2: Fencing surrounding the facility

3. How many doors are there in a fire station?

The number of doors available in the fire station is around 66 doors.

4. Is every door in the fire station locked?

The main door will be locked Just like the doors of large offices and the doors of each individual office, the emergency door will always be opened and monitored by security in the organization.

5. What is the fence height requirement outside the fire station?

To guarantee the safety of the organization but the risk of crime in the area of the organization is not high.

6. What is command and control center hardening?

Command and control center hardening. Mers system connects hardening departments for firefighter, police and soldiers.mers can be connected from a pc depending on each state by calling through the station to the public or MESRS [999]' for emergencies leave no more than 60 seconds from operating.

7. What are the tactics employed?

One of the tactics that will be used in physical barriers is to build a high and solid wall for the security of the organization, in addition to installing cameras at every corner to identify the situation

3.0 CONCLUSION

The study sought to explore whether a decision support tool, based on the available literature, could be developed to aid in the selection of barrier fence construction elements within context of asset protection as first iteration. Findings indicate that both decision making literature and barrier elements can be combined and organized in such a manner to facilitate enhanced barrier fence elements decision making. Outcomes included a series of criteria inputs, organized systematically to enhance the project evaluation process for selecting optimal fence elements to mitigate risk and facilitate organizational objectives for sector-specific, dynamic environment to safeguard people, process and technology. The study established the feasibility of researching to develop a series of decision support tools for physical security treatment controls.

4.0 CONTACT INFORMATION



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ACKNOWLEDGEMENT

The authors would like to thank the Fire and Rescue Department, Putrajaya for supporting the research.

REFERENCE

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APPENDIX

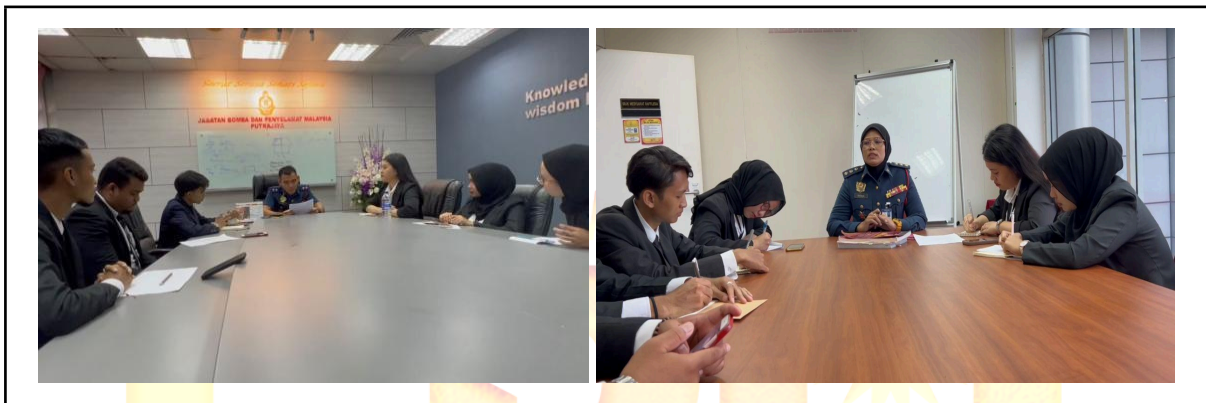


Figure 1: Interview session



Figure 2: Gift giving from Innovative International College to Fire and Rescue Department, Putrajaya

INTRUSION DETECTION SYSTEMS OF SHAH ALAM DISTRICT POLICE HEADQUARTERS

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ABSTRACT

The introduction of intrusion detection systems (IDS) has been a response to the growing need for enhanced security measures in various sectors, including government, business and critical infrastructure. This study seeks to determine the IDS of Shah Alam District Police Headquarters.

1.0 Executive Summary

Address: Seksyen 11, 40100 Shah Alam, Selangor (Bahagian Pencegahan Jenayah dan Keselamatan Komuniti (BPJKK) Shah Alam)

Compliance score: 100%

Risk score: 0%

1.1 Introduction

IDS are designed to monitor network or system activities for malicious activities or policy violations and to produce reports to a management station. These systems play a crucial role in detecting and responding to cyber threats such as unauthorized access, malware and insider attacks. As Malaysia continues to develop its digital infrastructure and face evolving cyber security challenges, the adoption of IDS is likely to increase to safeguard against potential cyber threats.

1.2 Organisational background

Shah Alam in the state capital of selangor, malaysia and it falls under the jurisdiction of the Royal Malaysia Police (RMP), also known as Polis Diraja Malaysia (PDRM). The RMP is the primary law enforcement agency responsible for maintaining public order, enforcing laws and preventing and investigating crimes throughout Malaysia, including shah alam. within shah alam, the RMP operates various police stations and units to ensure the safety and security of residents and visitors. These units include patrol units, criminal investigation departments, traffic police, and specialized units as the narcotics division and the cybercrime unit. the state police in shah alam work closely with other law enforcement agencies, local authorities, and community organizations to address crime and maintain public safety. The conduct regular patrols, respond to emergency calls, investigate crimes, and carry out operations to combat illegal activities.

1.3 Narrative

The implementation of IDS within organizations is integral to the broader framework of Enterprise Security Risk Management (ESRM). ESRM provides a strategic approach to cybersecurity, encompassing risk assessment, mitigation strategic, and the integration of advanced security technologies like IDS, organizations face diverse cyber threats, ranging from targeted attacks to insider threats and malware infections. ESRM frameworks guide

these organizations in identifying and prioritizing security risks, aligning security measures with business objectives, and fostering a culture of security awareness.

In conclusion, the integration of intrusion detection systems within the context of enterprise security risk management is a cornerstone of cybersecurity resilience in Malaysia. By adopting a strategic approach to cybersecurity, leveraging advanced technologies, and fostering collaboration organizations in Malaysia can effectively safeguard their assets and operations against emerging cyber threats.

3.0 Intrusion Detection System

These are according to the RMP officer.

1. Intrusion detection system uses

Is there an intrusion detection system (IDS) in IPD Shah Alam?

Yes, IPD Shah Alam, like many enforcement agencies, utilizes IDS to monitor and detect unauthorised access or malicious activities on their network as seen in figure 1.



Figure 1: Entrance gate

2. IDS effectiveness

If there is an IDS in IPD Shah Alam, does it meet all of the security of the facility?

Yes, an intrusion detection system (IDS) alone may not fulfil all security needs of a facility like IPD Shah Alam. IDS can detect unauthorised access or malicious activities on the network, other security measures such as access control, physical security and regular security audits are also essential to comprehensively address security needs. These measures collectively contribute to a robust security posture for the facility as seen in figure 2.



Figure 2: Security lighting at IPD Shah Alam

3. IDS codes and standards

If there is an IDS in IPD Shah Alam, does it meet all applicable codes and standards?

Yes, to ensure compliance, the IDS adheres to regulations, industry standards, and best practices such as those outlined by regulatory bodies or maintain compliance with evolving standards as seen in figure 3.



Figure 3: Parking space according to regulations

4. IDS zone identification

If there is an ids in IPD shah alam,does it transmit their zone or individual alarm point to monitoring system or personnel when there is an alarm/alert?

Yes, an intrusion detection system (IDS) is in place at IPD shah alam, the transmitting zone or individual alarm points to a monitoring system or personnel when an alarm/alert is triggered. This allows for timely response and mitigation of potential security threats.



Figure 4: Zone for rollcalls

5. Alarm supervision

If there is an IDS in place, are alarm transmission, monitoring and notification mediums/devices supervised?

Yes, there's an IDS in place at IPD shah alam, alarm transmission, monitoring, and notification medium/devices are supervised. Supervision ensures the reliability and effectiveness of the system by monitoring its operation and promptly addressing any issues or failures in transmission, monitoring or notification processes. As seen in figure 5, alarms are raised by police residents if there's any intrusion.



Figure 5: Police barracks

ACKNOWLEDGEMENT

The authors would like to thank Shah Alam District Police Headquarters (*Ibu Pejabat Polis Daerah* (IPD) Shah Alam) for supporting the research.

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APPENDIX



Figure 1: Interview session



Figure 2: Gift giving from Innovative International College to IPD Shah Alam

SECURITY POLICIES AND PROCEDURES OF INNOVATIVE INTERNATIONAL COLLEGE

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ABSTRACT

Security policies and procedures are guidelines and protocols established by organizations to protect their assets, data, and operations from various threats. These policies typically outline the rules and measures for maintaining confidentiality, integrity, and availability of information, as well as addressing risks and compliance requirements. Innovative International College (IIC) has good security policies and procedures as discussed in this study.

1.0 INTRODUCTION

Security policies and procedures are guidelines and protocols established by organizations to protect their assets, data, and operations from various threats. These policies typically outline the rules and measures for maintaining confidentiality, integrity, and availability of information, as well as addressing risks and compliance requirements.

1.1 COMPLIANCE AND RISK SCORE

Compliance score	Risk score
100%	0%

1.2 NARRATIVE

IIC's security policies and procedures are well documented, effectively communicated and efficiently applied. This is seen by their practices have compliance score of 100% and 0% risk score.

1.3 PURPOSE OF STUDY

Studying security policies and procedures is essential for understanding how to protect sensitive information, assets, and systems from unauthorized access, misuse, or breaches. It helps organizations establish clear guidelines, protocols, and best practices to ensure confidentiality, integrity, and availability of data, as well as compliance with regulations and standard. Additionally, it aids in risk management, incident response planning, and fostering a culture of security awareness among employees. We have conducted physical examination of IIC in accordance with their security policies and procedures. The following are our recorded observations.

2.0 SECURITY POLICIES AND PROCEDURES

Security policies and procedures refer to formalized documents and protocols designed to safeguard an organization's information, assets, and resources from unauthorized access, misuse, or damage. These documents outline guidelines, rules, and best practices for managing security risks and ensuring compliance with relevant laws, regulations, and industry standards. Security policies establish the overarching principles and goals of security, while procedures provide detailed instructions on how to implement those policies in practice. Together, they form the foundation of an organization's security posture and help mitigate threats and vulnerabilities in various areas such as access control, data protection, incident response, physical security, and employee awareness.

1. Security Policies and Procedures Documentation

Do you have documented security policies and procedures?

Security policies establish strategic security objectives and priorities for the organization, identify the organization representatives primarily accountable for physical security, and set forth responsibilities and expectations for managers, employees, and others in the organization. A policy is a general statement of a principle according to which an organization performs business functions. Security procedures are detailed implementation instructions for staff to carry out security policies. Procedures are often presented as forms or as lists of steps to be taken.

Yes, policies and procedures documentation is like a rulebook for IIC. It lays out the guidelines and steps for how things should be done, from big-picture principles (policies) to specific tasks (procedures). It helps employees know what's expected of them and ensures consistency and compliance within IIC.

2. Security Policies and Procedures Communication

Are your security policies and procedures effectively communicated to all personnel?

Policies and procedures must be communicated effectively to staff members, who will then be expected to perform accordingly. Policies and procedures can also form the basis for corrective action in the event of inappropriate behavior or underperformance.

Yes, policies and procedures communication is about sharing IIC's rules and steps clearly and concisely through handbooks, training, and reminders, ensuring everyone understands and follows them effectively. For example, students are aware of the security policies and procedures as they are communicated through the student handbook.

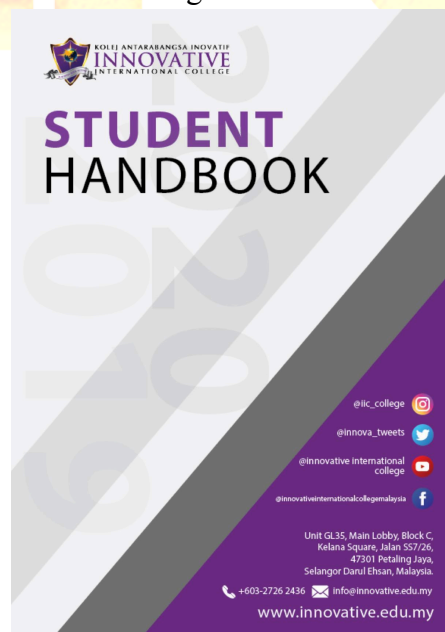


Figure 1: Student Handbook

3. Security Policies and Procedures and Business Objectives

Are security policies reviewed by executive officers to ensure that they are aligned with the overall business objective of the organization?

Policies are generally reviewed, approved, and issued at the executive level of an organization. Once established, they tend to remain in place for an extended period. Therefore, they should be aligned with the overall business objectives of the organization. Policy documents may affect decision making throughout the organization, even beyond the immediate subject of a policy. Moreover, the existence of a security policy tends to emphasize top management's commitment, thereby increasing the probability of employees' compliance with the policy.

Yes, policies and procedures are the rules and steps for how things are done, while IIC's objectives are the specific goals of what it aims to achieve as seen in Figure 2. Aligning policies and procedures with business objectives means ensuring that how tasks are carried out supports the IIC's overall goals.

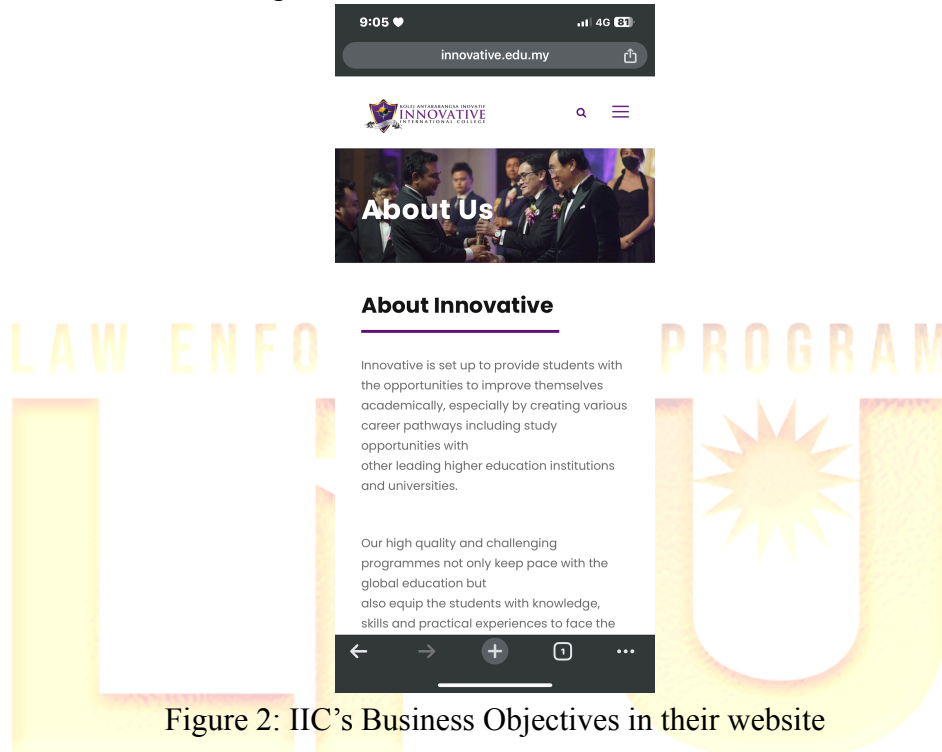


Figure 2: IIC's Business Objectives in their website

4. Security Policies and Procedures Application

Are the organization's security policies consistently applied?

An organization may increase its liability if it ignores the policy or applies it inconsistently. However, a concerted effort to address security issues on a policy level shows due-diligence and that management was aware of such issues and attempted to address them.

Yes, policies and procedures application refers to putting into practice the rules and steps outlined by IIC to ensure tasks are performed consistently, efficiently, and in accordance with IIC standards and regulations.

5. Standard Operating Procedures

Does the organization have a set of standard operating procedures (post orders) that have, at the least: The date of its last revision; a confidentiality notice; emergency contact information; facility description; discussion/review of access control, keys and equipment control, property removal, escort of facility users, mobile patrols, arrest policy, and other policies and procedures; instructions for emergency situations; security staffing levels, hours of coverage, and specific functions and duties; operation of communications equipment; public relations; code of ethics; and standards of conduct?

Post Orders: Post orders, which are sometimes called standard operating procedures, state the essential elements of security officers' work assignments. They should contain at least the following minimum information: Date of revision. Notice of confidentiality. Emergency contact information (internal and external), including after-hours contact information. Description of the facility and its users (and floor plans if possible). Discussion and review of subjects such as access control, keys and equipment control, property removal, escort of facility users, mobile patrols, arrest policy, and other policies and procedures. Specific instructions on the handling of emergency situations. Security staffing levels, hours of coverage, and specific functions and duties. Proper operation of all emergency and non-emergency communication equipment. Instructions on public relations. Code of ethics and standards of conduct.

Yes, Standard Operating Procedures (SOPs) are step-by-step guides that explain how to do tasks the right way in IIC, ensuring consistency and efficiency. For example, SOPs for fire drills require a level layout printed at the staircase as seen in Figure 3.

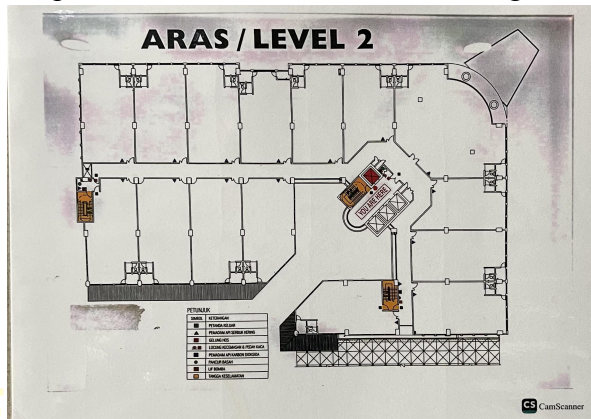


Figure 3: SOP of level layout printed at the staircase

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APPENDIX



Figure 4: Onsite physical examination on IIC's security policies and procedures

PHYSICAL ENTRY AND ACCESS CONTROL OF INNOVATIVE INTERNATIONAL COLLEGE

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ABSTRACT

Physical entry and access control involves the conceptual framework and principles behind regulating and monitoring access to physical spaces. It encompasses the design, implementation, and management of systems and protocols that govern who can enter specific areas and under what conditions. This includes considering factors such as security requirements, user convenience, scalability, and integration with other security measures. This study seeks to research the physical entry and access control security measures implemented in Innovative International College.

1.0 EXECUTIVE SUMMARY

Address : Kelana Square, Unit GL35, Main lobby block C Jalan SS7/26, 47301 Petaling Jaya, Selangor

Compliance score : 100%

Risk score : 0%

1.1 INTRODUCTION

Physical Access Control Systems (PACS) are electronic systems that control entry and exit into physical spaces like buildings, rooms, or grounds by utilizing authentication and authorization features to grant or deny access. Access control systems are a form of security system whose main purpose is to protect assets and personnel from theft, vandalism, or intrusion, as well as facilitate seamless user access and movement around a building. Additionally, they can also be used to limit access to overcrowded areas, trigger lockdowns in the event of an emergency, or track and determine the location of individuals in the event of an evacuation.

1.2 INNOVATIVE INTERNATIONAL COLLEGE

Innovative International College (IIC) was established in 1999 to provide quality and innovative education to students from various walks of life, both local and international. Approved by the Ministry of Higher Education, Innovative programmes have been accredited by the Malaysian Qualifications Agency (MQA). Innovative is set up to provide students with the opportunities to improve themselves academically, especially by creating various career pathways including study opportunities with other leading higher education institutions and universities.

1.3 NARRATIVE

In the modern era, physical access is very often controlled via a physical access control system, i.e. software and hardware designed to work in combination with electronic door locks and authorization guidelines. These systems translate an organization's guidelines about who has access to what (e.g. rooms, equipment, vaults, etc.) into verification that locks and unlocks access.

Such a system will contain a database of different access levels and lists of which people belong to those access levels. It will actually control the locking mechanisms on various doors and barriers in accordance with the access level of the person providing credentials.

The beauty of access control systems – as opposed to issuing actual keys to open physical locks – is the ability to designate which credentials can open which doors, and to turn off access at a moment's notice. It is far too easy for a physical key to be lost or stolen, requiring physical door lock changes that are quite costly.

3.0 PHYSICAL ENTRY AND ACCESS CONTROL

We have conducted an on-site examination of IIC's physical entry and access control security measures and the following is our conclusion.

1. Electromagnetic Lock Safety

If you use electromagnetic locks, do they meet all safety codes?

Yes, because they are using PIN code before entering the facility as seen in figure 1.



Figure 1: Electromagnetic lock safety at the president's office at IIC

2 . Key Inventory

If you use mechanical key locks, do you use a key management system to inventory keys?

Yes, every facility uses the key locks to prevent any harmful circumstances and also uses glass doors as a double safety feature to the facility as seen in figure 2.



Figure 2: Key inventory at the Facility Department at IIC

3 . PIN Sharing

Is the sharing of personal identification numbers (pins) prohibited?

Yes, pin sharing is prohibited because every worker in the facility is using fingerprint security access to enter the facility as seen in figure 1 and 3.



Figure 3: Fingerprint Security

4. Access Control Lists

Are access controls lists maintained that define levels of access for personnel and their access hours.

Yes, because every time a lecturer comes into this college they have to scan their thumbprints and enter their pin for their attendance.

5 . Equipment Maintenance

Is all equipment subject to regular scheduled preventative maintenance?

Yes, because in this building, they hire workers for equipment maintenance and this shows the equipment in good condition as seen in figure 1, 2 and 3.

APPENDIX



Figure 4: Site visit

REFERENCE

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VIDEO SURVEILLANCE SECURITY MEASURES OF INNOVATIVE INTERNATIONAL COLLEGE

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ABSTRACT

Video surveillance is to detect activities that call for a security response. Innovative International College (IIC) has a compliance score of 10% and risk score of 90% on their video surveillance in risk assessment. This study seeks to understand the video surveillance security measures implemented in Innovative International College.

1.0 INNOVATIVE INTERNATIONAL COLLEGE

Innovative International College (Innovative) was established in 1999 to provide quality and innovative education to students from various walks of life, both local and international. Approved by the Ministry of Higher Education, Innovative programmes have been accredited by the Malaysian Qualifications Agency (MQA). In IIC personnel security is (DSP) DR Parusuraman Subramanian, of assistant director at royal Malaysia police. A Compliance Risk assessment is a methodical procedure for discovering, evaluating, and ranking legal and regulatory risks that could harm the organization IIC want to up the ranking. Iic have compliance 10% for examples regulation policy and rule of the IIC and IIC have 90% risk score are a way of stratifying a population for targeted screenin in IIC. Iic college is the most popular in tik tok and best college in Malaysia for private college cheap and value course example LAW, DHM and more IIC want to improve the college in my opinion to improve the college is first improving campus safety and supporting faculty development in college. The purpose of the study is to contribute to the development of knowledge in one's research field. It is necessary and valuable because it improves knowledge, improves in IIC. Measures implement in IIC measure the implementation of each idea.

1.1 NARRATIVE

IIC have acknowledged the need for improvement and have expressed their commitment to enhancing their practices. By clarifying their intention to improve, they are signalling a proactive approach towards addressing the identified issues. This commitment suggests that IIC is taking steps to strengthen their operations and ensure better compliance with security standards, which is essential for effectively managing risks and safeguarding public safety.

2.0 VIDEO SURVEILLANCE

The authors have done on-site video surveillance security risk assessment at Innovative International College. These findings are based on the authors' observations.

1.Video Surveillance Requirements

If you use a Video Surveillance System, have the functional requirements been determined and documented for the Video Surveillance System defining its target, activity to be monitored, and its purpose?

Yes it serves its purpose because CCTV is at the entrance to monitor people behaviour to catch crime in public or any evidence. There are no CCTV at the entrance of IIC at level G (as seen in Figure 2). However, there are a few CCTV at IIC’s class hall at level 2 for students and public safety (as seen in Figure 3 and 4). This provides an ongoing security measure as a means to protect assets from criminals.

2.Video Surveillance Monitoring

If you use a Video Surveillance System, is technology employed to assist in video monitoring?

Having the best video surveillance system protecting your property not only provides evidence in the event of a crime but also deters criminal activity in the first place and increases the safety of your employees and Student safety also.

Yes, IIC also have monitoring to daily checkup for students safety and detect face who a do crime and bad behavior to assist in video monitoring.

3.Video Surveillance Quality

If you use a Video Surveillance System, do recordings have adequate quality to distinguish key features and are stored on a device with enough storage capacity to ensure a high level of availability?

Abundant storage capacity is a fundamental enabler of such capabilities, and it is here that some video surveillance deployments can go amiss. In an effort to minimize costs, some NVR systems may utilize multiple low-cost, low-capacity hard disk drives (HDD) to meet their storage requirements. On its surface, this approach appears to be a viable option to reduce storage expenditures.

Yes, the monitoring In IIC does not have big storage because after three months, videos save automatically are deleted. Monitoring system in IIC is relatively good as they have 20 fps 704 x 480 Recording Variable, 1TB storage capacity (as compared to the international standard in figure 1).

NTSC: Recording Variable: 10fps			Surveillance Hard Drive Capacity					
			1TB	2TB	3TB	4TB	5TB	6TB
176 x 120	Low Quality ↓ High Quality	# Days	1080	2160	3240	4320	5400	6480
352 x 240		# Days	414	828	1242	1656	2070	2484
704 x 480		# Days	134	268	402	536	670	804
1280 x 1024		# Days	40	80	120	160	200	240
NTSC: Recording Variable: 20fps			Surveillance Hard Drive Capacity					
			1TB	2TB	3TB	4TB	5TB	6TB
176 x 120	Low Quality ↓ High Quality	# Days	540	1080	1620	2160	2700	3240
352 x 240		# Days	206	412	618	824	1030	1236
704 x 480		# Days	66	132	198	264	330	396
1280 x 1024		# Days	20	40	60	80	100	120
NTSC: Recording Variable: 30fps			Surveillance Hard Drive Capacity					
			1TB	2TB	3TB	4TB	5TB	6TB
176 x 120	Low Quality ↓ High Quality	# Days	360	720	1080	1440	1800	2160
352 x 240		# Days	138	276	414	552	690	828
704 x 480		# Days	44	88	132	176	220	264
1280 x 1024		# Days	14	28	42	56	70	84

Table 2. Video Surveillance Storage Matrix (assumes H.264 encoding)

Figure 1: International Standard for CCTV footage quality

4.Video Surveillance Integration

If you use a Video Surveillance System, do all components of the system integrate effectively with each other?

Each component plays a critical role in ensuring that a video surveillance system operates effectively and securely. Integrating these components requires careful planning and consideration to address the specific security needs of a facility while adhering to legal and ethical guidelines.

No, IIC uses traditional security measures where the security industry has created standalone, and proprietary systems. However, the most effective security plans need a product ecosystem that works together. This proves lack of video surveillance integration in IIC.

5.Video Surveillance Illumination

If you use a Video Surveillance System, is the system's illuminations needs met by the existing lighting?

The complete guide to CCTV Lighting has been published to help installers, Specifears and end user better understand the challenges, opportunities and the role that CCTV lighting play in video surveillance. lighting, meaning infra-red and white-Light, is one of the 3 essential elements needed at the front end of every CCTV system 3 element is, illumination, camera, lens.

Yes, the night vision creates a black and white mode that is important for clarity at night in IIC.

3.0 CONCLUSION

According to the Physical Security Risk Assessment Checklist, our findings of security video surveillance in IIC:

Compliance score = 80% ($\frac{4}{5}$)

Risk score = 20% ($\frac{1}{5}$)

This shows good surveillance security measures in IIC. They have also declared intentions to improve on their weaknesses. This is by integrating their video surveillance system.

ACKNOWLEDGEMENT

The authors would like to thank Innovation International College for supporting the research.

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APPENDIX

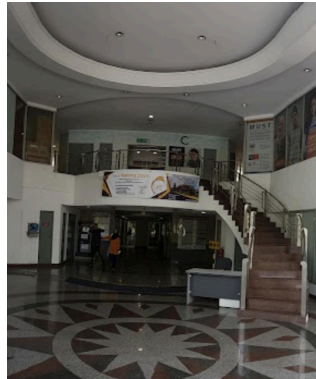


Figure 2: There are no CCTVs at the level G entrance but there is a security guard

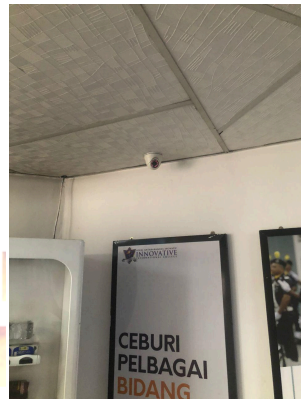


Figure 3: A CCTV next to the auditorium at level 2, facing the lift



Figure 4: The CCTV facing class halls



Figure 5: CCTV Night mode