

Section 1: General Licensing Conditions

Responsibilities of the Licensee

1. The directors and/or partners (as the case may be) of the licensed security agency (the “**Licensee**”) shall be jointly and severally responsible for the operations of the Licensee, including ensuring that the Licensee complies with the Private Security Industry Act 2007 (“**PSIA**”), and all other relevant laws.
2. Where a Licensee engages any persons (including sub-contractors) to carry out the functions of security officers, or supply the services of security officers, on behalf of the Licensee, the Licensee shall ensure that all such persons comply with the PSIA and all other relevant laws in Singapore, including any licensing conditions that may be imposed on the Licensee and the aforesaid persons.
3. Unless otherwise exempted by the Licensing Officer, the Licensee shall ensure that the WSQ certification requirements prescribed by the Licensing Officer at <https://www.police.gov.sg/Business-E-Services/Apply-for-Security-Agency-Licence> are fulfilled.
4. Unless otherwise exempted by the Licensing Officer, the Licensee shall ensure that it possesses the relevant BizSAFE certifications, prescribed by the Licensing Officer at <https://www.police.gov.sg/Business-E-Services/Apply-for-Security-Agency-Licence>, within six months of being granted the licence.

Employment of Security Officers

5. The Licensee shall ensure that all security officers above the age of 60 years employed by the Licensee are certified by a registered medical practitioner¹ to be medically fit for work as a security officer before being deployed, and are certified as such annually thereafter. The Licensee shall submit the relevant medical certificates to the Licensing Officer upon request.
6. Unless otherwise exempted by the Licensing Officer, the Licensee shall comply with and ensure that all security officers under its employment are employed in accordance with the requirements under the Security Progressive Wage Model² (“**Security PWM**”), which is described in Section 2 of these Licensing Conditions. In particular, the Licensee shall:
 - a. Ensure that each security officer attains the relevant mandatory WSQ certification and/or other required training stipulated under the Security PWM before he is deployed to perform the corresponding job functions³ specified in the Security PWM;
 - b. Ensure that each security officer is paid a contractual wage that is no less than the wages⁴ specified in the Security PWM;
 - c. Ensure that each security officer does not perform any job function which is above the grade he is employed in as specified in the Security PWM; and

¹ As defined under the Medical Registration Act 1997.

² For the purposes of this document, “Security Progressive Wage Model” or “Security PWM” refers to:

- (i) in relation to progression guidelines and job functions: from 1 January 2019 onwards, the recommendations of the STC on the enhancements to the Progressive Wage Model for the security industry that were accepted by the Government on 16 November 2018 (the “2018 STC Recommendations”);
- (ii) in relation to wages from 1 January 2023 to 31 December 2028, recommendations of the STC on review of the PWM for the private security industry on 12 November 2021 (the “2021 STC Recommendations”), and
- (iii) in relation to training requirements: up to 31 December 2023, the recommendations of the Security Tripartite Cluster (STC) on the Progressive Wage Model for the security industry that were accepted by the Government on 29 October 2014 (the “2014 STC Recommendations”) and from 1 January 2024, the recommendations of the STC on the enhancements to the Progressive Wage Model for the security industry that were accepted by the Government on 31 January 2023 (the “2023 STC Recommendations”);

³ The “job functions” refers to the revised job functions set out in Annex D of the 2018 STC Recommendations accepted by the Government on 16 November 2018.

⁴ The specified wages are applicable to Singaporeans and Singapore Permanent Residents.

- d. Ensure that each security officer does not work for more than 72 extra hours⁵ in one calendar month with effect from 1 January 2024.
- 7. The Licensee shall not employ any security officer who is concurrently employed in the same capacity by two other employers.
- 8. The Licensee and its employees/agents shall not approach any security officer (who is under the employment of another employer/security agency) whilst he is deployed for duties to discuss, persuade or negotiate with that security officer to work for the Licensee.

Operations of the Security Agency

- 9. The Licensee shall obtain the prior approval of the Licensing Officer before using any livery markings on vehicles used by the Licensee, and before it makes any change(s) to the approved livery markings on such vehicles.

Additional Training Requirements for Security Officer with Specific Roles

10. Security officers doing security screening

Unless exempted by the Licensing Officer⁶, the Licensee shall only deploy a security officer for the following functions if the security officer has obtained the requisite WSQ or its equivalent certifications:

<u>Functions</u>	<u>Requisite WSQ Certification</u>
Operating X-ray machines	<i>“Conduct security screening using X-Ray machine”</i>
Using Walk-Through Metal Detectors (“WTMDs”) & Hand-Held Metal Detectors (“HHMDs”)	<i>“Conduct security screening of person and bag”</i>

11. Deployment in protected areas or places

Unless exempted by the Licensing Officer⁷, the Licensee shall only deploy a security officer at any protected area or protected place within the meaning of the Infrastructure Protection Act 2017, if the security officer has obtained the additional WSQ certifications in:

- a. “Handle Counter-Terrorism Activities” or “Threat Observation (Recognise Terrorist Threats)”, and
- b. “Perform Security Duties at Protected Areas and Protected Places”.

12. Requirement for security officers to obtain WSQ certification in Recognising Terrorist Threats prior to deployment

Unless exempted by the Licensing Officer, the Licensee shall ensure that its security officers have obtained the WSQ certification in *“Threat Observation (Recognise Terrorist Threats)”* (“RTT”), or

⁵ For the purposes of condition 6d in Section 1, an “extra hour” refers to every additional hour of work that is beyond 44 hours of work put in by a security officer in one week. A “week” for the purposes of this condition means a continuous period of seven days commencing at midnight on Sunday.

⁶ A Licensee whose security officers have met the Training and Certification requirements under the National Civil Aviation Security Training Programme by the Airport Police Division can apply to the Licensing Officer for exemption from this condition. The Licensee will be required to submit the necessary documents to the Licensing Officer in order to be exempted.

⁷ A Licensee whose security officers are deployed at Changi and Seletar Airports; and have met the security awareness and basic aviation security training requirements under the National Civil Aviation Security Training Programme by the Airport Police Division can apply to the Licensing Officer for exemption from this condition or any part thereof. The Licensee will be required to submit the necessary documents to the Licensing Officer in order to be exempted.

received an exemption⁸ from the Licensing Officer in relation to the requirement to obtain the said certification, before deploying the security officers to carry out any functions of a security officer.

Deployment Matters

13. Deployment of Aviation Security Officers outside airports

The Licensee shall seek approval from the Licensing Officer for any deployment of Aviation Security Officers outside the airport.

In this condition, "Aviation Security Officer" means a licensed security officer who:

- a. has been exempted by the Licensing Officer from obtaining the mandatory WSQ certifications in "*Handle Security Incidents and Services*" and "*Provide Guard and Patrol Services*" for "*Security Officer*" as provided in Annex C of the 2014 STC Recommendations; and
- b. has been approved by the Airport Police Division for deployment within an airport.

14. Use of Patrol Dogs

The Licensee shall not deploy any patrol dog⁹ without the prior written approval of the Licensing Officer.

⁸ Security officers who have obtained certification in the WSQ module "*Handle Counter-Terrorism Activities*" or such other certifications approved by the Licensing Officer may be exempted from having to obtain the WSQ RTT certification. The security officer will be required to submit the necessary documents to the Licensing Officer in order to be exempted.

⁹ A patrol dog is any dog used for patrolling, guarding of property, or detecting explosives, weapons, firearms and controlled drugs.

SECTION 2: THE SECURITY PROGRESSIVE WAGE, GRADES AND TRAINING MODEL

The training requirements, wages, grades and job functions for security officers under the Security PWM are specified in Table 1. These requirements are applicable to all security officers holding a security officer’s licence, unless otherwise specified by the Licensing Officer.

Table 1: Requirements under the Security PWM

Grade ¹⁰	Starting Monthly Basic Wage ¹¹	Minimum Years in Service	WSQ certifications to be Fulfilled	Job Functions ¹²
SECURITY OFFICER (SO)	The effective starting monthly wage set out in Annex C of the 2021 STC Recommendations will apply to security officers of corresponding grades.	The required minimum years in service for promotions as set out in Annex C of the 2018 STC Recommendations will apply to security officers of corresponding grades.	The training requirements and certification set out in Section 3.7¹³ and Annex B of the 2023 STC Recommendations will apply and must be fulfilled by security officers of corresponding grades.	The revised job functions set out in Annex D of the 2018 STC Recommendations will apply to security officers of corresponding grades.
SENIOR SECURITY OFFICER (SSO)				
SECURITY SUPERVISOR (SS)				
SENIOR SECURITY SUPERVISOR (SSS)				
CHIEF SECURITY OFFICER (CSO)				

The STC recommendations may be found at: www.ntuc.org.sg/tripartiteguidelines

¹⁰ Please note that the terms written in capitals, i.e. “SECURITY OFFICER”, “SENIOR SECURITY OFFICER”, “SECURITY SUPERVISOR”, “SENIOR SECURITY SUPERVISOR”, and “CHIEF SECURITY OFFICER”, are PWM grades, and they are all “security officers” within the meaning of section 13 of the Private Security Industry Act 2007 if they carry out for reward any of the functions in sections 13(a) to (e) of the Private Security Industry Act 2007.

¹¹ For security personnel who are Singaporean or Singapore Permanent Residents working for security agencies, they will be paid basic wages not less than the amount recommended in the Security PWM.

¹² Security officers of higher grade can perform the job functions of those of a lower grade but not vice versa.

¹³ For the purpose of this document, existing officers refers to security officers that are granted the relevant grade before 1st January 2024.

SECTION 3: DOCUMENTARY RECORDS COMPLIANCE

Unless otherwise exempted in writing by the Licensing Officer, the Licensee shall maintain, and shall ensure that its security officers maintain, an occurrence book and an attendance book with the fields described below (in either hardcopy or electronic form) for every deployment site.

If any of the books are maintained in hardcopy, the Licensee shall ensure that only properly bound books are used, and this excludes loose sheets of papers filed or put together in a manner which facilitates the tampering of records in any way.

If any of the books are maintained in an electronic form, the Licensee must adopt appropriate measure to prevent any kind of tampering of the records.

The books shall be kept for at least 18 months from the date of the last entry and must be made available to the service buyer and/or any officer from the Singapore Police Force or the Ministry of Manpower upon request.

Occurrence Book

The required fields are as follows:

1. Serial number
2. Time
3. Subject
4. Occurrence

Maintenance of Occurrence Book

1. The front cover of the Occurrence Book shall indicate the location of deployment site;
2. All entries are to be clearly written in indelible ink (*for hardcopies*);
3. All entries are to be recorded in chronological order;
4. No erasure or obliteration of any entry shall be made. If any mistake is made, the security officer shall cross out the incorrect entry with a single line, before appending his initial (*for hardcopies*);
5. No line between entries in the Occurrence Book is to be left blank;
6. No page may be removed from the Occurrence Book for any purpose (*for hardcopies*);
7. At the end of each day, the entry “Close book on XXXXXX (Date)” at 2400 hours and “Open book on XXXXXX (Date)” at 0001 hours must be entered in the Occurrence Book; and
8. The Serial number shall start from “1” after each opening of the book.

Example of the Format for the Occurrence Book

S/N	Date	Time	Subject	Occurrence
1	3.3.16	1430h	H/over duty	To SO Tan Ah Kow & SO John Lim. All in order.
2		1430h	T/over duty	From SO Peter Tan & SO Ivan Teo
3		1700h	Patrol	SO Tan Ah Kow left post for routine patrol

Attendance Book

The required fields are as follows:

1. Serial number
2. Name
3. NRIC/FIN
4. Grade
5. Type of Duty
6. Date and Time IN for duty
7. Signature IN
8. Date and Time OUT for duty
9. Signature OUT

Maintenance of Attendance Book

1. The front cover of the Attendance Book shall indicate the location of deployment site;
2. All entries are to be clearly written in indelible ink (*for hardcopies*);
3. All entries are to be recorded in chronological order;
4. No erasure or obliteration of any entry shall be made. If any mistake is made, the security officer shall cross out the incorrect entry with a single line before appending his initial (*for hardcopies*);
5. No line between entries in the Attendance Book is to be left blank; and
6. No pages may be removed from the Attendance Book for any purpose (*for hardcopies*).

Example:

S/N	Name	NRIC/FIN	Grade	Type of Duty	Date & Time IN	Signature IN	Date & Time OUT	Signature OUT
1	Tan Ah Meng	S1234567A	SO	Guarding				
2	John Lim	S2345678B	SSO	CCTV				
3	David Tan	S3456789C	SS	Supervisor				

SECTION 4: ADDITIONAL LICENSING CONDITIONS FOR SECURITY TRANSPORTATION

Part I: For security transportation involving cash and/or valuables of any value

1. In this part of the conditions, the terms “Auxiliary Police Officer” (“**APO**”) and “Auxiliary Police Force” (“**APF**”) have the same meaning as that in the Police Force Act 2004, and the term “security transportation” has the same meaning as that in the Private Security Industry (Regulated Agencies, Private Investigators and Security Officers) Regulations 2009. The term “hijack” will, in addition to its ordinary meaning, include a situation of a vehicle being driven away, removed, or towed away by an unauthorised person.

Conditions relating to Standard Operating Procedure (“SOP”)

2. Before starting any security transportation assignment, the Licensee shall develop an SOP to cover all relevant operational aspects of the deployment, including:
 - a. The individual roles of deployed security personnel;
 - b. The actions that are to be taken in the event that the vehicle used for security transportation (“the security transportation vehicle”) is involved in an accident or breakdown;
 - c. The plans for an alternate transportation route;
 - d. The documentation to be completed by deployed security personnel;
 - e. The actions that are to be taken in the event that the security transportation vehicle is being/has been hijacked or broken into;
 - f. The actions that are to be taken in the event that any cash and/or valuables in custody during transportation are lost; and
 - g. Such other operational aspects as the Licensing Officer may specify.
3. If the Licensee engages an APF to provide APOs, he shall develop the SOP together with the APF.
4. The Licensee shall ensure that all security personnel deployed for such duties are familiar with the SOP.
5. The Licensee shall review the SOP at least once annually.
6. The Licensee shall establish a command centre or operations room with a system capable of tracking all security transportation vehicles in real-time, as well as trained personnel to operate this system.

Conditions relating to Operational Requirements

7. Before starting any security transportation assignment, the Licensee shall conduct a security risk survey for each transportation route, including alternate routes and routes where the cash and/or valuables will be carried on foot. This security survey shall identify points of vulnerability to hijacking and/or theft. The Licensee shall review all such routes at least once annually.
8. The Licensee shall ensure that all security personnel are equipped with communications equipment that is capable of sending out a distress alarm to the command centre or operations room.

9. Unless otherwise exempted by the Licencing Officer, the Licensee shall only deploy a Licensed SO for security transportation if the SO has successfully completed the WSQ course: "Perform Cash and/or Valuable Escort".
10. The Licensee shall immediately make a police report in the event that any cash and/or valuables in custody during transportation are lost.
11. The Licensee shall ensure that the doors and windows of any security transportation vehicle are secured at all times when there are cash and/or valuables in the vehicle.
12. The Licensee shall ensure that all cash and/or valuables are carried or stored in tamper-proof security containers or security-sealed bags. The term "tamper-proof" here means that any unauthorised access to the security containers or security-sealed bags shall be evident.

Conditions relating to Security Transportation Vehicles

13. The Licensee shall ensure that all security transportation vehicles comply with the following requirements:
 - a. All vehicles must be equipped with an anti-theft alarm system;
 - b. All tyres on all vehicles must be either puncture-proof or capable of running while flat;
 - c. All vehicles must have windscreens and glass windows that are protected by a layer of wire mesh and/or other smash resistant material; and
 - d. All vehicles must be equipped with Closed-Circuit Television ("CCTV") cameras that adequately cover all doors and access points.

Part II: Additional conditions for security transportation involving cash and/or valuables of a value exceeding S\$250,000

14. For the security transportation of cash and/or valuables of a value exceeding S\$250,000, the Licensee shall comply with all the conditions in this Part and Part I above.
15. The Licensee shall deploy at least two armed APOs to protect cash and/or valuables when it is being transported on foot from point to point.
16. The Licensee shall deploy at least one armed APO to guard the security transportation vehicle.
17. The requirement in paragraph 16 above does not apply if the Licensee has put in place such protective measures in respect of the security transportation vehicle as the Licensing Officer may approve, or the following measures:
 - a. Measures to protect the vehicle from hijacking:
 - i. The vehicle must be immobilised once the engine is switched off;
 - ii. A unique authentication code (e.g. a password or personal identification number) which can only be provided by the command centre or operations room shall be required in addition to the vehicle key to start the vehicle;
 - iii. The unique authentication code shall be generated for each vehicle, and it shall only be valid for each shift;
 - iv. Any unauthorised movement of the vehicle shall trigger a security alert to the command centre or operations room;

- v. The command centre or operations room shall have the means to immobilise the vehicle remotely;
 - vi. The command centre or operations room shall be capable of activating and receiving live footage from the vehicle's CCTV cameras;
 - vii. The command centre or operations room shall be able to track the location of the vehicle in real time; and
 - viii. The command centre or operations room must be able to arrange for armed APOs to intercept the vehicle.
- b. Measures to prevent the vehicle from being broken into:
- i. The vehicle must be fitted with sensors such that any attack on the vehicle (e.g. prying, hammering, or use of blow torch) will trigger a security alert to the command centre or operations room; and
 - ii. The vehicle shall be fortified such that it is able to withstand any attack (e.g. prying, hammering, use of blow torch or a combination of such means) for at least 30 minutes.

Issued by:
Licensing Officer
Police Regulatory Department