

OFFICIAL (OPEN)
Effective 1 Jan 2026

SECURITY AGENCIES COMPETENCY EVALUATION CHECKLIST: ELECTIVE COMPETENCIES

Name of Security Agency (SA)	
SA's Unique Entity Number	
SA's Date of Last Licence Renewal	
Date of SA's Security Agencies Competency Evaluation (SACE) Notification Letter	
Date of Documents Submission by SA	
Date of Main Office Assessment	
Date of Deployment Site Assessment	
Number of Security Officers based on PRD's Records as of Date of SA's SACE Notification Letter	
Number of Deployment Sites based on PRD's Records as of the Date of SA's SACE Notification Letter	
Name of Assessor(s)	

Note:

- 1) For elective competencies, SAs with no deployment sites will not be assessed.
- 2) For Main Office and Deployment Site assessments, there shall not be any third parties present during the assessment. If the SA had hired a third party, e.g. a consultant, to assist with SACE, he must not be present when the assessment is in progress. The assessors may terminate the assessment and invalidate the result, if such third parties refuse to leave the assessment site. The only exception to this would be for "E.1: Simulation Training".
- 3) For competencies whereby a stipulated minimum percentage of security officers or deployment sites is required (E.1, E.2, E.5, E.7 and E.8 refers), the minimum total number of security officers or deployment sites will be rounded up to the nearest whole number.

Example 1

The SA must send at least 10% of its total security officers (based on the number of SA's security officers in PRD's records as of the date of notice of licence renewal) for the simulation training.

An SA with 47 security officers will be required to send at least 5 security officers for the training.

Example 2

SA has deployed body worn camera for 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of notice of licence renewal).

An SA with 55 deployment sites will be required to have at least 17 deployment sites with body worn camera.

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Training and Readiness Category										
<p>Competency</p> <p><u>E.1: Simulation Training</u></p> <p>SA uses simulation training, namely virtual reality (VR), augmented reality (AR) and mixed reality (MR) to train its security officers.</p> <p>Simulation training refers to the use of technology that attempts to emulate a physical world through the means of a digital simulated world by creating a surrounding sensory feeling, thereby creating a sense of immersion.</p> <p>SA must be able to demonstrate the adoption of at least <u>one</u> of the following in its simulation training:</p> <ul style="list-style-type: none"> a) Virtual Reality (VR): refers to immersive computer-generated simulations that are entirely self-contained in a virtual world. b) Augmented Reality (AR): integrates immersive content with the real world by providing additional digital content such as information and guidance. ⇨ Mixed Reality (MR): combines the elements of both AR and VR, where real-world and digital world objects interact. <p><u>Documentation Assessment</u></p> <p>The SA must send at least 10% of its total security officers (based on the number of SA's security officers in PRD's records as of the date of SACE Notification Letter) for the simulation training.</p> <p>The SA must submit the list of security officers who had attended the simulation training conducted after the SA's last licence renewal date. The SA will be assessed on the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S/N</th> <th style="width: 70%;">Components</th> <th style="width: 20%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>SA has sent at least 10% of its total security officers (based on the number of SA's security officers in PRD's records as of the date of SACE Notification Letter) for the simulation training.</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td> The list submitted by the SA must include the following components: a) Name b) Last four characters of NRIC/FIN No. c) Training Details <ul style="list-style-type: none"> i. Name of Training Provider (in-house or outsourced service provider) ii. Course Title stating the type of technology used in simulation training iii. Date of Training </td> <td></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	SA has sent at least 10% of its total security officers (based on the number of SA's security officers in PRD's records as of the date of SACE Notification Letter) for the simulation training.		2	The list submitted by the SA must include the following components: a) Name b) Last four characters of NRIC/FIN No. c) Training Details <ul style="list-style-type: none"> i. Name of Training Provider (in-house or outsourced service provider) ii. Course Title stating the type of technology used in simulation training iii. Date of Training 		<p>Outcome</p> <p>Competent / Not Competent</p>
S/N	Components	Y/N								
1	SA has sent at least 10% of its total security officers (based on the number of SA's security officers in PRD's records as of the date of SACE Notification Letter) for the simulation training.									
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<p><u>Assessor's Observation</u></p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>										

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Main Office Assessment

The SA's adoption of simulation training in the training of its security officers will be assessed by Assessors during the Main Office Assessment. The SA must demonstrate the following components:

S/N	Components	Y/N
1	<u>Training Development</u> The SA is able to produce training packages with evidence of simulation training in relation to any one of the basic training programs (please choose one): a) Handle Security Incidents and Services b) Provide Guard and Patrol Services c) Recognise Terrorist Threat	
2	<u>Training Delivery</u> SA can deliver the training packages to its security officers with the use of simulation training (either in-house or outsourced service provider). For training package delivered in-house, SA is required to demonstrate the use of simulation training in the training package (e.g. live demonstration of how VR, AR or MR is used). For training package delivered by a service provider, SA is required to submit the invoice from the service provider, indicating clearly that simulation training was adopted in the training package.	

The SA shall provide the evidence required for this criterion, which may include getting the service provider (if any) to be present, during the Main Office Assessment.

Assessor's Observation

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Training and Readiness Category										
Competency E.2: Electronic Access to SOPs (<i>shifted from “Operational Processes” category</i>) SA has developed SOPs that are tailored to the security requirements of its deployment sites and these SOPs are stored in a centralised electronic repository, which its security officers may access anytime, from anywhere, by using a mobile device. <u>Deployment site Assessment</u> SA has developed SOPs that are tailored to the security requirements of its deployment sites and these SOPs are stored in a centralised electronic repository for 50% of the SAs’ deployment sites (based on the number of SA’s deployment sites in PRD’s records as of the date of SACE Notification Letter). The SA must submit a list of deployment sites with SOPs tailored to the security requirements and SOPs stored in a centralised electronic repository. The SA will be assessed on the following components: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">SOPs are stored in a centralised electronic repository for at least 50% of its total deployment sites (based on the number of SAs’ deployment sites in PRD’s records as of the date of SACE Notification Letter).</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">The list submitted by the SA must include the following components: a) Name and address of each deployment site b) Operating hours of each deployment site </td> <td style="padding: 5px;"></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	SOPs are stored in a centralised electronic repository for at least 50% of its total deployment sites (based on the number of SAs’ deployment sites in PRD’s records as of the date of SACE Notification Letter).		2	The list submitted by the SA must include the following components: a) Name and address of each deployment site b) Operating hours of each deployment site		Outcome Competent / Not Competent
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<u>Assessor’s Observation</u> <div style="border: 1px solid black; height: 250px; width: 100%;"></div>										
Assessors will select one deployment site from the list submitted for assessment and inform the SA at least <u>five working days</u> prior to the assessment.										
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The assessment will cover the following components:

S/N	Components	Y/N
1	The security officer must demonstrate evidence that he may access SOPs anytime and anywhere using a mobile device. Examples of mobile devices include hand phone, tablet, laptop. Desktops will not be accepted.	
2	<p>The electronic repository must include <u>all</u> of the following documents:</p> <ul style="list-style-type: none"> a) Deployment of security officers at that site: <ul style="list-style-type: none"> i. Duties of security officers that is site specific ii. Location of where the security officers are deployed at that site b) The SOPs: <ul style="list-style-type: none"> i. Fire Emergencies ii. Bomb Threat iii. Suspicious Persons, Vehicles, Activities and Objects 	

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Operational Processes Category																				
Competency	Outcome																			
<p><u>E.3: Job Redesign</u></p> <p>SA has capabilities to carry out a job redesign of its security officer's job through improvement in work processes or incorporating new technology to enhance productivity.</p> <p>Job Redesign¹ refers to the restructuring of work tasks and responsibilities to optimise processes and workforce allocation for improved productivity, and to better support business transformation priorities. It aims to create higher value jobs that are more fulfilling for employees and that contribute more effectively to the business's goals.</p> <p>The job redesign must be related to security outcome and pertaining to the job function or work process of the security officers. Job redesign for other functions e.g. Human Resource, Corporate Services, etc, will not be accepted.</p> <p>The job redesign must be implemented any time from the date of last licence renewal to the date of SACE Notification Letter. For example if the last licence renewal is 1 July 2026, and if SACE Notification Letter is dated 1 January 2031, then the SA may submit a job redesign that was implemented between 1 July 2026 and 1 January 2031. The SA may outsource the job redesign to a service provider.</p> <p><u>Documentation Assessment</u></p> <p>The SA must submit a write-up of no more than 1000 words on one of the job function or work process that has been redesigned. The SA is to state the word count in the write-up, which must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 5%; padding: 5px;">S/N</th> <th style="width: 80%; padding: 5px;">Components</th> <th style="width: 15%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>One job function or work process that was redesigned. [No more than 50 words]</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>How the job function or work process was carried out previously. [No more than 50 words]</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>How the job function or work process has been redesigned e.g. adoption of technologies, review process/workflow. [No more than 500 words]</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Date of implementation [job redesign is implemented anytime from the date of last licence renewal to the date of SACE Notification Letter]</td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td>Evidence of benefits reaped from the job redesign as follows: [no more than 400 words] <div style="margin-left: 20px;"> a) Manpower savings; and/or b) Man-hours savings; and/or c) Productivity enhancements; and/or d) Cost reduction. </div> </td> <td></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	One job function or work process that was redesigned. [No more than 50 words]		2	How the job function or work process was carried out previously. [No more than 50 words]		3	How the job function or work process has been redesigned e.g. adoption of technologies, review process/workflow. [No more than 500 words]		4	Date of implementation [job redesign is implemented anytime from the date of last licence renewal to the date of SACE Notification Letter]		5	Evidence of benefits reaped from the job redesign as follows: [no more than 400 words] <div style="margin-left: 20px;"> a) Manpower savings; and/or b) Man-hours savings; and/or c) Productivity enhancements; and/or d) Cost reduction. </div>		<p>Competent / Not Competent</p>	
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¹ Workforce Singapore, "Job Redesign Centre of Excellence", web link: [WSG | Job Redesign Centre of Excellence](#)

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Main Office Assessment

The assessors will select one of the SA's staff (managerial level & above) at the Main Office for assessment. The assessor will interview him/her in person to verify against the job redesign write-up submitted.

S/N	Component	Y/N
1	The SA's staff (managerial level & above) is able to describe the job-design based on the write-up submitted.	

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Competency	Outcome																
<p><u>E.4: Business Continuity Plan</u></p> <p>SA has a Business Continuity Plan (BCP) to ensure business continuity in a contingency for its Main Office's operations and SA's staff are familiar with the BCP.</p> <p><u>Documentation Assessment</u></p> <p>The SA must submit a copy of the BCP for <u>all</u> (four) contingencies listed in S/N 1. The BCPs must be reviewed annually.</p> <p>The BCPs must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 80%; padding: 5px;">Component</th> <th style="width: 10%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">1</td> <td style="padding: 5px;"> Type of contingencies: <ul style="list-style-type: none"> i. Major disaster (e.g. island-wide floods, building collapse) ii. IT related incidents (e.g. cyber-attacks) iii. Terror-related incident (e.g. bomb attack, vehicle attack) iv. Diseases outbreak (e.g. pandemic) <p>The examples above are not exhaustive. SAs who submit BCPs with examples that not listed are to explain why their selected example falls under the selected contingency. For example, an SA selects major disaster and uses the example of haze would have to explain why.</p> </td> <td style="vertical-align: top; padding: 5px;"></td> </tr> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">2</td> <td style="padding: 5px;">The BCP must describe and explain how the SA ensures that its business can continue based on the four contingencies.</td> <td style="vertical-align: top; padding: 5px;"></td> </tr> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">3</td> <td style="padding: 5px;">Roles and responsibilities of the SA's staff (both security and non-security staff) when the BCP is executed.</td> <td style="vertical-align: top; padding: 5px;"></td> </tr> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">4</td> <td style="padding: 5px;">Plan reviewed annually from the date of the last review.</td> <td style="vertical-align: top; padding: 5px;"></td> </tr> </tbody> </table>	S/N	Component	Y/N	1	Type of contingencies: <ul style="list-style-type: none"> i. Major disaster (e.g. island-wide floods, building collapse) ii. IT related incidents (e.g. cyber-attacks) iii. Terror-related incident (e.g. bomb attack, vehicle attack) iv. Diseases outbreak (e.g. pandemic) <p>The examples above are not exhaustive. SAs who submit BCPs with examples that not listed are to explain why their selected example falls under the selected contingency. For example, an SA selects major disaster and uses the example of haze would have to explain why.</p>		2	The BCP must describe and explain how the SA ensures that its business can continue based on the four contingencies.		3	Roles and responsibilities of the SA's staff (both security and non-security staff) when the BCP is executed.		4	Plan reviewed annually from the date of the last review.		<p>Competent / Not Competent</p>	
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<p>SA must submit the Table-Top Exercise Plan. SA may select any one of the contingencies listed below, and it must be a different contingency from the one chosen under Core Competency C.6:</p> <ul style="list-style-type: none"> i. Major disaster (e.g. island-wide floods, building collapse) ii. IT related incidents (e.g. cyber-attacks) iii. Terror-related incident (e.g. bomb attack, vehicle attack) iv. Diseases outbreak (e.g. pandemic) 																	

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The plan must comprise the following components:

S/N	Component	Y/N
1	Type of Contingency	
2	Objectives of Exercise	
3	Participants involved	

Assessor's Observation

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Main Office Assessment (Table-Top Exercise)

The assessors will assess the SA at the Main Office.

The table-top exercise must be the same as the Table-Top Exercise Plan submitted. During the assessment, the SA will demonstrate how the table-top exercise is conducted. The exercise must be conducted within two hours and must demonstrate the following processes:

S/N	Component	Y/N
1	Facilitator to carry out the selected contingency	
2	Facilitator to conduct an AAR	
3	Note taker to document the lesson(s) learnt and corrective measures	

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Operational Processes Category																			
<p>Competency</p> <p><u>E.5: Security Checks</u></p> <p>SA has the capabilities to conduct bag checks and operate metal detection systems.</p> <p><u>Documentation Assessment</u></p> <p>The SA must have at least 10% of the SA's security officers (based on the number of SA's security officers in PRD's records as of the date of SACE Notification Letter) who have completed the Workforce Skills Qualification (WSQ) on "Security Screening Management (Conduct Security Screening of Person and Bag)" or completed the "Aviation Security Training for General Screener" for aviation security officer (AVSO), certified by appropriate authority.</p> <p>The SA must submit the list of security officers or AVSOs who had attended the training. The SA will be assessed on the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 5%; padding: 5px;">S/N</th> <th style="width: 75%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">SA has at least 10% of its total security officers or AVSOs (based on the number of SAs' security officers in PRD's records, as of the date of SACE Notification Letter), certified by WSQ or appropriate authority to conduct security screening of person and bag.</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">The list submitted by the SA must include the following components: a) Name b) NRIC/FIN No.</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p><u>Assessor's Observation</u></p> <div style="border: 1px solid black; height: 100px; margin-top: 10px;"></div> <p><u>Deployment site Assessment</u></p> <p>The SA must submit a list of deployment sites (based on PRD's records as of the date of SACE Notification Letter), where handheld metal detector or walk-through metal detector are deployed with the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 5%; padding: 5px;">S/N</th> <th style="width: 75%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">Name and address of each deployment site</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">Operating hours of each deployment site</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p>Assessors will select one deployment site for assessment and inform the SA at least <u>five working days</u> prior to the assessment. If the SA has no deployment site that requires or allows² such screening, the SA may do a mock-up site for the purpose of the assessment and inform assessors on the address of the mock-up site.</p>	S/N	Components	Y/N	1	SA has at least 10% of its total security officers or AVSOs (based on the number of SAs' security officers in PRD's records, as of the date of SACE Notification Letter), certified by WSQ or appropriate authority to conduct security screening of person and bag.		2	The list submitted by the SA must include the following components: a) Name b) NRIC/FIN No.		S/N	Components	Y/N	1	Name and address of each deployment site		2	Operating hours of each deployment site		<p>Outcome</p> <p>Competent / Not Competent</p>
S/N	Components	Y/N																	
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2	The list submitted by the SA must include the following components: a) Name b) NRIC/FIN No.																		
S/N	Components	Y/N																	
1	Name and address of each deployment site																		
2	Operating hours of each deployment site																		

² SA to produce documentary evidence that the premises owner had disallowed the conduct of assessment at the contracted deployment site(s).

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Name and Address of Deployment Site / Mock-up Site

Assessors will conduct one physical exercise at the deployment site / mock-up site relating to bag checks and operate metal detection systems. The assessment will cover the following components:

S/N	Components	Y/N				
1	<p>The security officer is able to demonstrate from start to end on the screening process:</p> <ul style="list-style-type: none">a) Prepare security screening for duty (e.g. prepare the security equipment)b) Prepare person for security screening (e.g. inform visitor to empty pockets)c) Conduct security screening with handheld metal or detector walk-through metal detectord) Conduct manual screening (pat-down) of persone) Conduct manual bag searchf) Conclude security screening activities					
2	<p>The security officer assessed in S/N.1 must have obtained Workforce Skills Qualification (WSQ) in “Security Screening Management (Conduct Security Screening of Person and Bag)”. For AVSOs, they must complete the “Aviation Security Training for General Screener” certified by appropriate authority. Assessors will verify the skills certification against PRD’s database after the assessment.</p> <table><tr><td>NRIC/FIN</td><td>Name of security officer</td></tr><tr><td></td><td></td></tr></table>	NRIC/FIN	Name of security officer			
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Operational Processes Category													
Competency <u>E.6: Service Buyer Management Process</u> SA has processes in place to monitor the quality of its security services to its service buyers. <u>Documentation Assessment</u> The SA must submit the following documentary evidence:	Outcome Competent / Not Competent												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%; padding: 5px;">S/N</th> <th style="width: 85%; padding: 5px;">Component</th> <th style="width: 10%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;"> Service Delivery Guidelines outlining the process on how the SA ensures the delivery of quality of services to its service buyers which should include: a) Security-related performance indicators for all contracts. b) Regular meetings with service buyers to review security related performance indicators. The meeting should be held at least once a year or in accordance with what was stipulated in the service contract, whichever stipulated frequency is higher. c) Process on how action plans are developed to mitigate or rectify any underperforming security related performance indicator. </td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;"> Feedback Management Guidelines outlining the following: a) Feedback Form for service buyers on the delivery of service b) Feedback Collation with a system that is minimally a digital spreadsheet (e.g. Excel spreadsheet) for collation of feedback from clients. Hand-written paper records, and/or photographs and/or scanned copies of handwritten records will not be accepted. c) Feedback Analysis conducted by the SA to follow up on feedback received from service buyers. d) Feedback Loop by SA to close the loop with service buyers on any follow up conducted based on client feedback. </td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">3</td> <td style="padding: 5px;"> List of service buyers whose contract period falls within the date of last licence renewal to the date of the SACE Notification Letter. The list must also contain the following details: a) Name of service buyer b) Email address c) Contact number d) Start date of contract e) End date of contract </td> <td style="padding: 5px;"></td> </tr> </tbody> </table>		S/N	Component	Y/N	1	Service Delivery Guidelines outlining the process on how the SA ensures the delivery of quality of services to its service buyers which should include: a) Security-related performance indicators for all contracts. b) Regular meetings with service buyers to review security related performance indicators. The meeting should be held at least once a year or in accordance with what was stipulated in the service contract, whichever stipulated frequency is higher. c) Process on how action plans are developed to mitigate or rectify any underperforming security related performance indicator.		2	Feedback Management Guidelines outlining the following: a) Feedback Form for service buyers on the delivery of service b) Feedback Collation with a system that is minimally a digital spreadsheet (e.g. Excel spreadsheet) for collation of feedback from clients. Hand-written paper records, and/or photographs and/or scanned copies of handwritten records will not be accepted. c) Feedback Analysis conducted by the SA to follow up on feedback received from service buyers. d) Feedback Loop by SA to close the loop with service buyers on any follow up conducted based on client feedback.		3	List of service buyers whose contract period falls within the date of last licence renewal to the date of the SACE Notification Letter. The list must also contain the following details: a) Name of service buyer b) Email address c) Contact number d) Start date of contract e) End date of contract	
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<u>Assessor's Observation</u> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>													
<u>Main Office Assessment</u> The assessor will randomly select one service buyer for the SA to demonstrate the start to end process outlined in the Service Delivery and Feedback Management Guidelines. The assessor will inform the SA at least <u>five working days</u> prior to the assessment on the selected service buyer.													

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S/N	Component	Y/N
1	SA is able to demonstrate that the process in the Service Delivery Guidelines is carried out for the selected service buyer.	
2	SA is able to demonstrate that the process in the Feedback Management Guidelines is carried out for the selected service buyer.	

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Competency	Outcome																
<u>E.7: Remote Supervision</u> SA has a system which enables remote supervision of its security officers. <u>Main Office Assessment</u> <p>The SA must demonstrate evidence on the use of technology to facilitate real-time remote supervision of its security officers.</p> <p>Assessors will conduct verification during the Main Office assessment.</p> <p>The remote supervision must cover both i) real-time electronic attendance taking and ii) real-time remote supervision.</p> <p>The assessment will cover the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 5%; padding: 5px;">S/N</th> <th style="width: 85%; padding: 5px;">Components</th> <th style="width: 10%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="padding: 5px;">i. <u>Real Time Electronic Attendance System</u></td> </tr> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">SA has a real-time electronic attendance taking system that covers at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of SACE Notification Letter) (i.e. verification of attendance through phone calls is not accepted) centrally monitored at its Command Centre.</td> <td style="padding: 5px;"></td> </tr> <tr> <td colspan="3" style="padding: 5px;">ii. <u>Real Time Remote Supervision</u></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;"> <p>SA has an independent secured electronic system that allows real-time remote supervision of security officers, centrally monitored at its Command Centre with all of the following components:</p> <ul style="list-style-type: none"> a) The electronic system has visual capability to allow supervisors to conduct independent checks on the security officer's safety and alertness at the deployment sites b) Tracking of the security officers' completion of duties at the deployment sites (e.g.: completion of patrol routes, completion of access control duties at guard house) c) The number and addresses of the SA's deployment sites d) The number of security officers deployed at each of the SA's deployment site e) The names of security officers deployed at each of the SA's deployment site <p>The system must cover at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of SACE Notification Letter). SA must provide documentary proof to the assessors if all the deployment of SOs is only for static duties (e.g. SOs only deployed at the guard house.).</p> </td> <td style="padding: 5px;"></td> </tr> </tbody> </table>		S/N	Components	Y/N	i. <u>Real Time Electronic Attendance System</u>			1	SA has a real-time electronic attendance taking system that covers at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of SACE Notification Letter) (i.e. verification of attendance through phone calls is not accepted) centrally monitored at its Command Centre.		ii. <u>Real Time Remote Supervision</u>			2	<p>SA has an independent secured electronic system that allows real-time remote supervision of security officers, centrally monitored at its Command Centre with all of the following components:</p> <ul style="list-style-type: none"> a) The electronic system has visual capability to allow supervisors to conduct independent checks on the security officer's safety and alertness at the deployment sites b) Tracking of the security officers' completion of duties at the deployment sites (e.g.: completion of patrol routes, completion of access control duties at guard house) c) The number and addresses of the SA's deployment sites d) The number of security officers deployed at each of the SA's deployment site e) The names of security officers deployed at each of the SA's deployment site <p>The system must cover at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of SACE Notification Letter). SA must provide documentary proof to the assessors if all the deployment of SOs is only for static duties (e.g. SOs only deployed at the guard house.).</p>		Competent / Not Competent
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<p><u>E8: Body Worn Cameras</u></p> <p>SA has equipped its SOs with body worn cameras (BWC) and has an accompanying Standard Operating Procedure (SOP) so that the SOs know how to use the BWC.</p> <p><u>Documentation Assessment</u></p> <p>SA has equipped its SOs with BWCs for at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of SACE Notification Letter) with at least 50% of the SOs at each deployment site to use BWCs whilst on duty. SAs must ensure that approval has been obtained from PRD prior to the deployment of BWCs.</p> <p>The SA must submit a list of deployment sites whereby SOs are equipped with BWCs, the SOP on BWCs and approval from PRD. The SA will be assessed on the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">The SA has obtained PRD's approval to equip its SOs with BWC prior to the deployment at site.</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">The SA equipped its SOs with BWCs with at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of SACE Notification Letter) with at least 50% of SOs using BWCs at each deployment site.</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">3</td> <td style="padding: 5px;"> The list submitted by the SA must include the following components: <ul style="list-style-type: none"> a) Name and address of each deployment site b) Operating hours of each deployment site c) Location whereby the BWC video footage is stored: e.g. Main Office or Deployment Site or locally on the BWC d) Total number of SOs at each deployment site e) Total number of SOs using BWC at each deployment site </td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">4</td> <td style="padding: 5px;">The SA has an SOP on BWCs.</td> <td style="padding: 5px;"></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	The SA has obtained PRD's approval to equip its SOs with BWC prior to the deployment at site.		2	The SA equipped its SOs with BWCs with at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PRD's records as of the date of SACE Notification Letter) with at least 50% of SOs using BWCs at each deployment site.		3	The list submitted by the SA must include the following components: <ul style="list-style-type: none"> a) Name and address of each deployment site b) Operating hours of each deployment site c) Location whereby the BWC video footage is stored: e.g. Main Office or Deployment Site or locally on the BWC d) Total number of SOs at each deployment site e) Total number of SOs using BWC at each deployment site 		4	The SA has an SOP on BWCs.		<p>Competent / Not Competent</p>	
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Main Office and/or Deployment Site Assessment

Assessors will conduct verification at the location where BWC footage is stored (e.g. Main Office or Command Centre) and/or at the deployment site), depending on where the BWC footages are stored. The assessment will cover the following components:

S/N	Components	Y/N		
i. <u>Location where BWC video footage is stored</u>				
1	The SA must describe the purpose for the use of BWCs: (e.g. real-time monitoring of SOs on duty to provide assistance to SOs if required, recordings to aid in post-incident investigation.)			
2	The SA must demonstrate either: a) Real-time live recording: the streaming back of real-time footages from the BWC <u>or</u> b) Non-real-time recording: how recorded video footages from the BWC are transferred for storage or how the footage is stored on the BWC itself.			
3	The SA must make available the recorded video footages from the BWC which covers the period of one month prior to the date of Main Office or deployment site assessment.			
ii. <u>Deployment Site Assessment</u>				
4	<p>The assessors will select 1 deployment site from the submitted list to verify the following components:</p> <p>a) The SO must demonstrate how to operate the BWC; b) The SO must describe the procedures of using the BWC when responding to incidents.</p> <table border="1"><tr><td><u>Name and Address of Deployment Site</u></td></tr><tr><td></td></tr></table>	<u>Name and Address of Deployment Site</u>		
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<p><u>E.9: Video Analytics</u></p> <p>SA has video analytics capabilities.</p> <p>Video analytics refers to computer-based analytics of video built on computer vision and video motion detection capabilities.³</p> <p><u>Main Office or Deployment Site Assessment</u></p> <p>The SA must submit a list of deployment site(s) where video analytics was deployed, which must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Name and address of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Address of location where video analytics is being monitored</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Operating hours of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Type of video analytics deployed at each deployment site namely: a) Feature recognition; or b) Pattern or movement recognition; or c) Calculation and density assessment.</td> <td></td> </tr> </tbody> </table> <p>Deployment sites without any security officers deployed can be accepted for assessment. The SA must state clearly in the list should there be any such sites and submit supporting documents (e.g. contracts with clients) as proof that there is no security officers deployed.</p> <p><u>Assessor's Observation</u></p> <div style="border: 1px solid black; height: 150px; margin: 10px 0;"></div> <p>The SA must demonstrate evidence of the use of video analytics capabilities to deliver effective security outcomes.</p> <p>Assessors will conduct verification at the Main Office or deployment site, depending on the location where video analytics is being monitored, as declared in S/N.2 above.</p> <p>The assessment will cover the following components:</p>	S/N	Components	Y/N	1	Name and address of each deployment site		2	Address of location where video analytics is being monitored		3	Operating hours of each deployment site		4	Type of video analytics deployed at each deployment site namely: a) Feature recognition; or b) Pattern or movement recognition; or c) Calculation and density assessment.		<p>Competent / Not Competent</p>	
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³ Enterprise Singapore (2019). *Technical Reference: Video Analytics within video surveillance systems (TR) 69: Part 1: 2019*, Pg 9. A copy of the TR is available from the Singapore Standards eShop.

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S/N	Components	Y/N
1	<p>SA may select at least one type of video analytics deployed at the deployment site from the list below:</p> <p style="margin-left: 40px;">a) Feature recognition (e.g. facial recognition, identification of make and model of vehicles, automatic number plate recognition) <u>or</u></p> <p style="margin-left: 40px;">b) Pattern or movement recognition (e.g. detection of objects, trespassing by people, vehicles or objects, detection of specific human behavioural pattern such as loitering, fights, etc) <u>or</u></p> <p style="margin-left: 40px;">c) Calculation and density assessment (e.g. people and/or vehicle counting, calculation of people and/or vehicle density).</p>	
2	<p>The assessors will select one deployment site of each SA for verification and inform the SA at least <u>five working days</u> prior to the assessment. The staff operating the video analytics must demonstrate the features and describe the purpose of the video analytics usage selected in S/N 1.</p> <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <p><u>Name and Address of Deployment Site</u></p> <div style="border: 1px solid black; height: 20px; margin-top: 2px;"></div> </div>	
<p><u>Assessor's Observation</u></p> <div style="border: 1px solid black; height: 180px; margin-top: 5px;"></div>		

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<p><u>E.10: Remote Guarding</u></p> <p>SA has remote security guarding capabilities</p> <p>Remote security guarding refers to centralised surveillance of deployment sites supported by real-time video feeds and/or network of sensors and analytics and incident response protocols.</p> <p><u>Main Office or Remote Guarding Centre Assessment</u></p> <p>The SA must submit a list of deployment site(s) under remote guarding with the following:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">Name and address of each deployment site</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">Operating hours of each deployment site</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">3</td> <td style="padding: 5px;">Address of remote guarding centre if it is not located at the SA's Main Office</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p>Deployment sites without any security officers deployed can be accepted for assessment (i.e. deployment sites not reported/notified to PRD). The SA must state clearly in the list should there be any such sites and submit supporting documents (e.g. contracts with clients) as proof that there is no security officers deployed.</p> <p><u>Assessor's Observation</u></p> <div style="border: 1px solid black; height: 150px; margin: 10px 0;"></div> <p>The SA must demonstrate evidence of its remote guarding capabilities.</p> <p>Assessors will conduct verification at the Main Office or Command Centre.</p> <p>The assessment will cover the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">1</td> <td style="padding: 5px;"> <p>The assessors will select one deployment site of each SA for verification and the SA must:</p> <ul style="list-style-type: none"> i. demonstrate the streaming back of real-time video footages and/or network of sensors and analytics to its Main Office or Command Centre; and ii. describe the incident management process which could include the use of response force. <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <p style="margin: 0;"><u>Name and Address of Deployment Site</u></p> <div style="border: 1px solid black; height: 20px; margin: 2px 0;"></div> </div> </td> <td style="vertical-align: top; padding: 5px;"></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	Name and address of each deployment site		2	Operating hours of each deployment site		3	Address of remote guarding centre if it is not located at the SA's Main Office		S/N	Components	Y/N	1	<p>The assessors will select one deployment site of each SA for verification and the SA must:</p> <ul style="list-style-type: none"> i. demonstrate the streaming back of real-time video footages and/or network of sensors and analytics to its Main Office or Command Centre; and ii. describe the incident management process which could include the use of response force. <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <p style="margin: 0;"><u>Name and Address of Deployment Site</u></p> <div style="border: 1px solid black; height: 20px; margin: 2px 0;"></div> </div>		<p>Competent / Not Competent</p>	
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<p><u>E.11: Technology Enabled Patrol</u></p> <p>SA has a technology enabled platform to carry out patrol (e.g. autonomous robot or drone patrol) which can stream back live video footages to the Command Centre.</p> <p><u>Main Office Assessment</u></p> <p>The SA must submit a list of deployment site(s) where the technology enabled patrol was deployed with the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Name and address of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Operating hours of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Type of technology enabled patrol deployed at each deployment site</td> <td></td> </tr> </tbody> </table> <p>Non-registered deployment sites can be accepted for assessment and SA must show contract of service for that particular site.</p> <p><u>Assessor's Observation</u></p> <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div> <p>The SA must demonstrate evidence of <u>at least one technology</u> listed below which enable patrols to be carried out at deployment sites.</p> <p>Assessors will conduct verification during the Main Office assessment.</p> <p>The assessment will cover the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top;">1</td> <td>SA must select at least one type of technology enabled patrol deployed at the deployment site from the list below: <ul style="list-style-type: none"> i. Autonomous security robot(s); <u>or</u> ii. Drone security patrol that complies with Civil Aviation Authority Singapore (CAAS) Regulatory requirements. iii. Other technology-enabled patrols (must not be used for E.10). </td> <td></td> </tr> <tr> <td style="text-align: center; vertical-align: top;">2</td> <td>The assessors will select one deployment site of each SA for verification. For the selected technology enabled patrol in S/N.1, the SA must: <ul style="list-style-type: none"> i. demonstrate the streaming back of real-time video footages to Command Centre; and </td> <td></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	Name and address of each deployment site		2	Operating hours of each deployment site		3	Type of technology enabled patrol deployed at each deployment site		S/N	Components	Y/N	1	SA must select at least one type of technology enabled patrol deployed at the deployment site from the list below: <ul style="list-style-type: none"> i. Autonomous security robot(s); <u>or</u> ii. Drone security patrol that complies with Civil Aviation Authority Singapore (CAAS) Regulatory requirements. iii. Other technology-enabled patrols (must not be used for E.10). 		2	The assessors will select one deployment site of each SA for verification. For the selected technology enabled patrol in S/N.1, the SA must: <ul style="list-style-type: none"> i. demonstrate the streaming back of real-time video footages to Command Centre; and 		<p>Competent / Not Competent</p>	
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	<p>ii. describe the incident management process for incidents detected through the selected technology.</p> <table border="1" data-bbox="220 365 1246 450"><tr><td>Name and Address of Deployment Site</td></tr><tr><td> </td></tr></table>	Name and Address of Deployment Site			
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Command, Control and Communication (C3) Category

Competency		Outcome											
E.12: Security Collaboration Platform (SCP) <i>[New]</i>		Competent / Not Competent											
SA has an electronic system that <u>integrates</u> security functions which enables intelligent incident response and streamline security operations. The SCP shall integrate a minimum of two security functions and be managed in a single dashboard.													
<u>Documentation Assessment</u>													
The SA shall confirm the location where the SCP is deployed at the SA's Main Office or deployment site(s). SA shall submit the following information:													
<table><tr><th>S/N</th><th>Components</th><th>Y/N</th></tr><tr><td>1</td><td>Name and address of Main Office or deployment site</td><td></td></tr><tr><td>2</td><td>Operating hours of Main Office or deployment site</td><td></td></tr><tr><td>3</td><td>Type of security functions integrated into SCP</td><td></td></tr></table>	S/N		Components	Y/N	1	Name and address of Main Office or deployment site		2	Operating hours of Main Office or deployment site		3	Type of security functions integrated into SCP	
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<u>Assessor's Observation</u>													
<div></div>													
<u>Main Office and/or Deployment Site Assessment</u>													
Assessors will conduct verification during the assessment. The SCP must be able to integrate <u>at least two security functions</u> with the following components:													
<table><tr><th>S/N</th><th>Components</th><th>Y/N</th></tr><tr><td>1</td><td><u>Mandatory security function: Incident Report and Management:</u> a. Allow SOs at deployment site to submit electronic incident report that minimally captures the Date, Time, Place, Person involved and Incident details. b. Incident reports are managed in a centralised repository accessible at the SA's Main Office and/or Command Centre.</td><td></td></tr><tr><td>2</td><td>SA shall demonstrate the integration of mandatory security function in S/N. 1 with at least one security function as listed below: a. Supervision b. Access Control c. Patrol d. Guarding e. Security Resource Management</td><td></td></tr></table>	S/N	Components	Y/N	1	<u>Mandatory security function: Incident Report and Management:</u> a. Allow SOs at deployment site to submit electronic incident report that minimally captures the Date, Time, Place, Person involved and Incident details. b. Incident reports are managed in a centralised repository accessible at the SA's Main Office and/or Command Centre.		2	SA shall demonstrate the integration of mandatory security function in S/N. 1 with at least one security function as listed below: a. Supervision b. Access Control c. Patrol d. Guarding e. Security Resource Management					
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Assessor's Observation

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Manpower Category	
Competency	
<u>E.13: Sustainable Manpower</u> Please refer to MOM's Elective Competency Checklist on E.13: Sustainable Manpower.	

----- END -----