

Section 1: General Licensing Conditions

Responsibilities of the Licensee

1. The licensee shall operate the agency himself. All references to the licensee in this licensing condition shall also be a reference to the agency.
2. The licensee shall not be involved in any debt collection business and shall not authorise any employee of the licensee to engage in debt collection.
3. Where a licensee engages sub-contractors to carry out security duties undertaken by the licensee, the sub-contractors shall be deemed to be the licensee's security officers for the purposes of the licensee's compliance with these licensing conditions.

Employment of Security Officers

4. 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 medical certificate to the Licensing Officer upon request.
5. Unless otherwise exempted by the Licensing Officer, the licensee shall comply with and ensure that all security officers under his employment comply with the requirements under the Security Progressive Wage Model² (PWM), which is described in "Section 2: The Security Progressive Wage, Grades and Training" below. In particular, the licensee shall:
 - a. Ensure that each security officer attains the training stipulated under Section 2 before he can be deployed to perform the corresponding job functions³ specified in the Security PWM;
 - b. Ensure that each security officer's contractual wage is no less than the specified wages⁴ in accordance with the Security PWM; and
 - c. Ensure that each security officer does not perform any job function which is above the grade he is employed for as specified in the Security PWM.
6. The licensee shall not employ any security officer who is concurrently employed in the same capacity by two other employers.
7. The licensee and his 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's agency.

¹ As defined under the Medical Registration Act, Cap 174.

² For the purposes of this document, "Security Progressive Wage Model" or "Security PWM" refers to (i) in relation to training requirement: 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 (ii) in relation to progression guidelines, wages and job functions: the 2014 STC Recommendations till 31 December 2018, and 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").

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.

Licensee’s responsibilities in the Grading Exercise

- 8. Unless exempted by the Licensing Officer⁵, the licensee must participate in the annual “Grading Exercise” for security agencies conducted by the Licensing Officer.
- 9. The licensee shall ensure that the grade awarded by the Licensing Officer after each “Grading Exercise” is prominently displayed at its registered address, all its branch offices, office premises and on all its correspondences within one month after the Licensing Officer’s written notification to the licensee. The licensee shall comply with the following conditions for the display of the grade (awarded to the licensee):
 - a. The licensee shall ensure that the grade is displayed in the size and format stipulated by the Licensing Officer.
 - b. The licensee shall ensure that the grade displayed (other than on correspondences) is properly laminated and in good condition.
 - c. For the display of grades on correspondences, the licensee shall ensure that it is prominently indicated at the bottom of every page of the correspondence with a minimum font size of 10. The font type used shall be Times New Roman and the wordings shall be ‘Graded <state the grade> by the Licensing Officer for <state the year>’.

Operations of the Security Agency

- 10. The licensee shall obtain the prior approval of the Licensing Officer before using any livery markings on vehicles used by his agency and before he makes any change(s) to the approved livery markings on such vehicles.

Additional Training Requirements for Security Officer with Specific Roles

11. 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 Workforce Skills Qualifications (WSQ) or its equivalent certifications :

<u>Functions</u>	<u>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>

⁵ A security agency which is first granted its security agency’s licence during the period of assessment (1 June of preceding year to 31 May of current year) is exempted from the grading exercise for the current year unless there is a mutual agreement between the security agency and the Licensing Officer for the said security agency to be graded.

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.

12. 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 *Protected Areas and Protected Places Act (Cap 256)* or the *Infrastructure Protection Act 2017* after it comes into effect, if the security officer has obtained the additional WSQ certifications in:

- a. *“Handle Counter-Terrorism Activities”* or *“Recognise Terrorist Threats”*, and
- b. *[after 1 January 2020 (inclusive)] “Perform Security Duties at Protected Areas and Protected Places”*

13. Requirement for Recognising Terrorist Threats (with effect from 1 January 2020)

After 1 January 2020 (inclusive), the licensee shall not deploy a security officer who has not obtained the WSQ certification in *“Recognise Terrorist Threats”* (“RTT”) anywhere except at condominiums⁸ or warehouses⁹ unless the security officer has received an exemption¹⁰ from the Licensing Officer.

Deployment Matters

14. 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.

15. Use of Patrol Dogs

The licensee shall not deploy any patrol dog¹¹ without the prior written approval of the Licensing Officer.

⁷ A licensee whose security officers are deployed at Changi/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.

⁸ Condominiums refers to strata-titled properties (non-landed) that are solely for residential use. This includes condominiums, executive condominiums, privatised HUDCs, as well as residential cluster housing regulated under the Land Titles (Strata) Act (Cap. 158).

⁹ Warehouses are buildings where storage is the principal use and where no business is transacted other than incidentally to such storage.

¹⁰ 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.

¹¹ 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

The training requirements, wages, grades and job functions for security officers under the Security PWM are specified in the following table. These requirements are applicable to all security officers holding a security officer’s licence unless otherwise specified by the Licensing Officer. Unless exempted by the Licensing Officer, the security officer must obtain the relevant mandatory Workforce Skills Qualifications (WSQ) certification and/or the other required training modules approved by the Licensing Officer before he/she is deployed. A security officer may only be deployed to perform job functions which correspond to his grade or those of a lower grade.

Grade¹²	Starting monthly basic wage¹³	Minimum Years in Service	Training Module to be Fulfilled	Job Functions¹⁴
SECURITY OFFICER (SO)	Please refer to the effective starting monthly basic wage set out in Annex B of the 2018 STC Recommendations accepted by the Government on 16 November 2018 at www.NTUC.org.sg/SecurityTribunals	Please refer to the required minimum years in service for promotions as set out in Annex C of the 2018 STC Recommendations accepted by the Government on 16 November 2018 at www.NTUC.org.sg/SecurityTribunals	Please refer to the training modules set out in Annex C of the 2014 STC Recommendations accepted by the Government on 29 October 2014 at www.NTUC.org.sg/SecurityTribunals	Please refer to the revised job functions set out in Annex D of the 2018 STC Recommendations accepted by the Government on 16 November 2018 at www.NTUC.org.sg/SecurityTribunals
SENIOR SECURITY OFFICER (SSO)				
SECURITY SUPERVISOR (SS)				
SENIOR SECURITY SUPERVISOR (SSS)				
CHIEF SECURITY OFFICER (CSO)				

¹² 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 (Cap 250A) if they carry out for reward any of the functions in sections 13(a) to (e) of the Private Security Industry Act.

¹³ For security personnel who are Singapore or Singapore Permanent Residents working for security agencies, they will be paid basic wages not less than the amount recommended in the Security PWM.

¹⁴ Security officers of higher grade can perform the job functions of those of a lower grade but not vice versa.

Licensing Conditions for Security Agencies

SECTION 3: DOCUMENTARY RECORDS COMPLIANCE

Unless 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 2 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 2 books are maintained in an electronic form, the licensee must adopt appropriate measure to prevent any kind of tampering of the records.

These 2 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 hour 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 of Occurrence Book

S/No	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
4		1730h	Returned	SO Tan Ah Kow returned from patrol
5		1900h	Rest	SO Tan Ah Kow left post for dinner.
6		2000h	Resume	Ref no. 5 resume duty at post
7		2000h	Rest	SO John Lim left post for rest
8		2030h	Check	OM Lim Ah Beng conducted supervisory check. All in order.
9		2045h	Left	Ref No. 8 left post
10		2100h	Resume	Ref no. 7 resume duty at post

Licensing Conditions for Security Agencies

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/No.	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				

Issued by Licensing Officer
Police Licensing & Regulatory Department
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