

**SECURITY AGENCIES
COMPETENCY EVALUATION CHECKLIST:
CORE COMPETENCIES**

Name of Security Agency (SA)	
SA's Unique Entity Number	
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 PLRD's Records as of Date of SA's SACE Notification Letter	
Number of Deployment Sites Based on PLRD's Records as of the Date of SA's SACE Notification Letter	
Name of Assessor(s)	

Legend

	The competencies highlighted in light blue are applicable to new SA licence application
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Note: In order to pass each competency, all components must be present (i.e. SA must obtain a "Yes"). If any one or more of the components are not present (i.e. SA obtained a "No"), the SA is deemed to have failed the competency.

SECURITY AGENCIES
COMPETENCY EVALUATION CHECKLIST:
CORE COMPETENCIES

Training Category																							
Competency	Outcome																						
<p><u>C.1 : Pre-deployment Training</u></p> <p>SA has an induction training programme to prepare and familiarise security officers¹ when they are deployed to a new site.</p> <p><u>Documentation Assessment</u></p> <p>The SA must submit an Induction Training Package/Programme for security officers. The training package must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%;">S/N</th> <th style="width: 70%;">Component</th> <th style="width: 20%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Job functions of the security officer at the deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>The service offences stipulated under Regulation 7A(1) and (2) of the Private Security Industry (Conduct) Regulations 2009</td> <td></td> </tr> </tbody> </table> <p><u>Assessor's Observation</u> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 80px; margin: 10px 0;"></div> <p><u>Deployment Site Assessment</u></p> <p>Assessors will select 1 deployment site for checks and notify the SA 5 working days in advance via email.</p> <p>SA must submit all the induction checklists for all the security officers deployed at the selected deployment site to the assessors via email <u>at least one day</u> prior to the assessment.</p> <p>This assessment is only applicable to security officers deployed on or after 1 April 2021. The SA must provide evidence, if any, of the security officers were deployed before 1 April 2021.</p> <p>The induction checklist must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%;">S/N</th> <th style="width: 70%;">Component</th> <th style="width: 20%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Name and full NRIC/FIN No. of security officer</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Date of Deployment</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Date of induction (Induction must be conducted within two weeks from the</td> <td></td> </tr> </tbody> </table>	S/N	Component	Y/N	1	Job functions of the security officer at the deployment site		2	The service offences stipulated under Regulation 7A(1) and (2) of the Private Security Industry (Conduct) Regulations 2009		S/N	Component	Y/N	1	Name and full NRIC/FIN No. of security officer		2	Date of Deployment		3	Date of induction (Induction must be conducted within two weeks from the		Pass / Fail	
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¹ Security officers refers to security officers of all grades under the Security Progressive Wage Model (i.e. Security Officer, Senior Security Officer, Security Supervisor, Senior Security Supervisor and Chief Security Officer)
 Note: In order to pass each competency, all components must be present (i.e. SA must obtain a "Yes"). If any one or more of the components are not present (i.e. SA obtained a "No"), the SA is deemed to have failed the competency.

Final as of 1 Mar 21

SECURITY AGENCIES
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	security officer's date of deployment at the site)	
4	Name of deployment site	
5	Site orientation and terrain awareness	
6	Site vulnerabilities	
7	Briefing on the specific roles expected of the security officer	
8	Contact details of the relevant personnel and the authorities at the deployment site	
9	Security officer was shown where relevant Standard Operating Procedures (SOPs) are located	
10	Security officer was shown where fire-fighting equipment is located	
11	Acknowledgment by the security officer	

Assessor's Observation (To state reasons if any of the components are not present)

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The assessors will select one of the security officers at the selected deployment site for assessment. The assessor will interview him/her to assess if the induction was properly carried out based on the checklist. (Note: the interview may be conducted remotely, e.g. via Zoom or Skype, as long as there is face-time).

S/N	Component	Y/N
1	The security officer acknowledges that a pre-deployment induction training was conducted within the two weeks of the initial deployment.	
2	The security officer is able to describe the site vulnerabilities.	
3	The security officer is able to describe his/her role at the deployment site.	
4	The security officer has access to contact details of relevant personnel and authorities at the deployment site.	
5	The security officer is able to show the assessor the location of relevant SOPs at the deployment site.	
6	The security officer is able to show the assessor the location of the fire-fighting equipment at the deployment site.	

Assessor's Observation (To state reasons if any of the components are not present)

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Training Category		
Competency		
Outcome		
C.2 : Continuous Professional Development		
SA has a basic continuous training programme for security officers.		
<u>Main Office Assessment</u>		
The SA's training capabilities will be assessed by Assessors during the Main Office Assessment. The SA must demonstrate the following components:		
<ul style="list-style-type: none"> i) Security officers assessed on Access Control, Patrol & Surveillance and Incident Management); and/or ii) Aviation security officers (AvSO) will be assessed on Access Control & Security Screening 		
S/N	Component	Y/N
1	<p><u>Training Development</u></p> <p><u>For Existing SA</u> The SA has a continuous training programme conducted at least twice a year on the basic functions of security officers and/or AvSOs. The SA collates information from real-life incidents (e.g. actual lapses by security officers at certain sites, articles or reports of local/overseas incidents which are security related, AARs from exercises). The SA converts the information collated into training packages with the following components:</p> <ul style="list-style-type: none"> i. Objective of the training package ii. Key observations iii. Lessons learnt <p>The training programme may also include refresher training on the SA's Standard Operating Procedures.</p> <p>The SA will brief its security officers using the training package developed.</p> <p><u>For new SA</u> The SA has a continuous training programme on the basic functions of security officers and/or AvSOs. The SA collates information from real-life incidents (e.g. actual lapses by security officers at certain sites, articles or reports of local/overseas incidents which are security related, AARs from exercises). The SA converts the information collated into training packages with the following components:</p> <ul style="list-style-type: none"> i. Objective of the training package ii. Key observations iii. Lessons learnt 	

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	<p>The training programme may also include refresher training on the SA's Standard Operating Procedures.</p> <p>The SA has plans to conduct the training programme at least twice a year.</p>		
2	<p><u>Training Delivery</u> SA can deliver the training packages to its security officers via classroom or online platform, or both.</p> <p>SA is required to furnish the attendance records of security officers who had attended the training and training packages (6 months prior to the date of SACE Notification Letter) for verification.</p>		
3	<p><u>Training Assessment</u> The SA has a secured electronic assessment system to administer e-tests for security officers.</p>		
4	<p><u>Training Analysis</u> The SA analyses the security officers' performance in the e-tests to:</p> <ol style="list-style-type: none"> i. Identify areas where the majority of security officers are weaker in; and ii. Include the areas of weakness into the training programme for security officers, for improvement. 		
<p>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.</p> <p><u>Assessor's Observation</u> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>			

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Training Category																																		
Competency				Outcome																														
<p><u>C.3 : Conduct of Exercise (Routine)</u></p> <p>SA is able to:</p> <ul style="list-style-type: none"> a. plan and carry out a training exercise b. conduct an AAR c. document the lesson(s) learnt and corrective measures <p><u>Documentation Assessment</u></p> <p>The SA must conduct and submit 1 exercise report for each of the scenarios as listed below:</p> <ul style="list-style-type: none"> a. Bomb Threat Exercise; b. Fire Emergency Exercise; c. Suspicious Persons, Vehicles, Activities or Objects Exercise <p>A total of 3 Exercise reports are to be submitted.</p> <p>All exercises must be physical deployment-based and conducted within 6 months prior to the date of SACE Notification Letter.</p> <p>All exercise reports must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S/N</th> <th style="width: 60%;">Component</th> <th style="width: 10%;">(a) (Y/N)</th> <th style="width: 10%;">(b) (Y/N)</th> <th style="width: 10%;">(c) (Y/N)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Exercise Objectives</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Date, Time and Place of the exercise</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Participants involved</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Key Observations</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td>After Action Review <ul style="list-style-type: none"> - Lessons learnt - Corrective measures taken after exercise </td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				S/N	Component	(a) (Y/N)	(b) (Y/N)	(c) (Y/N)	1	Exercise Objectives				2	Date, Time and Place of the exercise				3	Participants involved				4	Key Observations				5	After Action Review <ul style="list-style-type: none"> - Lessons learnt - Corrective measures taken after exercise 				<p>Pass / Fail</p>
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Main Office Assessment (Table-Top Exercise)

The assessors will assess the SA at the main office. SA may select any one of the scenarios listed below:

- a. Conduct any Bomb Threat Exercises; or
- b. Fire Emergency Exercises; or
- c. Suspicious Persons, Vehicles, Activities and Objects Exercises

SA must submit the Table-Top Exercise Plan to the assessor via email at least 5 working days prior to the assessment.

The Plan must comprise the following components:

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

Assessor's Observation (To state reasons if any of the components are not present)

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The table-top exercise must be the same as the Table-Top Exercise Plan submitted. The exercise must be conducted within 2 hours and must demonstrate the following processes:

S/N	Component	Y/N
1	Facilitator to carry out the selected scenario;	
2	Facilitator to conduct an AAR	
3	Document the lesson(s) learnt and corrective measures	

Assessor's Observation (To state reasons if any of the components are not present)

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Training Category						
Competency					Outcome	
<u>C.4 : Conduct of Exercise (Red-teaming)</u>					Pass / Fail	
SA is able to:						
<ul style="list-style-type: none"> a. plan and carry out a training exercise b. conduct an AAR c. document the lesson(s) learnt and corrective measures 						
<u>Documentation Assessment</u>						
The SA must conduct at least 3 Red Teaming Exercises and submit a total of 3 Red Teaming Exercise reports.						
All exercises must be physical deployment-based and conducted within 6 months prior to the date of SACE Notification Letter.						
All exercise reports must include the following components:						
S/N	Component	Exercise 1 (Y/N)	Exercise 2 (Y/N)	Exercise 3 (Y/N)		
1	Type of Scenario					
2	Exercise Objectives					
3	Date, Time and Place of the exercise					
4	Participants involved					
5	Key Observations					
6	After Action Review <ul style="list-style-type: none"> - Lessons learnt - Corrective measures taken after exercise 					
<u>Assessor's Observation</u> (To state reasons if any of the components are not present)						

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Operational Processes Category			Outcome														
Competency			Pass / Fail														
<p><u>C.5 : 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 staff are familiar with the BCP</p> <p><u>Documentation Assessment</u></p> <p>The SA must submit a copy of the BCP for any 2 of the 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: 5%;">S/N</th> <th style="width: 85%;">Component</th> <th style="width: 10%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Type of contingencies (please indicate which 2): <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) </td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>The BCP states how the SA ensures that its business operations can continue based on the two selected contingencies</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Roles and responsibilities of the SA's staff (both security and non-security staff) when the BCP is executed</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Plan reviewed annually</td> <td></td> </tr> </tbody> </table>				S/N	Component	Y/N	1	Type of contingencies (please indicate which 2): <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) 		2	The BCP states how the SA ensures that its business operations can continue based on the two selected 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
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<p><u>Assessor's Observation</u> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 30px; width: 100%;"></div>																	
<p><u>Main Office Assessment</u></p> <p>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 his/her roles described against the BCP. The staff may refer to the BCP for reference.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S/N</th> <th style="width: 85%;">Component</th> <th style="width: 10%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>The SA's staff (managerial level & above) is able to describe his or her role when the BCP is activated according to the SA's BCP.</td> <td></td> </tr> </tbody> </table>			S/N	Component	Y/N	1	The SA's staff (managerial level & above) is able to describe his or her role when the BCP is activated according to the SA's BCP.										
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Command, Control and Communication (C3) Category																							
Competency	Outcome																						
<p><u>C.6 : 24-hour Command Centre or Operations Room</u></p> <p>The SA has a physical 24-hour Command Centre or Operations Room to oversee all its operations with dedicated personnel/team present to monitor the SA's operations.</p> <p>An SA may operate through another SA's Command Centre/Operations Room as long as the required components are met.</p> <p><u>Main Office Assessment</u></p> <p>The Command Centre/Operations Room must have the following:</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;">Component</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Deployment roster of personnel deployed in Command Centre/Operations Room</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>List of all deployment sites with details of security officers deployed at each site</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Contact list of key personnel in the SA and relevant authorities</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Internet enabled facility which is able to access internet (e.g: Local Area Network "LAN", wireless "WiFi" or mobile data through 3G/4G/5G network)</td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td>Ability to communicate (e.g. land line telephone or mobile communication)</td> <td></td> </tr> <tr> <td style="text-align: center;">6</td> <td>Records (e.g. occurrence book or E-records) showing continuous operations² in the Command Centre or Operations Room for the past 6 months prior to the date of Main Office assessment.</td> <td></td> </tr> </tbody> </table> <p><u>Assessor's Observation</u> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div>	S/N	Component	Y/N	1	Deployment roster of personnel deployed in Command Centre/Operations Room		2	List of all deployment sites with details of security officers deployed at each site		3	Contact list of key personnel in the SA and relevant authorities		4	Internet enabled facility which is able to access internet (e.g: Local Area Network "LAN", wireless "WiFi" or mobile data through 3G/4G/5G network)		5	Ability to communicate (e.g. land line telephone or mobile communication)		6	Records (e.g. occurrence book or E-records) showing continuous operations ² in the Command Centre or Operations Room for the past 6 months prior to the date of Main Office assessment.		Pass / Fail	
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6	Records (e.g. occurrence book or E-records) showing continuous operations ² in the Command Centre or Operations Room for the past 6 months prior to the date of Main Office assessment.																						

² SAs with 100% deployment sites that are operating less than 24 hours must provide evidence to the assessor. For these SAs, "continuous operations" refer to the operating hours of these deployment sites. Note: In order to pass each competency, all components must be present (i.e. SA must obtain a "Yes"). If any one or more of the components are not present (i.e. SA obtained a "No"), the SA is deemed to have failed the competency.

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Command, Control and Communication (C3) Category														
Competency	Outcome													
<p><u>C.7 : Supervision</u></p> <p>SA ensures that supervisory checks are duly carried out at all its deployment sites.</p> <p><u>Main Office Assessment</u></p> <p>SAs must conduct one supervisory check per month for at least 3 consecutive months prior to the date of SACE notification letter for its deployment sites. The supervisory check must be carried out by a supervisor who is not deployed at the deployment site. (Example: PLRD notifies the SA on 1 Aug 2021 that SA will need to ensure that supervisory checks were conducted monthly from 1 May 2021 to 31 Jul 2021.)</p> <p>Evidence showing that supervisory checks were conducted for the stipulated period for each deployment site will be checked during main office assessment.</p> <p>Assessors will select 3 deployment sites of each SA for checks and notify the SA at least <u>5 working days</u> prior to the assessment.</p> <p>Examples of evidence showing that supervisory checks were conducted are Occurrence Book, Supervisory Check Book, or any other documentary records. E-records are acceptable.</p> <p>The evidence of supervisory checks must have the following:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S/N</th> <th style="width: 75%;">Components</th> <th style="width: 20%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Monthly supervisory checks conducted at deployment site No.1 for at least 3 consecutive months</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Monthly supervisory checks conducted at deployment site No.2 for at least 3 consecutive months</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Monthly supervisory checks conducted at deployment site No.3 for at least 3 consecutive months</td> <td></td> </tr> </tbody> </table> <p>SAs with less than the 3 deployment sites or no deployment sites must provide documentary proof to the assessor on the day of Main Office assessment and will be assessed based on the number of deployment sites which the SA has. SAs with no deployment sites will be exempted from this assessment.</p> <p><u>Assessor's Observation</u> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 50px; width: 100%; margin-top: 5px;"></div>	S/N	Components	Y/N	1	Monthly supervisory checks conducted at deployment site No.1 for at least 3 consecutive months		2	Monthly supervisory checks conducted at deployment site No.2 for at least 3 consecutive months		3	Monthly supervisory checks conducted at deployment site No.3 for at least 3 consecutive months		Pass / Fail	
S/N	Components	Y/N												
1	Monthly supervisory checks conducted at deployment site No.1 for at least 3 consecutive months													
2	Monthly supervisory checks conducted at deployment site No.2 for at least 3 consecutive months													
3	Monthly supervisory checks conducted at deployment site No.3 for at least 3 consecutive months													

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Command, Control and Communication (C3) Category																				
Competency	Outcome																			
<p><u>C.8 : Incident Management</u></p> <p>SA and its security officers are able to manage safety and security incidents effectively.</p> <p><u>Command Centre and Deployment Site Assessment</u></p> <p>Assessors will conduct 1 physical exercise at the deployment site relating to an emergency or security threat incident. The exercise will concurrently assess the responses/actions by the Command Centre and the security officers.</p> <p>Assessors will notify the SA on the date, time and selected deployment site for the exercise to be conducted at least <u>5 working days</u> prior to the assessment.</p> <p>SA must submit the Standard Operating Procedures (SOPs) to the assessor via email at least 3 working days prior to the assessment. The SOPs required for submission are as follows:</p> <p>a. Bomb Threat; b. Fire Emergency; c. Suspicious Persons, Vehicles, Activities or Objects.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S/N</th> <th style="width: 75%;">Component</th> <th style="width: 20%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>The security officers adhered to the SA's SOP in handling the incident.</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>The SA's wireless communications system is able to support 2-way communications (mobile phones are acceptable) between the security officers and Command Centre during the exercise.</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>The SA's Command Centre is able to provide direction and support to the security officers during the exercise.</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>The SA is able to capture the following relevant information from the exercise using an Incident Management System that is minimally a digital spreadsheet (e.g. Excel spreadsheet). Hand-written paper records, and/or photographs and/or scanned copies of handwritten records will not be accepted: 1) Date 2) Time 3) Location 4) Brief facts (i.e. what, how and why it happened) 5) Names of persons involved</td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td>The SA's Incident Management System is able to search for any past incident based on date, time, place and/or person(s) involved.</td> <td></td> </tr> </tbody> </table> <p><u>Assessor's Observation</u> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	S/N	Component	Y/N	1	The security officers adhered to the SA's SOP in handling the incident.		2	The SA's wireless communications system is able to support 2-way communications (mobile phones are acceptable) between the security officers and Command Centre during the exercise.		3	The SA's Command Centre is able to provide direction and support to the security officers during the exercise.		4	The SA is able to capture the following relevant information from the exercise using an Incident Management System that is minimally a digital spreadsheet (e.g. Excel spreadsheet). Hand-written paper records, and/or photographs and/or scanned copies of handwritten records will not be accepted: 1) Date 2) Time 3) Location 4) Brief facts (i.e. what, how and why it happened) 5) Names of persons involved		5	The SA's Incident Management System is able to search for any past incident based on date, time, place and/or person(s) involved.		<p>Pass / Fail</p>	
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Note: In order to pass each competency, all components must be present (i.e. SA must obtain a "Yes"). If any one or more of the components are not present (i.e. SA obtained a "No"), the SA is deemed to have failed the competency.

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Final as of 1 Mar 21
SECURITY AGENCIES
COMPETENCY EVALUATION CHECKLIST:
CORE COMPETENCIES

----- END -----

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