

**SECURITY AGENCIES
COMPETENCY EVALUATION CHECKLIST:
ELECTIVE 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)	

Note:

- 1) For elective competencies, SAs with no deployment sites will not be assessed.
- 2) For Main Office and Deployment Site assessment, there shall not be any third parties present during the assessment. If the SA had hired a third party, eg, 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.2: Simulation Training".
- 3) For competencies whereby a stipulated minimum percentage of security officers or deployment sites is required (E.2, E.5, E.7, E.8 and E.9 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 PLRD'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 wireless voice communications for 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD'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 wireless voice communications.

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Training Category							
Competency		Outcome					
<u>E.1 : Continuous Professional Development</u>		Competent / Not Competent					
<p>SA has a system to track the developmental training of its security officers for progression under the Security Progressive Wage Model (PWM)</p> <p><u>Main Office Assessment</u></p> <p>The SA's continuous professional development will be assessed by Assessors during main office assessment. SAs must minimally use a digital spreadsheet (e.g. Excel spreadsheet) to track the developmental training of its security officers' progression under PWM. Handwritten paper records and/or photographs of handwritten records which were digitalised will not be accepted. The SA must demonstrate the following components in their continuous professional development:</p> <table border="1"> <thead> <tr> <th>S/N</th> <th>Components</th> <th>Y/N</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> The SA has a system to track the following: <ol style="list-style-type: none"> a) Particulars of security officers b) Training records of security officers c) Effective date of current PWM grades held by the security officers d) Projected dates when each security officer is eligible for progression to the next higher PWM grade </td> <td></td> </tr> </tbody> </table>			S/N	Components	Y/N	1	The SA has a system to track the following: <ol style="list-style-type: none"> a) Particulars of security officers b) Training records of security officers c) Effective date of current PWM grades held by the security officers d) Projected dates when each security officer is eligible for progression to the next higher PWM grade
S/N	Components	Y/N					
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<p><u>Assessor's Observation (To state reasons if any of the components are not present)</u></p> <div style="border: 1px solid black; height: 300px; width: 100%;"></div>							

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Training Category		Outcome									
<p>Competency</p> <p><u>E.2 : 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. Examples of headsets that support VR includes Oculus Rift, HTC Vive, etc. b) Augmented Reality (AR): integrates immersive content with the real world by providing additional digital content such as information and guidance. Examples of hardware that supports AR include Microsoft HoloLens, mobile phones, Google Cardboard, etc. c) Mixed Reality (MR): combines the elements of both AR and VR, where real-world and digital world objects interact. Examples of hardware that supports MR includes Microsoft HoloLens, etc. <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 PLRD'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%;"> <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 PLRD'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: <ul style="list-style-type: none"> a) Name b) 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 PLRD'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: <ul style="list-style-type: none"> a) Name b) 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>Competent / Not Competent</p>
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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 Main Office Assessment. The SA must demonstrate the following components:

S/N	Components	Y/N
1	<p><u>Training Development</u></p> <p>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 1):</p> <ul style="list-style-type: none"> a) Access Control b) Patrol & Surveillance c) Incident Management 	
2	<p><u>Training Delivery</u></p> <p>SA can deliver the training packages to its security officers with the use of simulation training (either in-house or outsourced service provider).</p> <p>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 or AR or MR is used).</p> <p>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.</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.

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

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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 changing the tasks or the way work is performed (including but not restricted to the harnessing of technologies) in an existing job, resulting in higher productivity.</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 within two years prior to the date of the SACE Notification Letter. For example, if SACE Notification Letter is dated 1 Jul 22, then the SA may submit a job resign that was implemented between 1 Jul 20 and 1 Jul 22. 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 write-up 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: 80%;">Components</th> <th style="width: 15%;">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 within two years prior 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] a) Manpower savings; and/or b) Man-hours savings; and/or c) Productivity enhancements; and/or d) Cost reduction.</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 within two years prior to the date of SACE Notification Letter]		5	Evidence of benefits reaped from the job redesign as follows: [no more than 400 words] a) Manpower savings; and/or b) Man-hours savings; and/or c) Productivity enhancements; and/or d) Cost reduction.		<p>Competent / Not Competent</p>	
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¹ Reference from presentation on ‘Job redesign to drive digital adoption & manpower efficiency’ at Security Industry Conference 2020

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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.	

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

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Operational Processes Category			Outcome														
Competency			Competent / Not Competent														
<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 4</u> 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"> <thead> <tr> <th>S/N</th> <th>Component</th> <th>Y/N</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Type of contingencies: <ul style="list-style-type: none"> i. Major disaster (eg island-wide floods, building collapse) ii. IT related incidents (eg cyber attacks) iii. Terror-related incident (eg bomb attack, vehicle attack) iv. Diseases outbreak (eg pandemic) </td> <td></td> </tr> <tr> <td>2</td> <td>The BCP states how the SA ensures that its business can continue based on the four contingencies.</td> <td></td> </tr> <tr> <td>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>4</td> <td>Plan reviewed annually.</td> <td></td> </tr> </tbody> </table>				S/N	Component	Y/N	1	Type of contingencies: <ul style="list-style-type: none"> i. Major disaster (eg island-wide floods, building collapse) ii. IT related incidents (eg cyber attacks) iii. Terror-related incident (eg bomb attack, vehicle attack) iv. Diseases outbreak (eg pandemic) 		2	The BCP states 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.
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<p><u>Main Office Assessment (Table-Top Exercise)</u></p> <p>The assessors will assess the SA at the main office. SA may select any one of the contingencies listed below:</p> <ul style="list-style-type: none"> i. Major disaster (eg island-wide floods, building collapse) ii. IT related incidents (eg cyber attacks) iii. Terror-related incident (eg bomb attack, vehicle attack) iv. Diseases outbreak (eg pandemic) <p>SA must submit the Table-Top Exercise Plan to the assessor at least <u>5 working days</u> prior to the assessment.</p> <p>The Plan must comprise the following components:</p>																	

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

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

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 2 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	

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

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Operational Processes Category											
Competency		Outcome									
<u>E.5 : Security Checks</u>		Competent / Not Competent									
<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 PLRD'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"> <thead> <tr> <th>S/N</th> <th>Components</th> <th>Y/N</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>SA has at least 10% of its total security officers or AVSOs (based on the number of SAs' security officers in PLRD'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></td> </tr> <tr> <td>2</td> <td>The list submitted by the SA must include the following components: a) Name b) NRIC/FIN No. c) Training Details: i. Name of Training Provider ii. Course Title iii. Date of Training</td> <td></td> </tr> </tbody> </table>			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 PLRD'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. c) Training Details: i. Name of Training Provider ii. Course Title iii. Date of Training	
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<p><u>Deployment site Assessment</u></p> <p>The SA must submit a list of deployment sites (based on PLRD'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"> <thead> <tr> <th>S/N</th> <th>Components</th> <th>Y/N</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Name and address of each deployment site</td> <td></td> </tr> <tr> <td>2</td> <td>Operating hours of each deployment site</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	
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The SA must submit the list of deployment sites **within two weeks** of the date of SACE Notification Letter.

Assessors will select 1 deployment site for assessment and inform the SA at least 5 working days prior to the assessment. If the SA has no deployment site that requires such screening, the SA may do a mock-up deployment site for the purpose of the assessment and inform assessors on the address of the mock-up deployment site.

Name and Address of Deployment Site/Mock-up Site

The assessment will cover the following components:

S/N	Components	Y/N				
1	The security officer is able to demonstrate from start to end on the screening process: <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 detector d) Conduct manual screening (pat-down) of person e) Conduct manual bag search f) Conclude security screening activities 					
2	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. Assessor will verify the skills certification against PLRD's database after the assessment. <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 25%;">NRIC/FIN</td> <td>Name of security officer</td> </tr> <tr> <td style="height: 20px;"></td> <td></td> </tr> </table>	NRIC/FIN	Name of security officer			
NRIC/FIN	Name of security officer					

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

(This area is reserved for the assessor's observations.)
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Competency		Competent / Not Competent																
<u>E.6 : Standard Operating Procedures (SOPs)</u>																		
<p>SA has developed SOPs that are tailored to the unique security requirements of its deployment sites and these SOPs are stored in a centralised electronic repository, which its security officers may access any anytime, from anywhere, by using a mobile device.</p> <p><u>Deployment site Assessment</u></p> <p>SA has developed SOPs that are tailored to the unique 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 PLRD's records as of the date of SACE Notification Letter).</p> <p>The SA must submit a list of deployment sites with SOPs tailored to the unique security requirements and SOPs stored in a centralised electronic repository. The SA will be assessed on 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="padding: 5px;">Components</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;">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 PLRD's records as of the date of SACE Notification Letter).</td> <td style="width: 10%;"></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="width: 10%;"></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites within two weeks of the date of SACE Notification Letter.</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: 100px; width: 100%;"></div> <p>Assessors will select 1 deployment site from the list submitted for assessment and inform the SA at least <u>5 working days</u> prior to the assessment.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <tr> <td style="padding: 5px;"><u>Name and Address of Deployment Site</u></td> </tr> <tr> <td style="height: 20px;"></td> </tr> </table> <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="padding: 5px;">Components</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;">The security officer must demonstrate evidence that he may access SOPs</td> <td style="width: 10%;"></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 PLRD'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		<u>Name and Address of Deployment Site</u>		S/N	Components	Y/N	1	The security officer must demonstrate evidence that he may access SOPs	
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	<p>anytime and anywhere using a mobile device. Examples of mobile devices include hand phone, tablet, laptop. Desktops will not be accepted.</p>		
<p>2</p>	<p>The electronic repository must include <u>all</u> of the following SOPs:</p> <ul style="list-style-type: none"> a) Deployment of security officers at that site. Eg where the officers are deployed at, what their duties are, how their duties are rotated etc. b) Fire Emergencies c) Bomb threat d) Suspicious Persons, Vehicles, Activities and Objects 		
<p>Assessor's Observation (To state reasons if any of the components are not present)</p>			
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Operational Processes Category			
Competency		Outcome	
<u>E.7 : Service Buyer Management Process</u>		Competent / Not Competent	
<p>SA has processes in place to monitor the quality of its security services to its service buyers.</p> <p><u>Documentation Assessment</u></p> <p>The SA must submit the following documentary evidence:</p>			
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: <ol style="list-style-type: none"> 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's 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: <ol style="list-style-type: none"> 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. Handwritten 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 two years prior to the date of the SACE Notification Letter. The list must also contain the following details: <ol style="list-style-type: none"> a) Name of service buyer b) Email address c) Contact number d) Start date of contract e) End date of contract 		
<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; width: 100%;"></div>			

**SECURITY AGENCIES
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Main Office Assessment

The assessor will randomly select 1 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 5 working days prior to the assessment on the selected service buyer.

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	

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

**SECURITY AGENCIES
COMPETENCY EVALUATION CHECKLIST:
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Command, Control and Communication (C3) Category			
Competency			Outcome
<p><u>E.8 : Supervision</u></p> <p>SA has a system which enables remote supervision of its security officers.</p> <p><u>Main Office Assessment</u></p> <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>			<p>Competent / Not Competent</p>
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 PLRD'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 or Ops Room.		
	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 or Ops Room 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 (eg: completion of patrol routes) 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 PLRD's records as of the date of SACE Notification Letter).</p>		

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

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Command, Control and Communication (C3) Category														
Competency	Outcome													
<p><u>E.9 : Wireless Communications</u></p> <p>SA has an independent 2-way wireless voice communications system (i.e. not dependent on a telephone company's 3G/4G/5G network) to support communications between the SA's Ops Room and its deployment sites.</p> <p><u>Main Office Assessment</u></p> <p>The SA must demonstrate evidence of an independent 2-way wireless voice communications to support communications between the SA's Ops Room and its deployment sites. Examples would include dedicated walkie talkie and IDEN system. Systems or devices that are dependent on a telephone company's 3G/4G/5G network (eg: mobile phones) will not be accepted.</p> <p>Assessors will conduct verification during main office assessment.</p> <p>The assessment will cover 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: 75%;">Components</th> <th style="width: 20%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>SA has a 2-way wireless voice communications system that is capable of transmitting and receiving voice communications from the ops room to the ground and vice versa in real-time.</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>SA has a system with a licence from the Infocomm Media Development Authority (IMDA) under the Telecommunications Act 2016. The SA has produced either one of the following documents to the assessors for verification: <ul style="list-style-type: none"> a) Licence from IMDA if the SA had purchased the system <u>or</u> b) Third party agreement with vendor if the SA had subscribed to the system from a vendor </td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>SA has deployed wireless voice communications for 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter). The SA must demonstrate communications check between the security officer at the deployment site and Ops Room Operator successfully in the presence of the assessor.</td> <td></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	SA has a 2-way wireless voice communications system that is capable of transmitting and receiving voice communications from the ops room to the ground and vice versa in real-time.		2	SA has a system with a licence from the Infocomm Media Development Authority (IMDA) under the Telecommunications Act 2016. The SA has produced either one of the following documents to the assessors for verification: <ul style="list-style-type: none"> a) Licence from IMDA if the SA had purchased the system <u>or</u> b) Third party agreement with vendor if the SA had subscribed to the system from a vendor 		3	SA has deployed wireless voice communications for 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter). The SA must demonstrate communications check between the security officer at the deployment site and Ops Room Operator successfully in the presence of the assessor.		<p>Competent / Not Competent</p>	
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Command, Control and Communication (C3) Category																						
Competency	Outcome																					
<p><u>E.10 : 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.²</p> <p><u>Main Office or Deployment Site Assessment</u></p> <p>The SA must submit a list of deployment site(s) whereby 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; 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;">Address of location where video analytics is being monitored</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">3</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;">4</td> <td style="padding: 5px;">Type of video analytics (the three types as outlined in S/N 1 under 'Main Office or Deployment Site Assessment) deployed at each deployment site</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites within two weeks of the date of SACE Notification Letter.</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: 100px; width: 100%; 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 during 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> <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;">SA may select at least one type of video analytics deployed at the deployment site from the list below <ul style="list-style-type: none"> a) Feature recognition (eg: facial recognition, identification of make and model of vehicles, automatic number plate recognition) <u>or</u> b) Pattern or movement recognition (eg: detection of objects, trespassing by </td> <td style="padding: 5px;"></td> </tr> </tbody> </table>	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 (the three types as outlined in S/N 1 under 'Main Office or Deployment Site Assessment) deployed at each deployment site		S/N	Components	Y/N	1	SA may select at least one type of video analytics deployed at the deployment site from the list below <ul style="list-style-type: none"> a) Feature recognition (eg: facial recognition, identification of make and model of vehicles, automatic number plate recognition) <u>or</u> b) Pattern or movement recognition (eg: detection of objects, trespassing by 		<p>Competent / Not Competent</p>
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² Enterprise Singapore (2019). *Technical Reference: Video Analytics within video surveillance systems TR 69: Part 1: 2019*, Pg 9

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	<p>people, vehicles or objects, detection of specific human behavioural pattern such as loitering, fights etc) <u>or</u> c) Calculation and density assessment (eg: people and/or vehicle counting, calculation of people and/or vehicle density).</p>				
2	<p>The assessors will select 1 deployment site of each SA for verification and inform the SA at least <u>5 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> <table border="1" data-bbox="188 611 1158 707"> <tr> <td data-bbox="188 611 1158 645">Name and Address of Deployment Site</td> </tr> <tr> <td data-bbox="188 645 1158 707"> </td> </tr> </table>	Name and Address of Deployment Site			
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Assessor's Observation (To state reasons if any of the components are not present)

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Command, Control and Communication (C3) Category

Competency**Outcome****E.11 : Remote Guarding**Competent
/ Not
Competent**SA has remote security guarding capabilities**

Remote security guarding refers to centralised surveillance of deployment sites supported by real-time video feeds and network of sensors and analytics and incident response protocols.

Main Office or Remote Guarding Centre Assessment

The SA must submit a list of deployment site(s) under remote guarding with the following:

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	

The SA must submit the list of deployment sites **within two weeks** of the date of SACE Notification Letter.

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

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The SA must demonstrate evidence of its remote guarding capabilities.

Assessors will conduct verification at the main office (Command Centre or Operations Room) or at the remote guarding centre.

The assessment will cover the following components:

S/N	Components	Y/N		
1	<p>The assessors will select 1 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 to its main office or remote guarding centre and ii. describe the incident management process which could include the use of dynamic guarding <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 100%;"><u>Name and Address of Deployment Site</u></td> </tr> <tr> <td style="height: 20px;"></td> </tr> </table>	<u>Name and Address of Deployment Site</u>		
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Assessor's Observation (To state reasons if any of the components are not present)

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Command, Control and Communication (C3) Category																							
Competency		Outcome																					
<p><u>E.12 : Technology Enabled Patrol</u></p> <p>SA has a technology enabled platform to carry out patrol (e.g. autonomous robot or drone patrol or virtual 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) whereby the technology enabled patrol was deployed with the following components:</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>S/N</th> <th>Components</th> <th>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>The SA must submit the list of deployment sites within two weeks of the date of SACE Notification Letter.</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: 100px; width: 100%;"></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 main office assessment.</p> <p>The assessment will cover the following components:</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>S/N</th> <th>Components</th> <th>Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">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 is in compliance with Civil Aviation Authority Singapore (CAAS) Regulatory requirements <u>or</u> iii. Virtual patrol whereby security officer(s) will patrol the deployment site through remote access of a secured surveillance system. </td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>The assessors will select 1 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 </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 is in compliance with Civil Aviation Authority Singapore (CAAS) Regulatory requirements <u>or</u> iii. Virtual patrol whereby security officer(s) will patrol the deployment site through remote access of a secured surveillance system. 		2	The assessors will select 1 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 		<p>Competent / Not Competent</p>
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- Command Centre and
- ii. describe the incident management process for incidents detected through the selected technology.

<u>Name and Address of Deployment Site</u>

Assessor's Observation (To state reasons if component not present)

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