SECURITY AGENCIES COMPETENCY EVALUATION

Updated as of 19 Dec 2024

S/N	Area of Audit	Outcome	
Manpower Core			
C.9	a. **SA has the processes to ensure PWM wages are paid in accordance to deployment grades.** *SAs to demonstrate to the Assessor the processes to ensure PWM wages are paid in accordance to deployment grades and within 7 days of the salary period, which include showing the wages of different ranks of officers and the process of making salary payment to officers.* The PWM wage increase takes effect from 1 January each year. SAs have to ensure all Singapore citizen (SC) and permanent resident (PR) security officers are paid their PWM wages within 7 days after the end of the salary period. Note: Part-time SC and PR security officers shall be paid pro-rated PWM wages. Document submission: SAs to submit a) listing of all officers with their salaries/deployment grades and b) pay slips for 3 SOs* for the most recent six complete months.	SA has the processes to ensure PWM wages are paid in accordance to deployment grades.	Pass
		SA does not have the processes to ensure PWM wages are paid in accordance to deployment grades.	Fail

	b. SA has the processes to accurately track hours of work. *SAs to demonstrate to the Assessor the processes and checks in place to ensure accurate tracking of normal working hours, overtime and rest hours.* *This includes:* • *Demonstrating the clock-in/out processes for SOs* • *Clear records of normal working hours and overtime* • *Processes to ensure that SOs do not work more than 12 hours a day* *Assessors will conduct interviews with all SOs on site or 3 SOs, whichever is fewer at the selected 1 deployment site for verification of the processes.* <u>Document submission:</u> SAs to submit a) screenshots or soft copies of time records from system or attendance book and b) attendance records for 3 SOs* for the most recent six complete months.	SA has the processes to accurately track hours of work.	Pass
		SA does not have the processes to accurately track hours of work.	Fail
	c. SA has the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips. *SAs to demonstrate/ describe to the Assessor the processes that the SOs take to access their KETs and itemised pay slips.* *Assessors will conduct interviews with all SOs on site or 3 SOs, whichever is fewer at the selected 1 deployment site for verification of the processes.* <u>Document submission:</u> SAs to submit the a) KETs/employment contract/ employees handbook and b) itemised pay slips for 3 SOs* for the most recent six complete months.	SA has the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips.	Pass
		SA does not have the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips.	Fail

	d. SA has the processes to track the utilisation of leave entitlements. *SAs to demonstrate to the Assessor the processes to ensure the utilisation of leave entitlements such as annual leave, medical leave and hospitalisation leave are tracked.* *This includes:* • *Demonstrating the leave application process* • *Process of recording the earned and utilised leave of SOs.* *Assessors will conduct interviews with all SOs on site or 3 SOs, whichever is fewer at the selected 1 deployment site for verification of the processes.* <u>Document submission:</u> SAs to submit a) the Employees Handbook and b) sample of leave records for 3 SOs* for the most recent six complete months. *Note: Documents submitted need to be the same for the 3 SOs.*	SA has the processes to track the utilisation of leave entitlements.	Pass
		SA does not have the processes to track the utilisation of leave entitlements.	Fail
	Result		Pass / Fail