

Manpower Competency Checklist

S/N	Area of Audit	Outcome	
Manpower Core			
1	<p>a. SA has the processes to ensure PWM wages are paid in accordance to deployment grades.</p> <p><i>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.</i></p> <p>Based on Jan 202X, SAs have to ensure all Singapore citizen (SC) and permanent resident (PR) security officers are paid the following PWM wages within 7 days of the salary period: SO - Basic salary of \$1,XXX and above SSO - Basic salary of \$1,XXX and above SS - Basic salary of \$1,XXX and above SSS - Basic salary of \$1,XXX and above</p> <p>Note: Part-time SC and PR security officers shall be paid pro-rated PWM wages.</p> <p><u>Document submission:</u> SAs to submit listing of all officers with their salaries/deployment grades and pay slips for 3 SOs* based on the most recent complete month.</p>	<p>SA has the processes to ensure PWM wages are paid in accordance to deployment grades.</p>	Pass
		<p>SA does not have the processes to ensure PWM wages are paid in accordance to deployment grades.</p>	Fail

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<p>b. SA has the processes to accurately track hours of work.</p> <p><i>SAs to demonstrate to the Assessor the processes and checks in place to ensure accurate tracking of normal working hours, overtime and rest hours.</i></p> <p><i>This includes:</i></p> <ul style="list-style-type: none"> - <i>Demonstrating the clock-in/out processes for SOs</i> - <i>Clear records of normal working hours and overtime</i> - <i>Processes to ensure that SOs do not work more than 12 hours a day</i> <p><i>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.</i></p> <p><u>Document submission:</u> SAs to submit screenshots or soft copies of time records from system or attendance book and attendance records for 3 SOs* of the most recent complete month.</p>	<p>SA has the processes to accurately track hours of work.</p>	<p>Pass</p>
	<p>SA does not have the processes to accurately track hours of work.</p>	<p>Fail</p>
<p>c. SA has the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips.</p> <p><i>SAs to demonstrate/ describe to the Assessor the processes that the SOs take to access their KETs and itemised pay slips.</i></p> <p><i>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.</i></p> <p><u>Document submission:</u> SAs to submit the KETs/employment contract/ employees handbook and itemised pay slips for 3 SOs* based on the most recent complete month.</p>	<p>SA has the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips.</p>	<p>Pass</p>
	<p>SA does not have the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips.</p>	<p>Fail</p>

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<p>d. SA has the processes to track the utilisation of leave entitlements.</p> <p><i>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.</i></p> <p><i>This includes:</i></p> <ul style="list-style-type: none"> - <i>Demonstrating the leave application process</i> - <i>Process of recording the earned and utilised leave of SOs.</i> <p><i>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.</i></p> <p><u>Document submission:</u> SAs to submit the Employees Handbook and sample of leave records for 3 SOs* based on the most recent complete month.</p> <p><i>*Note: Documents submitted need to be the same for the 3 SOs.</i></p>	<p>SA has the processes to track the utilisation of leave entitlements.</p>	<p>Pass</p>
	<p>SA does not have the processes to track the utilisation of leave entitlements.</p>	<p>Fail</p>
Result		Pass / Fail

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S/N	Area of Audit	Outcome	
Manpower Elective			
1	<p><u>Sustainable Manpower</u></p> <p>SA has the processes to ensure sustainable manpower, i.e. progressive employment practices for retention of existing workforce and attract newcomers into the industry.</p> <p><i>Assessors will conduct interviews with all SOs on site or 3 SOs, whichever is fewer at the selected 1 deployment site to verify that SA has <u>at least 3</u> progressive employment practices with supporting documents of the following:</i></p> <p>- <u>Reward/retention practices</u></p> <p>(a) Bonuses: AWS, Performance Bonus, Merit Bonus.</p> <p>(b) Awards: Long Service Award, Bursary/ Sponsorship for children of Security Officers.</p> <p>(c) Incentives: Productivity Incentive, Attendance Incentive, Punctuality Incentive, Festive Incentive.</p> <p>(d) Others: Portable Medical Benefits Scheme (i.e. additional Medisave contributions), Dental reimbursement, Full payment of Union membership fees.</p> <p>- <u>Employment practices, entitlements and benefits over and above those stipulated in the EA and/or PWM</u></p> <p>(a) Scheduling of all officers on shift durations that are less than 10 hours.</p> <p>(b) Scheduling of all officers on 5-day work week.</p> <p>(c) Higher payment rates for work done on rest day or public holiday.</p> <p>(d) Higher number of paid leave entitlements (e.g. annual leave, maternity leave, paternity leave, or childcare leave, etc.)</p> <p>(e) Paying a basic salary that is equal to or above the recommended PWM wage starting from Jan 202X across <u>all officers</u> for at least one deployment grade as follows:</p> <p>SO - Basic salary of \$1,XXX and above SSO - Basic salary of \$1,XXX and above SS - Basic salary of \$1,XXX and above SSS - Basic salary of \$1,XXX and above</p>	SA has the processes to ensure sustainable manpower.	Pass
		SA does not have the processes to ensure sustainable manpower.	Fail

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	<p><u>Documents submission:</u> SAs to provide employment contracts, employee guidebook, endorsed collective agreement and/or any other supporting documents illustrating the SA's employment policies/schemes to reward and/or retain existing SOs.</p>		
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