

## Licensing Conditions for Central Alarm Monitoring Station (CAMS) Operator

1. The Licensee shall subscribe to and maintain a Leased Line connecting its Central Alarm Monitoring Station with the Police Operations Command Centre (POCC). The Licensee shall also have a fixed telephone line in its CAMS to serve as backup in the event the Leased Line fails to function. The Licensee shall bear all installation charges, subscription fees, maintenance charges and any other costs or expenses incurred with respect to the subscription and maintenance of the Leased Line and the fixed telephone line.
2. (a) Save as provided for at paragraph 2b, the Licensee shall not operate CAMS operator services at its secondary or backup CAMS(s) without first obtaining written approval from the Licensing Officer.  
  
(b) Paragraph 2a will not apply during emergencies such as fire, or floods where urgent migration of operations is required. In such an event, the Licensee shall inform POCC within 1 hour of migration and inform the Licensing Officer of the migration and the reasons for migration, in writing by the next working day. The Licensee shall provide any further information requested by the Licensing Officer.
3. The Licensee shall comply with, and shall ensure that all of its employees, agents and/or independent contractors comply with, the specifications and standards set out in SS 558:2010 at all times.
4. The Licensee shall only install alarm systems or equipment that comply with the specifications and standards set out in the SS 558:2010.
5. In the event that new equipment are used or installed in the monitoring station, or existing equipment are altered or modified in any manner, the Licensee must submit to the Licensing Officer fresh inspection reports issued by an inspection body that is accredited by the Singapore Accreditation Council (or such other body as may be approved by the Licensing Officer in writing) and supporting documents (if any) to prove that such new or modified equipment are in compliance with clause 12 of SS 558:2010. The fresh inspection reports and supporting documents must be submitted at least 1 month before the new or modified equipment are put to use in the CAMS operations.
6. The Licensee shall take all necessary precautions to ensure that all telecommunication lines used in connection with any alarm system installed or maintained in any premises by the Licensee are reasonably protected from being disconnected, cut or tampered with in any manner.
7. The Licensee shall take such steps as are reasonable to educate all owners of the alarm system installed or maintained by the Licensee on the proper procedures involved in the use, handling, operations and maintenance of such alarm systems.
8. The Licensee shall provide in writing, to each of its alarm users instructions on the proper use and operation of the alarm systems. Such instructions

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must include the necessary measures to be taken by alarm users to avoid false alarms.

9. The Licensee shall ensure that the police will not be activated during the course of maintenance, testing or routine services of any alarm system performed by either the Licensee or any other person engaged by the Licensee.
10. The Licensee shall not state or advertise in any way or through any medium that the installation of any alarm system is a Government or Police requirement, or that the Government or Police have endorsed their products or services.
11. In the event that the Licensee is issued with a notice pursuant to Regulation 5 of the Private Security Industry (Central Alarm Monitoring Station Operator) Regulations 2009 requiring the Licensee to pay a prescribed charge, the Licensee shall make payment for the prescribed charge by means of inter-bank transfer to a bank account designated by the Licensing Officer, within the prescribed time period.
12. The Licensee shall inform the Licensing Officer in writing within 7 days of any of the following occurrences:
  - (a) in the case of any connection of any new alarm system(s) in any premises of the monitoring station;
  - (b) in the case of any change in particulars by the alarm users;
  - (c) in the case of termination of any alarm services by the alarm users; or
  - (d) in the case of termination of the entire monitoring station or any part thereof.
13. (a) Unless otherwise exempted by the Licensing Officer, the Licensee shall comply with and ensure that all security officers employed, contracted or otherwise engaged by him to perform any work in relation to the provision of Central Alarm Monitoring Station services comply with the requirements under the Security Progressive Wage Model<sup>1</sup> (Security PWM), which is specified in Paragraph 13(b) below. In particular, the licensee shall:

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<sup>1</sup> 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").

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- i. Ensure that each security officer attains the training stipulated under table 1 before he can be deployed to perform the corresponding job functions<sup>2</sup> specified in the Security PWM; and
  - ii. 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; and
  - iii. In the case of security officers employed directly by the Licensee, ensure that such security officer's contractual wage is no less than the specified wages<sup>3</sup> in accordance with the Security PWM.
- (b) For the purposes of paragraph 13(a), the training requirements, wages, grades and job functions for security officers under the Security PWM are specified in Table 1 below. 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.

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<sup>2</sup> 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.

<sup>3</sup> The specified wages are applicable to Singaporeans and Singapore Permanent Residents.

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**Table 1**

Grade <sup>4</sup>	Starting monthly basic wage <sup>5</sup>	Minimum Years in Service	Training Module to be Fulfilled	Job Functions <sup>6</sup>
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 <a href="http://www.NTUC.org.sg/SecurityTripartiteCluster">www.NTUC.org.sg/SecurityTripartiteCluster</a>	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 <a href="http://www.NTUC.org.sg/SecurityTripartiteCluster">www.NTUC.org.sg/SecurityTripartiteCluster</a>	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 <a href="http://www.NTUC.org.sg/SecurityTripartiteCluster">www.NTUC.org.sg/SecurityTripartiteCluster</a>	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 <a href="http://www.NTUC.org.sg/SecurityTripartiteCluster">www.NTUC.org.sg/SecurityTripartiteCluster</a>
SENIOR SECURITY OFFICER (SSO)				
SECURITY SUPERVISOR (SS)				
SENIOR SECURITY SUPERVISOR (SSS)				
CHIEF SECURITY OFFICER (CSO)				

Issued by Licensing Officer  
Police Licensing & Regulatory Department  
**With effect from 31 December 2021**

<sup>4</sup> 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 2007 if they carry out for reward any of the functions in sections 13(a) to (e) of the Private Security Industry Act 2007.

<sup>5</sup> For security personnel who are Singaporean or Singapore Permanent Residents working for security agencies, they will be paid basic wages not less than the amount recommended in the Security PWM.

<sup>6</sup> Security officers of higher grade can perform the job functions of those of a lower grade but not vice versa.