

Licensing Conditions for Central Alarm Monitoring Station (CAMS) Operator

Section 1: General Licensing Conditions

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

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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) any connection of any new alarm system(s) in any premises of the monitoring station;
 - (b) any change in particulars by the alarm users;
 - (c) termination of any alarm services by the alarm users; or
 - (d) termination of the entire monitoring station or any part thereof.
13. 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 CAMS services comply with the requirements under the Security Progressive Wage Model¹ (Security PWM), described in Section 2 of these Licensing Conditions. In particular, the Licensee shall:
 - (a) Ensure that each security officer attains the relevant mandatory Workforce Skills Qualifications (WSQ) certification and/or other required training stipulated under the Security PWM before he is deployed to perform the corresponding job functions² specified in the Security PWM;

¹ For the purposes of this document, "Security Progressive Wage Model" or "Security PWM" refers to:

- (i) in relation to progression guidelines and job functions: 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").
- (ii) in relation to wages from 1 January 2023 to 31 December 2028, recommendations of the STC on review of the PWM for the private security industry on 12 November 2021 (the "2021 STC Recommendations"). and
- (iii) in relation to training requirements: up to 31 December 2023, 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 from 1 January 2024, the recommendations of the STC on the enhancements to the Progressive Wage Model for the security industry that were accepted by the Government on 31 January 2023 (the "2023 STC Recommendations");

² 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.

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- (b) Ensure that each security officer does not perform any job function which is above the grade he is employed in as specified in the Security PWM; and
- (c) Ensure that each security officer is paid a contractual wage that is no less than the wages³ specified in the Security PWM.
- (d) Ensure that each security officer does not work for more than 72 extra hours⁴ in one calendar month with effect from 1 January 2024.

14. Requirement for Security Officers to Obtain WSQ Certification in Recognising Terrorist Threat Prior to Deployment

Unless the security officer has obtained the WSQ certification in “*Threat Observation (Recognise Terrorist Threats)*” (RTT) or received an exemption⁵ from the Licensing Officer in relation to the requirement to obtain the said certification, the licensee shall:

- (a) From 1 January 2020 to 31 December 2023 (both dates inclusive), not deploy security officer anywhere except at condominiums⁶ or warehouses⁷; and
- (b) From 1 January 2024, not deploy as a security officer anywhere.

³ The specified wages are applicable to Singaporeans and Singapore Permanent Residents.

⁴ For the purposes of condition 13(d), an “extra hour” refers to every additional hour of work that is beyond 44 hours of work put in by a security officer in one week. A “week” for the purposes of this condition means a continuous period of seven days commencing at midnight on Sunday.

⁵ Security officers who have obtained certification in the WSQ module “*Handle Counter-Terrorism Activities*” or such other certifications approved by the Licensing Officer may be exempted from having to obtain the WSQ RTT certification. The security officer will be required to submit the necessary documents to the Licensing Officer in order to be exempted.

⁶ Condominiums refer to strata-titled properties (non-landed) that are solely for residential use. This includes condominiums, executive condominiums, privatised HUDCs, as well as residential cluster housing regulated under the Land Titles (Strata) Act 1967

⁷ Warehouses are buildings where storage is the principal use and where no business is transacted other than incidentally to such storage.

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Section 2: The Security Progressive Wage Model

The training requirements, wages, grades and job functions for security officers under the Security PWM are specified in Table 1. These requirements are applicable to all security officers holding a security officer’s licence unless otherwise specified by the Licensing Officer.

Table 1: Requirements under the Security PWM

Grade⁸	Starting monthly basic wage⁹	Minimum years in service	WSQ certifications to be fulfilled	Job functions¹⁰
SECURITY OFFICER (SO)	The effective starting monthly wage set out in Annex C of the 2021 STC Recommendations will apply to security officers of corresponding grades.	The required minimum years in service for promotions as set out in Annex C of the 2018 STC Recommendations will apply to security officers of corresponding grades.	Up to 31 December 2023, the WSQ certification set out in Annex C of the <u>2014 STC Recommendations</u> will apply and must be fulfilled by security officers of corresponding grades. From <u>1 January 2024 onwards</u> , the training requirements and certification set out in Section 3.7¹¹ and Annex B of the 2023 STC Recommendations will apply and must be fulfilled by security officers of corresponding grades.	The revised job functions set out in Annex D of the 2018 STC Recommendations will apply to security officers of corresponding grades.
SENIOR SECURITY OFFICER (SSO)				
SECURITY SUPERVISOR (SS)				
SENIOR SECURITY SUPERVISOR (SSS)				
CHIEF SECURITY OFFICER (CSO)				

The STC recommendations may be found at: www.ntuc.org.sg/tripartiteguidelines

⁸ 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.

⁹ For security personnel who are Singaporean or Singapore Permanent Residents working for security agencies, they will be paid basic salaries not less than the amount recommended in the Security PWM.

¹⁰ Security officers of higher grade can perform the job functions of those of a lower grade but not vice versa.

¹¹ For the purpose of this document, existing officers refers to Security officers that joined the relevant grade before 1st January 2024.

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Issued by Licensing Officer
Police Licensing & Regulatory Department
Dated: 12 July 2023