

SECURITY AGENCIES COMPETENCY EVALUATION

Updated as of 10 Oct 2024

S/N	Area of Audit	Outcome	
Manpower Elective			
C.9	<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>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.</p> <p>Note: Part-time SC and PR security officers shall be paid pro-rated PWM wages.</p> <p>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. The assessment will be on 3 months chosen at random.</p>	SA has the processes to ensure PWM wages are paid in accordance to deployment grades.	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* for the most recent six complete months. The assessment will be on 3 months chosen at random.</p>	<p>SA has the processes to accurately track hours of work.</p>	Pass
	<p>SA does not have the processes to accurately track hours of work.</p>	Fail
<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* for the most recent six complete months. The assessment will be on 3 months chosen at random.</p>	<p>SA has the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips.</p>	Pass
	<p>SA does not have the processes to ensure officers have access to Key Employment Terms (KETs) and itemised pay slips.</p>	Fail

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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* for the most recent six complete months. The assessment will be on 3 months chosen at random.</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