

**Refresher E-Quiz for Security Officers
Training Package**

Introduction

This training package consists of key information from the Basic Licensing Unit (BLU) modules and necessary information required for a Security Officer in the Private Security Industry. Security Officers could refer to the information summarised within when preparing for and attempting the refresher e-quiz.

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Basic Licensing Units (BLUs)

Summary of Important Information from SEC-SOP-1007-1.1 - Guard and Patrol (Provide Guard & Patrol Services)

Short Answer Questions

1. What are the procedures for **taking over duties in the guardhouse**?
 - **Account for items** according to the equipment checklist provided and organise them properly.
 - Ensure the **place is clean and tidy**.
 - Note and follow up on any **pending issues and incidents** of interest **from the previous shifts**.
2. What is the **purpose** of the **Fire Alarm System**?
 - To **monitor, alert and identify** the location of fire in the premises.
3. What is the **purpose** of a **handheld metal detector**?
 - To **detect metallic objects** in a person's possession.
4. What is the **purpose** of **CCTV cameras**?
 - To **monitor secure/sensitive areas and people's movement**.
5. The following are **safety equipment** that you will need to **wear when you patrol a construction site**:
 - Safety helmet • Safety gloves • Safety boots
6. Below are reasons why it is important for you to **recognise your tenants and staff** from your guarded premises.
 - To ensure a **good working environment**.
 - To ensure a **safe and secure environment**.
7. What should you do if the **goods** brought in by the delivery man **do not tally** with the **delivery order**?
 - Ask for the correct delivery order / another delivery order.
 - Reject the delivery goods.
8. The following are **tell-tale signs of a suspicious letter or parcel**:
 - Many stamps pasted onto the letter or parcel
 - Traces of powdery substances
 - Oily stains or discolouration on wrapping material
 - Odour that smells like that of almond
 - Protruding wires or aluminium foil

9. The following are types of information that **should not be shared** with an outsider or reporter.
- **Patrol route**
 - **Particulars and movement** of the management staff
 - **Location** of CCTV cameras
 - **Number** of security personnel **on duty** in the premises
10. Why do you need to use **call signs** when communicating using walkie-talkie?
- So that outsiders do not know who you are talking/communicating with.
11. If a company requires persons entering or leaving the premises to be searched by the security officers, **can you proceed** to do the search?
- **Yes**, you are to follow your company's instruction.
12. What do you need to check for when visitors and visitors with vehicles enter the premises?
- **Visitors:** confirm the **purpose of his/her visit** (e.g. why is he/she visiting the premises, his/her company's name, photo ID etc), record his/her entry and **issue** a visitor pass. Remind the visitor to ensure the pass remains visible when they are within the premises. For visitors with vehicle, remind the visitor to display the visitor pass visibly on the dashboard.
 - Visitors with **vehicles:** after verifying visitor's identity (as above), **check** the vehicle for suspicious equipment **before allowing** him/her **entry**.
13. What should you do if you see someone smoking at a non-smoking zone?
- **Stop** him/her from smoking and **inform** him/her that this is a non-smoking zone.
 - **Direct** him/her to the smoking zones and **inform** your supervisor and **record** the incident if required.
14. If you are on/off duty and in the guardhouse, should you answer the guardhouse phone when it rings?
- Yes, **answer the phone without delay** and **offer assistance**, if possible. Do check with your supervisor if you are unsure.
15. What should you do when you receive an emergency call from the premises (e.g. a fire) when you are in the guardhouse?
- **Remain calm and gather information** from the caller (e.g. type of fire, location of fire, number of persons injured etc).
 - **Assure** the caller that you will be assisting to call SCDF for assistance and **ask** for the caller's particulars (e.g. name, address and contact number).

Scenario Based Questions

Scenario 1

The Facilities Manager approaches you to collect the key to the Pump Room. What are the steps that you should take?

1. **Request** the Facility Manager's staff pass for **identification**.
2. **Verify** with the list of personnel in the key list to confirm that the Facilities Manager is an authorised person to enter the pump room.
3. **Make an entry** in the Key Movement Book.

4. Ask the Facilities Manager to **sign** in the Key Movement Book before issuing the key to him/her.
5. **Check** the pump room for any **missing** items/equipment and ensure that **nothing is left behind** by the contractor before he leaves the premises.

Scenario 2

You encounter a person who has been banned from entering the premises but is still forcing his way in. What should you do?

1. **Detain** him/her at the guard house and **call** Control Room to send backup.
2. **Inform** the management and record the incident according to procedures.

Scenario 3

A visitor comes to the guardhouse to return a lost wallet that he had found in the carpark of the premises. What should you do?

1. Politely **inform** the visitor that you would need to **check the contents** in the wallet in his presence.
2. **Ask** if the visitor would like to be a witness, ask for his ID for verification if he agrees to be the witness.
3. **Place** the items from the wallet on the table.
4. **Record** the items in the Lost & Found Book (e.g. wallet colour and its contents etc).
5. Politely ask the visitor to **check** the items and **sign** in the Lost and Found Book.
6. **Keep** the wallet and its contents in safe place under lock and key.

Scenario 4

You are at level 1 of Block C and you notice a CCTV camera covered with a plastic bag. What should you do?

1. **Report** to Control Room on the incident.
2. **Check** surrounding area for **unusual activities** (e.g. if any door is left unlocked, possible break-in through the window, suspicious person loitering around etc).
3. **Report** to Control Room on the findings and request the maintenance team to bring a ladder to **remove the plastic bag**.
4. **Report** to Control Room once the plastic bag has been removed.
5. **Record** the incident according to your employer's procedures.

Scenario 5

While patrolling along the corridor, a man rushes out from his office, #02-01, to approach you. He reports that several of his colleagues are having difficulty breathing and two of them have just collapsed. You also notice an unfamiliar chemical smell in the air. What should you do?

1. **Cover** your nose and mouth with a cloth and **evacuate** the people in the unit.
2. **Inform** Control Room on the situation (e.g. suspected incident of chemical agent threat, several staff are unable to breathe and two staff just collapsed; additionally, you have evacuated the unit).
3. **Inform the** Police and SCDF.
4. Cordon off the area.
5. Update the Occurrence Book and raise an Incident Report once you are back at the guardhouse.

Scenario 6

A caller informs you that he/she is a reporter calling from STT media and is currently writing an article on the security measures adopted by commercial buildings. The caller asks for the number of CCTVs in your premises. What should you do?

1. **Greet** the caller politely and **inform** him/her that you are **not authorised** to answer this question.
2. **Ask** if he/she can be put on hold while you check with your supervisor if you can transfer the call.
3. **Relay** the information to your supervisor and check if he/she can take the call before transferring the call to your supervisor.
4. If your supervisor is not available, **check** with the caller if he/she would like to leave a message.
5. **Ask** for the caller's details (e.g. date and time of call, name of reporter, name of the media company, contact no. and message etc).
6. **Record** the caller's details and message on a note pad and hand over the message to your supervisor when he/she is available.

Scenario 7

You are performing static guard duties at the guardhouse. While checking the bag of a visitor leaving the premises, you found an electronic component belonging to the company. What should you do?

1. **Ask** the visitor whether he/she has the **gate pass or permission** from the management to bring out the item.
2. If the visitor does not have permission to bring out the item, **seize** the item and **detain** the visitor.
3. Keep the item in a secured place.
4. **Inform** Control Room and **call** the police and request back up.
5. When the police arrive, **handover** the suspect and 'stolen' item(s) to the police.
6. **Update control room and record** the incident according to your employer's procedures.

Summary of Important Information from SEC-ICM-1003-1.1 - Incident Response (Handle Security Incidents And Services)

Short Answer Questions

1. The **duties and responsibilities** of a Security Officer are to:
 - **Protect** lives and property.
 - Ensure the guarded building/facility/premise is **safe and secure**.

2. Why do you need to know the **layout of the building**?
 - Makes **patrolling easier**.
 - To be able to **respond quickly** during an emergency/incident.
 - To provide directions to visitors

3. The following are damages or defects which you must **report to Control Room**.

• Faulty corridor lighting	• Faulty doors, windows
• Burst water pipe	• Faulty emergency signage
• Leaking sprinkler system	• Car park barrier breakdown
• Gas leak	• Other possible damages/defects which are essential/dangerous to people

4. Why must you **'guard' the suspect** whom you have **detained** for crime-related incidents at your premises?
 - Prevent him from **escaping**.
 - Prevent him from **destroying evidence**.
 - Prevent him from **causing injuries** to himself or others.

5. The following (but not limited to) are examples of **criminal offences**:

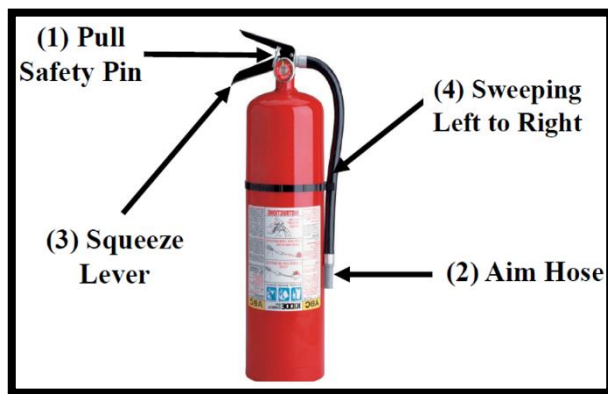
• Criminal trespass	• Possession Of Weapon
• Outraging Modesty	• Vandalism
• Theft	• Substance abuse

6. The following are examples of a person conducting unauthorised surveillance on the premises:
 - Person recording your premises using cameras or video equipment
 - Dressed as a maintenance/service personnel/vendor and loitering in the premises.
 - Loitering for prolonged periods near restricted sensitive/protected areas.
 - Befriending security and maintenance team to get information concerning shift patterns, security measures of the premises.

7. The following are types of suspicious behaviour:
 - **Entering** the premises or wandering within premises **without a valid pass** or prior notification
 - **Placing** an object or parcel within or outside the premises before **leaving** the area
 - Sweating profusely
 - **Avoiding** direct eye contact
 - Signs of **nervousness**
 - **Avoiding** being captured on CCTV cameras
 - **Dangling wires** or **electric switches** from hands, bags or clothing

8. The following are examples of a person wearing inappropriate attire and may be considered as a suspicious person:
- Baggy **oversized clothing** which may conceal hidden objects
 - Wearing caps, visors, helmets **covering** his/her face
 - **Protruding** wires and electric switches dangling from clothes, bags, hands
9. The following are acts of terrorism that terrorists use to achieve their goals:
- Parcel / Letter Bomb (IED)
 - Car bomb
 - Suicide bomber
 - Vehicle ramming
 - Active shooter
 - Sabotage vital installations
10. Where can you usually find **fire extinguishers** in buildings?
- Mostly at exits or access points
11. Why do you have to know the **location of fire-fighting equipment** in the building?
- To be able to **obtain** the fire-fighting equipment **quickly** during an emergency
12. Why must you know the **location** of the '**Break Glass**' or '**Call Point**'?
- To be able to raise the alarm **quickly** when there is a fire
13. Emergency and non-emergency ambulance services can be contacted at:
- 995 – for **emergency** ambulance service.
 - 1777 – for **non-emergency** ambulance service.
14. Steps to treat a sprain:
- Rest** the sprained joint.
 - Ice/apply** cold compress to the sprain.
 - Compress** the sprained joint using bandage or soft padding.
 - Elevate** the sprained joint.
15. Steps to treat a minor cut:
- Check** if there is any **foreign object** in the wound (e.g. glass fragments).
 - If there is **no** foreign object within the wound, **place** cotton gauze over the wound.
 - Apply** direct pressure to **stop the bleeding**.
 - Plaster / bandage** the wound.
16. Steps to treat a minor burn:
- Cool** the burnt area under cold running water for **at least 10 minutes**.
 - Gently **remove** any rings, watches, belts or constricting clothing from the injured area **before it starts to swell**.
 - Cover** the injured area with clean/sterile and non-fluffy material.

17. Steps to Operate a Fire Extinguisher



Scenarios Based Questions

Scenario 1

When someone falls and suffers an injury (e.g. dislocated limb) or faints within your guarded premises, what should you do?

1. **Report** the incident to Control Room immediately after understanding the situation.
2. **Inform** the Management to call SCDF.
3. **Remain at the scene** and assure the victim that the ambulance is on the way.
4. **Note down** the victim's (if conscious) particulars for reporting (i.e. Name, NRIC number, contact details and address).
5. Upon the arrival of the ambulance, **update the paramedics** on the incident.
6. **Update** Control Room on the progress at the incident site (i.e. name of paramedic who took over the case, and which hospital the victim was sent to).
6. **Update control room and record** the incident according to your employer's procedures.

Scenario 2

While on patrol duty, you notice water leaking from a faulty hose reel and the floor is very wet. What should you do?

1. **Inform** Control Room on the incident (i.e. leaky hose reel near Blk 1 level 1 stairway and the floor is very wet).
2. **Seek** Control Room's assistance to get the maintenance team to **repair** the faulty hose reel and for someone to bring cordon tape and 'Danger Keep Out' sign.
3. **Inform** the cleaner to clean the wet floor and place a pail to collect the dripping water from the hose reel.
4. Once the cordon tape and 'Danger Keep Out' sign are brought to the area, **cordons** the area at **waist level** and **place** the sign **facing outwards** so that it can be clearly seen to avoid people coming near the area.
5. **Remain** at the scene to prevent people from going into the cordoned area, as it is dangerous (e.g. slippery).
6. Upon completion of the maintenance, **check** the area to ensure that it is safe before removing the cordon tape and 'Danger Keep Out' sign and **inform** Control Room.
7. **Update control room and record** the incident according to your employer's procedures.

Scenario 3

While on patrol, you see a big fire at Blk C #03-01. You are informed that there are 10 people trapped in the office on the 5th floor. What must you do?

1. **Run** to the nearest Call Point and **break the glass to activate the fire alarm.**
2. **Inform** Control Room and your supervisor/management of the fire incident at Blk C #03-01, that 10 people are trapped on the 5th floor and you have **activated the Call Point.**
3. **Inform** Control Room to call SCDF
4. **Inform** Control Room to send backup and bring cordon tape and 'Danger Keep Out' sign to warn people not to come close to the site.
5. **Update control room and record** the incident according to your employer's procedures.

Scenario 4

You are on duty with SO 'A' in the Control Room when the telephone rings. The caller informs you that he has placed a bomb within your premises. What should you do?

1. **Answer** the call politely and **identify** yourself.
2. **Signal to your partner** to let him/her know so that he/she can call Police for trace call action.
3. **Inform** your supervisor/management.
4. **Follow** the 'Bomb Threat Call Checklist' to record the exact message from the caller.
5. If the information is **not clear, ask the caller to repeat.** (e.g. When will the bomb explode? How does the bomb look like?)
6. During the conversation, **note the following** (e.g. Caller's voice & tone, language & accent, manner of speaking, background noise)
7. Place receiver **off the hook** when the caller hangs up the phone. This may enable call tracing.

Summary of Important Information from SEC-OBS-1002-1.1 - Threat Observation (Recognise Terrorist Threats)

Short Answer Questions

1. What is **Terrorism**?
 - **Violence** or threat of violence
 - To create **fear and instability** in societies for a political aim
 - A means to an **end**
2. The following are two types of terrorist attacks:
 - **Lone wolf attack** – an attack by someone who **commits the violent acts alone**, outside of any command structure and **without assistance** from any group.
 - **Group attack** – a **coordinated assault** on the target by groups of attackers.
3. What are the current trends of terrorism?
 - **Growing links** between the various terrorist groups
 - **Emerging threats** such as far-right extremism
 - **Self-radicalisation** of individuals
 - **Increase** in number and frequency of terrorist attacks
4. What are the **common methods** and modus operandi (mode of operation) of acts of terrorism that terrorists use to achieve their goal?
 - Use knife, axe to attack
 - Use vehicles as weapon (e.g. car, truck)
 - Active shooter (firearms)
 - Suicide bomber
5. The following (not limited to) are some possible actions by individuals who are carrying out unauthorised **surveillance or casing activities**:

Studying of approach to and departure from facility

- Studying of **access points** into facility
- Studying of **building facade** and **structure** of facility
- Using camera and hand phone to **check and monitor** facility or building
- Repeated or prolonged sighting of individual **loitering** at premises

Attempting to obtain sensitive information on facility

- Attempting to obtain sensitive information on an **upcoming event**
- Testing alertness of security personnel and their response procedures
- Making **unauthorised** entry
- **Overstaying/loitering** at premises

6. The following are some examples of the **impact** of a **successful terrorist attack on Singapore**:
 - **Disruption** of businesses
 - **Death** and injuries
 - Psychological **trauma**
 - **Destruction** to property on affected areas
 - **Damage to reputation** of Singapore

7. The following are the four **main stages of planning and executing a terrorist attack**:
- **Stage 1:** Objectives to achieve (e.g. create fear, cause destruction, demand ransom or embarrass authorities)
 - **Stage 2:** Target selection
 - i. Hard targets (e.g. government building, key installations, airport)
 - ii. Soft targets (e.g. civilian sites where people gather in large numbers)
 - iii. Person-centric (e.g. VIPs, politicians)
 - iv. Symbolic targets (e.g. landmarks, places of significance)
 - **Stage 3:** Planning the attack (e.g. observe the target, select date, time and place of attack)
 - **Stage 4:** Carrying out the attack
8. The following are examples of **tell-tale signs of a suspected person-borne Improvised Explosive Device (IED)**.
- Wearing **oversized clothes** to **hide suspicious items**
 - **Electrical wires** sticking out from **underneath of clothing/hand carry bags**
 - Trying to **hide or disguise** identity (e.g. wearing a helmet)
 - **Loitering** within the premises for a **long period of time**
 - **Placing** an object or parcel in a crowded area and **leaving** immediately
 - Asking questions about security of **sensitive information** of a place or event
 - Unable to provide reasonable explanation or is **uncooperative** when asked about purpose of visit
9. The following are examples of **tell-tale signs of a suspected vehicle-borne IED**:
- Vehicle carrying **flammable** items (e.g. LPG cylinder) or **suspicious** items (e.g. box with wires sticking out)
 - Vehicle carrying **heavy load** (e.g. sunken tyres and suspensions)
 - **Foreign objects** attached under the vehicle or beside the wheels (e.g. wires sticking out from undercarriage)
 - Signs showing that the car has been **tampered** with (e.g. new license plate mounted on an old and dirty car)
10. The following are examples of **tell-tale signs of suspected mails with IED**.
- **Excessive** use of **securing** material such as string and adhesive tape
 - Oily **stain** or **discolouration** on the item
 - Trace of unusual **smell** (e.g. almond)
 - Emitting **clock** like **ticking** sound from the item
 - **Wires** or aluminium foil **protruding** from the item
11. The following are **Tell-tale signs of suspected casing activity/surveillance by Unmanned Aerial Vehicle (UAV)**.
- UAV flying at security-**sensitive** locations
 - UAV hovering at the same **location** for a period of time
 - No sight of the UAV **operator** within the **vicinity**

Scenario Based Questions

Scenario 1

While on patrol, you see a **person behaving suspiciously** and taking photographs of the building using a video camera. What should you do?

1. **Note down** detailed description of the suspicious person (e.g. age, sex, race, height, special facial features e.g. beard, moustache).
2. **Inform** control Room to tilt camera to **monitor** the behaviour through CCTV and to call the police before informing your supervisor/management.
3. **Take photographs** discreetly of the person using your handphone camera.
4. On arrival of the Police, **brief** the Police officer on the incident and hand over the evidence to the Police.
5. **Get** the particulars of Police officer (name, I/D & division) and **update** Control Room that the incident has been **handed over to the police**.
6. **Record** the incident according to your employer's procedures.

Scenario 2

You are performing static duty at the main gate and observe that this car has driven past the premises/building **3 times at a slow speed**. What should you do?

1. **Record** the details according to your employer's procedures (e.g. registration number, make, model and colour of the car).
2. Look out for changes in the **driver's behaviour**.
3. Look out for **tell-tale signs** of vehicle-borne IED.
4. Look for any **other passengers** in the car.
5. **Inform** Control Room about the suspicious car and details of the car.

Scenario 3

During a search, you come across a parcel that looks suspicious. What action should you take **while waiting for the Police to arrive**?

1. **Check for tell-tale signs** of the suspicious parcel (e.g., if there are wires sticking out, excessive stamps, wrong address stated, traces of white power, excessive securing materials, e.g. adhesive tape).
2. **Switch off** communication devices (e.g. walkie talkies).
3. **Move away** and **do not touch** the parcel.
4. Use a **fixed line** to inform Control Room and request for cordon tape and 'Danger Keep Out' sign.
5. **Cordon** an area of **at least 100 metres radius** and place 'Danger Keep Out' sign **facing out** to warn others to stay away from the area.
6. If the bomb is found **indoors**, **open the windows and doors to minimise** the impact of the explosion.

Other Useful Information for SOs

Overview of the Security Officer Licence

A Security Officer licence is required if you are **employed to perform** functions stated in the Private Security Industry Act (PSIA). Please refer to SPF's website for the list of functions.¹

PWM Training Requirements

The WSQ training modules for each Progressive Wage Model (PWM) grade are endorsed by the Security Tripartite Cluster (STC) and supported by the government. To find out more about the training, refer to the STC recommendations report².

PWM Baseline Wages for Private Security Sector

All licensed private security agencies must pay according to the PWM wage schedule. Please refer to the STC PWM wage model for more information³.

Officers who are unaware or have queries on their Security PWM wages may contact NTUC **U Care Centre** via its:

- a. hotline: 1800 255 2828 (Mon-Fri, 9am-6pm)
- b. e-mail address: ucarecentre@ntuc.org.sg

Employment Rights⁴

1. Your salary must be paid a least once a month and within 7 days after the end of the salary period.
2. An employee will be **entitled to paid sick leave** and **paid hospitalisation leave** if he/she has worked for at least **3 months consecutively with the same employer** and has informed or tried to inform the employer within **48 hours of his/her absence**.
3. An employee will be **entitled to paid annual leave** if he/she has worked for at least **3 months consecutively with the same employer**.
4. Your **employer must contribute CPF for you** if you are a Singapore citizen or Singapore Permanent Resident employee earning total wages of **more than \$50/month**.
5. You should approach the Human Resource (HR) department if there are any issues before escalating to MOM (MOM's contact information can be found via the link below).

¹ More details on the security license can be found on SPF's website: <https://www.police.gov.sg/e-Services/Police-Licences/Security-Officer-Licence>

² STC recommendations on the enhanced training requirements for the security industry:

<https://ntuc.org.sg/wps/portal/up2/home/aboutntuc/howweare/tripartism/tripartiteguidelines>

³ More details on the STC PWM wage module for the PSI can be found in MOM's website: mom.gov.sg/-/media/mom/documents/employment-practices/pwm/stc-recommendations-report-2021.pdf

⁴ More details on Employment Rights can be found in MOM's website: <https://www.mom.gov.sg/employment-practices/employment-act/workright>.

Work Ethics

When carrying out the functions as a security officer, one should follow the conduct as stated in the Private Industry Security (Conduct) Regulations 2009.

A licensed security officer **must not give any false information** to any person regarding his/her level of training, skill or qualification as a security officer.

Protection for SOs

1. The police will investigate offences against security officers under the PSIA. The **penalties for the offenders are as follows:**

	Offences	Penalties in PSIA to protect security officers
a)	Intentionally cause harassment, alarm or distress	Up to \$5,000 fine and/or imprisonment up to 12 months
b)	Assault or use criminal force	Up to \$7,500 fine and/or imprisonment up to two years
c)	Voluntarily cause hurt	Up to \$10,000 fine and/or imprisonment up to five years

2. SOs who face work related issues/situations (e.g. **abuse, work grievances**) may **report via the app** launched by Union of Security Employees (USE). Download the 'USE Mobile' app via Apple App Store or Google Play Store (QR codes included below).



For Apple Users



For Android Users

3. Alternatively, SOs may write to stopabuse@hormatsecurity.com, an **email helpline** launched by the Security Industry Council (SIC).⁵

Basic Conflict Management Skills

1. It is important to **recognise signs of disorderly and threatening behaviour:**
 - To **pre-empt** and **take pro-active action** to prevent such disorderly and threatening behaviour
2. The following are examples of types of **disorderly and threatening behaviour:**
 - Behaviour under the influence of **alcohol**
 - Behaviour due to **mental illnesses**
 - Behaviour under the influence of **drugs**

⁵ The SIC comprises USE, the Security Association of Singapore (SAS) and the Association of Certified Security Agencies (ACSA).

- Behaviour that can cause **breach of the peace**
3. Why is it important to deal with difficult situations **promptly, efficiently and with discretion**.
 - To **prevent escalation**/situation from **getting worse**
 - To **cool the upset/enraged parties**
 4. The following are examples of **techniques** in dealing with **difficult situations**:
 - Remain **calm** and **patient**
 - Approach in a **calm and professional manner**
 - Practice **active listening**, be **polite**, **show empathy** and be **firm**
 - **Deal with persons under the influence of alcohol or drugs differently** from other groups of disorderly people as they can get **emotional** and **lose control**.
 5. **Avoid** using the following phrases as it **angers** client/customers:
 - **Listen** to what I say
 - You **did not answer** my question
 - You are **wrong**
 - You **do what I said**
 6. It is recommended that you record difficult situations on your company issued body worn camera to assist in clarifying the incident later.
 7. If the incident escalates beyond control, consider calling your supervisor and/or the police to intervene.

Workplace Safety and Health (WSH)⁶

1. A Security Officer should **follow** all **safety rules, regulations, instructions, and procedures** conveyed by their employers.
2. **Responsibilities** of an employee include:
 - a. **Following safe work procedures** (“SWPs”) or safety rules implemented at the workplace;
 - b. **Refraining from unsafe or negligent acts** that will endanger oneself or others;
 - c. **Using PPE** provided properly and **not tampering** with or **misusing the equipment**
3. As a security officer, your roles of duty may include patrolling, bouncer/bodyguard service, access control, crowd and traffic control. Please refer to WSH’s guidelines on the Private Security Industry⁷ for the **corresponding hazards** and suggested possible **control measures** that could be put in place by different stakeholders for various roles.

⁶ More information can be found in the WSH guidelines for the PSI: <https://www.sas.org.sg/wp-content/uploads/2021/07/WSH-Guidelines-for-Private-Security-Industry-Digital-PDF.pdf>

⁷ Workplace Safety and Health Guidelines for the Private Security Industry: <https://www.sas.org.sg/wp-content/uploads/2021/07/WSH-Guidelines-for-Private-Security-Industry-Digital-PDF.pdf>

Personal Data Protection Act (PDPA)⁸

1. SOs are responsible for the data you collect from the customers / clients. Check with your employer on steps to protect these personal data collected and ensure that **data protection policies are informed to the customers / clients clearly at the start**.
2. To ensure that personal data is protected, your employer may perform **regular checks /audit** on the security policies at the workplace. SOs should **follow your employer's guidelines on handling** documents with personal data.
3. Only **collect, use or disclose personal data** for purposes which an individual has given his/her **consent** to.
4. If **unsure, always check** with your employer **before** collecting or disclosing personal data.

Managing data breaches

In the event of a data breach, SOs should inform your employer. Depending on the situation, your employer may need to notify the Personal Data Protection Commission Singapore (PDPC) and the affected individuals as soon as possible.

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⁸ Information provided under PDPA is extracted from PDPC's website: <https://www.pdpc.gov.sg/Overview-of-PDPA/The-Legislation/Personal-Data-Protection-Act>