

## **Section 1: General Licensing Conditions**

### **Responsibilities of the Licensee**

1. The licensee shall operate the agency himself. All references to the licensee in this licensing condition shall also be a reference to the agency.
2. The licensee shall not be involved in any debt collection business and shall not authorise any employee of the licensee to engage in debt collection.
3. Where a licensee engages sub-contractors to carry out security duties undertaken by the licensee, the sub-contractors shall be deemed to be the licensee's security officers under the licensee's employment for the purposes of the licensee's compliance with these licensing conditions.

### **Employment of Security Officers**

4. The licensee shall ensure that all security officers above the age of 60 years employed by the licensee are certified by a registered medical practitioner<sup>1</sup> to be medically fit for work as a security officer before being deployed, and are certified as such annually thereafter. The licensee shall submit the medical certificate to the Licensing Officer upon request.
5. Unless otherwise exempted by the Licensing Officer, the licensee shall comply with and ensure that all security officers under his employment comply with the requirements under the Security Progressive Wage Model<sup>2</sup> (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 functions<sup>3</sup> specified in the Security PWM;
  - b. Ensure that each security officer is paid a contractual wage that is no less than the wages<sup>4</sup> specified in the Security PWM;
  - c. 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

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<sup>1</sup> As defined under the Medical Registration Act 1997.

<sup>2</sup> 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");

<sup>3</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>4</sup> The specified wages are applicable to Singaporeans and Singapore Permanent Residents.

- d. Ensure that each security officer does not work for more than 72 extra hours<sup>5</sup> in one calendar month with effect from 1 January 2024.
6. The licensee shall not employ any security officer who is concurrently employed in the same capacity by two other employers.
7. The licensee and his employees/agents shall not approach any security officer (who is under the employment of another employer/security agency) whilst he is deployed for duties to discuss, persuade or negotiate with that security officer to work for the licensee's agency.

### Operations of the Security Agency

8. The licensee shall obtain the prior approval of the Licensing Officer before using any livery markings on vehicles used by his agency and before he makes any change(s) to the approved livery markings on such vehicles.

### Additional Training Requirements for Security Officer with Specific Roles

#### 9. Security officers doing security screening

Unless exempted by the Licensing Officer<sup>6</sup>, the licensee shall only deploy a security officer for the following functions if the security officer has obtained the requisite Workforce Skills Qualifications (WSQ) or its equivalent certifications :

##### Functions

##### WSQ certifications

Operating X-ray machines

*"Conduct security screening using X-Ray machine"*

Using Walk-Through Metal Detectors (WTMDs) & Hand-Held Metal Detectors (HHMDs)

*"Conduct security screening of person and bag"*

#### 10. Deployment in protected areas or places

Unless exempted by the Licensing Officer<sup>7</sup>, the licensee shall only deploy a security officer at any protected area or protected place within the meaning of the *Infrastructure Protection Act 2017*, if the security officer has obtained the additional WSQ certifications in:

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<sup>5</sup> For the purposes of condition 5d in Section 1, 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.

<sup>6</sup> A licensee whose security officers have met the Training and Certification requirements under the National Civil Aviation Security Training Programme by the Airport Police Division can apply to the Licensing Officer for exemption from this condition. The licensee will be required to submit the necessary documents to the Licensing Officer in order to be exempted.

<sup>7</sup> A licensee whose security officers are deployed at Changi/Seletar Airports and have met the security awareness and basic aviation security training requirements under the National Civil Aviation Security Training Programme by the Airport Police Division can apply to the Licensing Officer for exemption from this condition or any part thereof. The licensee will be required to submit the necessary documents to the Licensing Officer in order to be exempted.

- a. *“Handle Counter-Terrorism Activities”* or *“Threat Observation (Recognise Terrorist Threats)”*, and
- b. *“Perform Security Duties at Protected Areas and Protected Places”*

11. 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 exemption<sup>8</sup> 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 condominiums<sup>9</sup> or warehouses<sup>10</sup>; and
- b. From 1 January 2024, not deploy as a security officer anywhere.

**Deployment Matters**

12. Deployment of Aviation Security Officers outside airports

The licensee shall seek approval from the Licensing Officer for any deployment of Aviation Security Officers outside the airport.

In this condition, “Aviation Security Officer” means a licensed security officer who:

- a. has been exempted by the Licensing Officer from obtaining the mandatory WSQ certifications in *“Handle Security Incidents and Services”* and *“Provide Guard and Patrol Services”* for “Security Officer” as provided in Annex C of the 2014 STC Recommendations; and
- b. has been approved by the Airport Police Division for deployment within an airport.

13. Use of Patrol Dogs

The licensee shall not deploy any patrol dog<sup>11</sup> without the prior written approval of the Licensing Officer.

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<sup>8</sup> 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.

<sup>9</sup> 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

<sup>10</sup> Warehouses are buildings where storage is the principal use and where no business is transacted other than incidentally to such storage.

<sup>11</sup> A patrol dog is any dog used for patrolling, guarding of property, or detecting explosives, weapons, firearms and controlled drugs.

## 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

Grade <sup>12</sup>	Starting monthly basic wage <sup>13</sup>	Minimum years in service	WSQ certifications to be fulfilled	Job functions <sup>14</sup>
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 <b>2014 STC Recommendations</b> will apply and must be fulfilled by security officers of corresponding grades.  From <b>1 January 2024 onwards</b> , the training requirements and certification set out in <b>Section 3.7<sup>15</sup></b> and <b>Annex B of the 2023 STC Recommendations</b> 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](http://www.ntuc.org.sg/tripartiteguidelines)

<sup>12</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>13</sup> 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.

<sup>14</sup> Security officers of higher grade can perform the job functions of those of a lower grade but not vice versa.

<sup>15</sup> For the purpose of this document, existing officers refers to Security officers that joined the relevant grade before 1st January 2024.

### **SECTION 3: DOCUMENTARY RECORDS COMPLIANCE**

Unless exempted in writing by the Licensing Officer, the licensee shall maintain, and shall ensure that its security officers maintain, an occurrence book and an attendance book with the fields described below (in either hardcopy or electronic form) for every deployment site.

If any of the 2 books are maintained in hardcopy, the licensee shall ensure that only properly bound books are used, and this excludes loose sheets of papers filed or put together in a manner which facilitates the tampering of records in any way.

If any of the 2 books are maintained in an electronic form, the licensee must adopt appropriate measure to prevent any kind of tampering of the records.

These 2 books shall be kept for at least 18 months from the date of the last entry and must be made available to the service buyer and / or any officer from the Singapore Police Force or the Ministry of Manpower upon request.

#### **Occurrence Book**

The required fields are as follows:

1. Serial number
2. Time
3. Subject
4. Occurrence

#### **Maintenance of Occurrence Book**

1. The front cover of the Occurrence Book shall indicate the location of deployment site;
2. All entries are to be clearly written in indelible ink (*for hardcopies*);
3. All entries are to be recorded in chronological order;
4. No erasure or obliteration of any entry shall be made. If any mistake is made, the security officer shall cross out the incorrect entry with a single line, before appending his initial (*for hardcopies*);
5. No line between entries in the Occurrence Book is to be left blank;
6. No page may be removed from the Occurrence Book for any purpose (*for hardcopies*);
7. At the end of each day, the entry "Close book on XXXXXX (Date)" at 2400 hours and "Open book on XXXXXX (Date)" at 0001 hour must be entered in the Occurrence Book; and
8. The Serial number shall start from "1" after each opening of the book.

#### **Example of the format of Occurrence Book**

S/No	Date	Time	Subject	Occurrence
1	3.3.16	1430h	H/over duty	To SO Tan Ah Kow & SO John Lim. All in order.
2		1430h	T/over duty	From SO Peter Tan & SO Ivan Teo
3		1700h	Patrol	SO Tan Ah Kow left post for routine patrol
4		1730h	Returned	SO Tan Ah Kow returned from patrol
5		1900h	Rest	SO Tan Ah Kow left post for dinner.
6		2000h	Resume	Ref no. 5 resume duty at post
7		2000h	Rest	SO John Lim left post for rest
8		2030h	Check	OM Lim Ah Beng conducted supervisory check. All in order.
9		2045h	Left	Ref No. 8 left post
10		2100h	Resume	Ref no. 7 resume duty at post

### Attendance Book

The required fields are as follows:

1. Serial number
2. Name
3. NRIC/FIN (last 3 digit number with alphabet)
4. Grade
5. Type of Duty
6. Date and Time IN for duty
7. Signature IN
8. Date and Time OUT for duty
9. Signature OUT

### Maintenance of Attendance Book

1. The front cover of the Attendance Book shall indicate the location of deployment site;
2. All entries are to be clearly written in indelible ink (*for hardcopies*);
3. All entries are to be recorded in chronological order;
4. No erasure or obliteration of any entry shall be made. If any mistake is made, the security officer shall cross out the incorrect entry with a single line before appending his initial (*for hardcopies*);
5. No line between entries in the Attendance Book is to be left blank; and
6. No pages may be removed from the Attendance Book for any purpose (*for hardcopies*).

Example:

S/No.	Name	NRIC/FIN	Grade	Type of Duty	Date & Time IN	Signature IN	Date & Time OUT	Signature OUT
1	Tan Ah Meng	Sxxxx567A	SO	Guarding				
2	John Lim	Sxxxx678B	SSO	CCTV				
3	David Tan	Sxxxx789C	SS	Supervisor				

Issued by Licensing Officer  
Police Licensing & Regulatory Department  
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