

Outreach to In-House Employers of Security Officers

16 Aug 2016

Programme

Item	By
e2i Services	Employment and Employability Institute (e2i)
Security Progressive Wage Model	Police Licensing & Regulatory Department (PLRD)
Training Requirements	Singapore Workforce Development Authority (WDA)
Q&A	PLRD & WDA



SECURITY PWM

Scope

- Background
- Security Progressive Wage Model
 - 5-grades
 - WSQ Training
 - PWM Job Functions
- FAQs
- References

Background

- In 2012, Manpower Minister formed a Security Tripartite Cluster (STC) to look at issues faced by sector
- STC chaired by
 - Director, U Care Centre Zainal Sapari
 - Vice President SNEF John Ng
- STC comprises of :
 - Union representations
 - NTUC, USE, E2I (Union of Security Employee)
 - Government Agencies
 - MHA, SPF(PLRD), MOM, WDA
 - Industry
 - Trade Associations (SAS/ACSA), APRO Asian, Reachfield
 - Buyers of Services
 - Comfort Delgro, Acendas, Changi Airport Group

Security PWM

- On 29 Oct 2014, the Government has accepted the recommendations contained in the report of the Security Tripartite Cluster (STC) on the Progressive Wage Model (PWM) for the security industry.
- These recommendations will raise standards and professionalism across the security industry.

NTUC Pushes For Adoption Of Progressive Wage Model In The Cleaning, Landscape And Security Sectors

Categories: 2014, News

2014

1. The National Trades Union Congress' (NTUC) e2i (Employment and Employability Institute) kicks off 2014 with the Best Sourcing Symposium, a platform targeted at both Service Buyers and Service Providers from the Cleaning, Landscape and Security sectors to embark on best sourcing and adopt the Progressive Wage Model (PWM) to help Singaporean low wage workers achieve progressive and sustainable wages.
2. The PWM introduced by the Labour Movement in June 2012 aims to help workers earn better wages through skills upgrading and productivity improvements. It helps workers through 4 distinct ladders namely Wages, Skills, Productivity and Career Progression. With the PWM, companies will be able to better make use of their manpower, and ensure workers receive competitive wages that commensurate with enhanced job scopes and higher productivity levels.
3. The Labour Movement has been engaging Service Buyers on best sourcing since 2006. In 2009, a Best Sourcing Initiative (BSI) scheme for early adopters was introduced to help Service Buyers defray costs incurred in the adoption of best sourcing practices, as they pay more for quality service. Since then, a total of \$6.8 million has been committed to fund 120 best sourcing projects, and close to 4,000 workers are set to be impacted.

4. From January 2014, a new Progressive Wage Incentive (PWI) scheme will replace the previous BSI scheme. The PWI will provide funding to support \$50 million worth of contract value for Service Buyers who best source Cleaning, Landscape and Security contracts to Service Providers who adopt the PWM or the proposed working models which are being finalised by the Tripartite Committee. The new PWI will help service providers to pay their workers in the



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Singapore security industry to adopt progressive wage model from Sept 1, 2016

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Come September 1, 2016, businesses applying for or renewing a licence to operate a security agency in Singapore must adopt the Progressive Wage Model. PHOTO: SPH

OCT 29, 2014 1:06 PM

Come September 1, 2016, businesses applying for or renewing a licence to operate a security agency in Singapore must adopt the Progressive Wage Model.

This means security agencies must ensure their security officers get the required training and are paid wages in line with or higher than the levels which the model prescribes. That entails paying a monthly starting pay of at least \$51,100.



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Climbing the wage ladder: Progressive Wage Model 'is not a magic wand'



The Progressive Wage Model (PWM) has benefited workers in the cleaning sector such as Ho Jey Yee (right) and will be soon be implemented in the security sector to help other individuals such as Ho Yee Yee (left). PHOTO: AGC HOLDING FOR THE SUNDAY TIMES. CAPTION FOR THE SUNDAY TIMES.

PUBLISHED JUN 16, 2016, 5:00 AM SET | UPDATED JUL 5, 2016, 5:01 PM

Four years after the Progressive Wage Model was mooted, The Sunday Times looks at how it has benefited workers in the cleaning, security and landscaping sectors, and what challenges it faces.

For many years, they - cleaners, security guards and gardeners - toiled hard for low wages that scarcely rose.

These wielders of brooms, clipboards or pruning shears were often parents, or even elderly grandparents, sometimes supporting whole families on their flimsy wages alone.

But a new wage model - the Progressive Wage Model (PWM) - introduced by the Government after the labour movement first championed it four years ago is changing that. It was made compulsory for Singaporeans and permanent residents in the cleaning sector nearly two years ago, where it set entry-level basic monthly pay at \$1,000. Previously, the going rate was \$850.

THE STRAITS TIMES

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SINGAPORE: With the Progressive Wage Model (PWM) for the security sector set



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The Progressive Wage Model At A Glance

BUILDING A CAREER / December 30, 2015

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The **Progressive Wage Model** was first mooted in 2012 to help enhance the skills, productivity, career prospects and wages of workers in Singapore. And in the last year, it's made an impact in the lives of many workers in unionised companies in Singapore. Particular emphasis has also been placed on workers in low wage sectors such as Cleaning, Landscaping and Security services.

Here's a quick visual round-up to help you Understand the Progressive Wage Model better.



Security Progressive Wage Model

1. The Government has accepted the recommendations contained in the report of the Security Tripartite Cluster (STC) on the Progressive Wage Model (PWM) for the security industry, which was released today. The Government concurs with the STC's views that these recommendations will raise standards and professionalism across the security industry. Service buyers and consumers will in turn benefit from better security services and standards.

Five-level career progression model, with specific training requirements that tap on the WSQ

that tap on the Singapore Workforce Skills equipped with the skills to carry out their job security officers are paid wages that are in line with the WSQ. This pathway for security officers to progress to

higher wages as they become better skilled, more productive and take on higher job responsibilities. Security agencies to better attract and retain talent. [WSQ.]

Peg wages for each level to ensure security officers paid wages commensurate with skills and

Provides clear pathway for security officers to progress to higher wages as they become better skilled, more productive and take on higher job responsibilities

are in line or higher than the progressive wage levels specified in the PWM. As the PWM will apply to security officers deployed under both new and existing service contracts starting 1 September 2016, security agencies and service buyers are encouraged to factor in any anticipated cost increases when tendering for new contracts or renewing existing contracts.

4. An estimated 33,000 active security officers will benefit from improvements in skills training and a clearer career progression pathway as outlined in the STC report. Progressive wages that are in line with the PWM will be mandatory for an estimated 29,000 resident security officers. Security agencies that do not comply with the stipulated requirements may not have their licences renewed. PLRD will work with the Ministry of Manpower (MOM) and the Singapore Workforce Development Agency (WDA) to implement the PWM. More details on this new licensing condition will be released to the industry in 2015.

Security Progressive Wage Model

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2. The new five-level career progression model, with specific training requirements that tap on the Singapore Workforce Skills Qualifications for Security (Security WSQ) ensures that security officers are equipped with the skills to carry out their job functions. The pegging of progressive wages for each level will also ensure that security officers are paid wages that are commensurate with their skills and productivity. The PWM provides a clearer pathway for security officers to progress to higher wages as they become better skilled, more productive and take on higher job responsibilities. This will enable security agencies to better attract and retain well-trained security officers. [Please refer to [Annex A](#) for more details on Security WSQ.]
3. To ensure that there is uniform adoption of the PWM, compliance with the wage and training requirements will be one of the licensing conditions for security agencies. The Police Licensing and Regulatory Department (PLRD) will be incorporating the

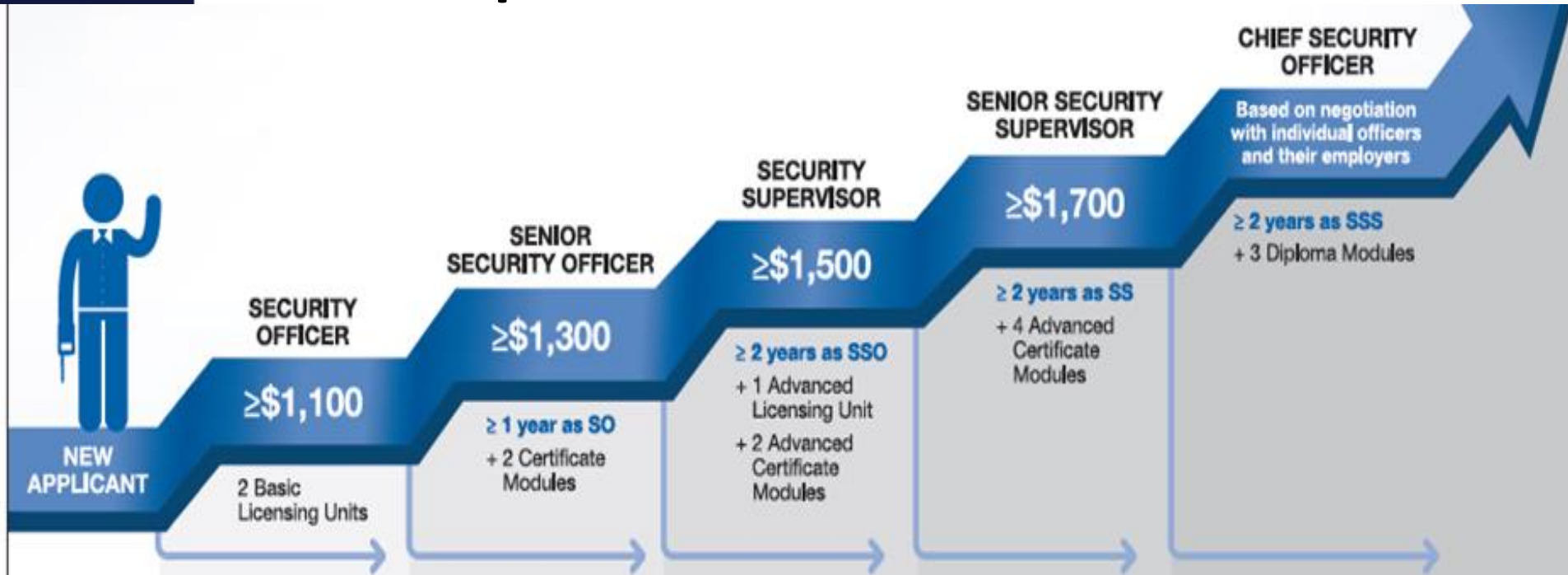
Compliance with wage and training requirements as it will be made a mandatory licensing conditions for security agencies

Security agencies and service buyers encouraged to factor in anticipated cost increases . By 1.9.2016, security agencies must ensure all security officers are on PWM. Apply to new and existing service contract at 1.9.2016.

Security agencies and service buyers are encouraged to factor in anticipated cost increases when negotiating or renewing existing contracts.

Compliance with the wage and training requirements will be mandatory for an estimated 10% of security agencies. The requirements may not have their own WSQs. The Singapore Workforce Development Agency (SWDA) has released the industry in 2015.

PWM Requirement



2 Requirements in Security PWM

- a. Actual Experience; AND
- b. Competency Requirement; AND



Security PWM Ranks & Wage

Competency Requirements

Rank	Modules
<u>Security Officer</u> (2 Mandatory BLUs)	<ul style="list-style-type: none"> • [MANDATORY] Handle security incidents and services (102C-1) ✓ • [MANDATORY] Provide guard and patrol services (103C-1) ✓
<u>Senior Security Officer</u> (+2 Mandatory Certificate Modules)	<ul style="list-style-type: none"> • [MANDATORY] Manage disorderly conduct and threatening behaviour (108E-1) ✓ • [MANDATORY] Operate basic security equipment (114E-1) ✓
<u>Security Supervisor</u> (+1 Mandatory ALU & 2 Advanced Certificate Modules)	<ul style="list-style-type: none"> • [MANDATORY] Supervise security officers (301C-1) ✓ • Assess and address security risks (302C-1) ✓ • Induct security personnel (305C-0) • Perform supervisory duties within legal framework (304C-0)
<u>Senior Security Supervisor</u> (+1 Mandatory Advanced Certificate Module & 3 Optional Advance Certificate Modules)	<ul style="list-style-type: none"> • [MANDATORY] Monitor and review security operations (310E-0) ✓ • Assess and address security risks (302C-1) - <i>not inclusive if taken previously</i> ✓ • Induct security personnel (305C-0) - <i>not inclusive if taken previously</i> • Perform supervisory duties within legal framework (304C-0) - <i>not inclusive if taken previously</i> • Conduct operation briefing and debriefing (302E-0) ✓ • Lead and manage a team of security officers (304E-0) • Perform monitoring and reporting duties at central command centre (305E-1) ✓ • Deploy security equipment (308E-2) ✓ • Contribute to the management of security incidents (311E-0) ✓ • Supervise crowd and traffic control activities (315E-1)
<u>Chief Security Officer</u> (+1 Mandatory Diploma Modules & 2 optional Diploma Modules)	<ul style="list-style-type: none"> • [MANDATORY] Manage security agency within legal framework (404C-1) • Manage security operations (402C-1) ✓ • Achieve work effectiveness in security environment (407C-1) • Manage and resolve conflict in security environment (406C-1)

Job Functions in Security PWM

- www.NTUC.org.sg/SecurityTripartiteCluster
 - Click on 'PWM Job Functions (updated 26 Feb 2016)
- Higher grade security personnel can perform functions specified for junior grades. However, junior grade security personnel cannot cover the function of a higher grade.

FAQs

- How would the Progressive Wage Model (PWM) affect the IHEs?

Compliance with Security PWM will be included as a licensing condition for all Security Officers wef 1 Sep 2016. Security Officers who do not comply with the licensing condition will be penalised.

- Are there any exemption clauses?

Please refer to our PLUS website for the exemptions.
<http://www.police.gov.sg/e-services/apply/licenses-and-permits/private-security-industry/security-officer-licence-application/training-requirements-and-exemption-criteria-for-security-officers#content>

FAQs

- Does it apply to all or only Security agencies.
Security PWM is applicable to all Security Agencies, as well as Security Officers.
- If it applies to all, why was IHEs not informed on 29th October 2014 (PWM implementation date)?
Security PWM was widely publicized in the papers on 29 Oct 14 and through several media releases in 2015 and 2016.
- Can PLRD extend the completion date, 1st September 2016 for IHEs?
The deadline to comply with PWM was announced in Oct 2014, giving ample notice to the whole industry. Postponing the date would be unfair to organizations which have made efforts at early compliance.

References

- www.NTUC.org.sg/SecurityTripartiteCluster
 - Recommendations of the STC on the PWM for Security Industry
- <http://www.police.gov.sg/e-services/apply/licenses-and-permits/private-security-industry/progressive-wage-model#content>



The End