

OFFICIAL (OPEN)  
With effect from 1 July 2024  
**SECURITY AGENCIES**  
**COMPETENCY EVALUATION CHECKLIST:**  
**ELECTIVE COMPETENCIES**

Name of Security Agency (SA)	
SA's Unique Entity Number	
Date of SA's Security Agencies Competency Evaluation (SACE) Notification Letter	
Date of Documents Submission by SA	
Date of Main Office Assessment	
Date of Deployment Site Assessment	
Number of security officers Based on PLRD's Records as of Date of SA's SACE Notification Letter	
Number of Deployment Sites Based on PLRD's Records as of the Date of SA's SACE Notification Letter	
Name of Assessor(s)	

**Note:**

- 1) For elective competencies, SAs with no deployment sites will not be assessed.
- 2) For Main Office and Deployment Site assessment, there shall not be any third parties present during the assessment. If the SA had hired a third party, eg, a consultant, to assist with SACE, he must not be present when the assessment is in progress. The assessors may terminate the assessment and invalidate the result, if such third parties refuse to leave the assessment site. The only exception to this would be for "E.2: Simulation Training".
- 3) For competencies whereby a stipulated minimum percentage of security officers or deployment sites is required (E.2, E.5, E.6, E.7, E.8 and E.9 refers), the minimum total number of security officers or deployment sites will be rounded up to the nearest whole number.

Example 1

The SA must send at least 10% of its total security officers (based on the number of SA's security officers in PLRD's records as of the date of notice of licence renewal) for the simulation training.

An SA with 47 security officers will be required to send at least 5 security officers for the training.

Example 2

SA has deployed body worn camera for 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of notice of licence renewal).

An SA with 55 deployment sites will be required to have at least 17 deployment sites with body worn camera.

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<b>Training Category</b>								
<b>Competency</b>								
<b><u>E.1 : Continuous Professional Development</u></b>								
<p><b>SA has a system to track the developmental training of its security officers for progression under the Security Progressive Wage Model (PWM)</b></p> <p><b><u>Main Office Assessment</u></b></p> <p>The SA's continuous professional development will be assessed by Assessors during main office assessment. SAs must minimally use a digital spreadsheet (e.g. Excel spreadsheet) to track the developmental training of its security officers' progression under PWM. Handwritten paper records and/or photographs of handwritten records which were digitalised will not be accepted. The SA must demonstrate the following components in their continuous professional development:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S/N</th> <th style="width: 70%;">Components</th> <th style="width: 20%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td> <p>The SA has a system to track the following:</p> <ul style="list-style-type: none"> <li>a) Particulars of security officers</li> <li>b) Training records of security officers</li> <li>c) Effective date of current PWM grades held by the security officers</li> <li>d) Projected dates when each security officer is eligible for progression to the next higher PWM grade</li> </ul> </td> <td></td> </tr> </tbody> </table>		S/N	Components	Y/N	1	<p>The SA has a system to track the following:</p> <ul style="list-style-type: none"> <li>a) Particulars of security officers</li> <li>b) Training records of security officers</li> <li>c) Effective date of current PWM grades held by the security officers</li> <li>d) Projected dates when each security officer is eligible for progression to the next higher PWM grade</li> </ul>		<b>Outcome</b>  Competent / Not Competent
S/N	Components	Y/N						
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<b><u>Assessor's Observation</u></b>								

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<b>Training Category</b>											
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<p><b><u>E.2 : Simulation Training</u></b></p> <p><b>SA uses simulation training, namely virtual reality (VR), augmented reality (AR) and mixed reality (MR) to train its security officers.</b></p> <p>Simulation training refers to the use of technology that attempts to emulate a physical world through the means of a digital simulated world by creating a surrounding sensory feeling, thereby creating a sense of immersion.</p> <p>SA must be able to demonstrate the adoption of at least <u>one</u> of the following in its simulation training:</p> <ul style="list-style-type: none"> <li>a) Virtual Reality (VR): refers to immersive computer generated simulations that are entirely self-contained in a virtual world. Examples of headsets that support VR includes Oculus Rift, HTC Vive, etc.</li> <li>b) Augmented Reality (AR): integrates immersive content with the real world by providing additional digital content such as information and guidance. Examples of hardware that supports AR include Microsoft HoloLens, mobile phones, Google Cardboard, etc.</li> <li>c) Mixed Reality (MR): combines the elements of both AR and VR, where real-world and digital world objects interact. Examples of hardware that supports MR includes Microsoft HoloLens, etc.</li> </ul> <p><b><u>Documentation Assessment</u></b></p> <p>The SA must send at least 10% of its total security officers (based on the number of SA's security officers in PLRD's records as of the date of SACE Notification Letter) for the simulation training.</p> <p>The SA must submit the list of security officers who had attended the simulation training conducted after the SA's last licence renewal date. The SA will be assessed on the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 80%; padding: 5px;">Components</th> <th style="width: 10%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">SA has sent at least 10% of its total security officers (based on the number of SA's security officers in PLRD's records as of the date of SACE Notification Letter) for the simulation training.</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">                     The list submitted by the SA must include the following components:                      a) Name                      b) Last four characters of NRIC/FIN No.                      c) Training Details                     <ul style="list-style-type: none"> <li>i. Name of Training Provider (in-house or outsourced service provider)</li> <li>ii. Course Title stating the type of technology used in simulation training</li> <li>iii. Date of Training</li> </ul> </td> <td style="padding: 5px;"></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	SA has sent at least 10% of its total security officers (based on the number of SA's security officers in PLRD's records as of the date of SACE Notification Letter) for the simulation training.		2	The list submitted by the SA must include the following components: a) Name b) Last four characters of NRIC/FIN No. c) Training Details <ul style="list-style-type: none"> <li>i. Name of Training Provider (in-house or outsourced service provider)</li> <li>ii. Course Title stating the type of technology used in simulation training</li> <li>iii. Date of Training</li> </ul>		<p>Competent / Not Competent</p>	
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**Main Office Assessment**

The SA's adoption of simulation training in the training of its security officers will be assessed by Assessors during Main Office Assessment. The SA must demonstrate the following components:

S/N	Components	Y/N
1	<u>Training Development</u>  The SA is able to produce training packages with evidence of simulation training in relation to any one of the basic training programs (please choose 1): a) Incident Response b) Guard & Patrol c) Threat Observation	
2	<u>Training Delivery</u>  SA can deliver the training packages to its security officers with the use of simulation training (either in-house or outsourced service provider).  For training package delivered in-house, SA is required to demonstrate the use of simulation training in the training package (e.g. live demonstration of how VR or AR or MR is used).  For training package delivered by a service provider, SA is required to submit the invoice from the service provider, indicating clearly that simulation training was adopted in the training package.	

The SA shall provide the evidence required for this criterion, which may include getting the service provider (if any) to be present, during the Main Office Assessment.

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	Competency	Outcome																		
	<p><b><u>E.3 : Job Redesign</u></b></p> <p><b>SA has capabilities to carry out a job redesign of its security officer's job through improvement in work processes or incorporating new technology to enhance productivity.</b></p> <p>Job Redesign<sup>1</sup> refers to the restructuring of work tasks and responsibilities to optimise processes and workforce allocation for improved productivity, and to better support business transformation priorities. It aims to create higher value jobs that are more fulfilling for employees and that contribute more effectively to the business's goals.</p> <p>The job redesign must be related to security outcome and pertaining to the job function or work process of the security officers. Job redesign for other functions e.g. Human Resource, Corporate Services etc will not be accepted.</p> <p>The job redesign must be implemented any time within two years prior to the date of the SACE Notification Letter. For example, if SACE Notification Letter is dated 1 Jul 22, then the SA may submit a job resign that was implemented between 1 Jul 20 and 1 Jul 22. The SA may outsource the job redesign to a service provider.</p> <p><b><u>Documentation Assessment</u></b></p> <p>The SA must submit a write-up of no more than 1000 words on one of the job function or work process that has been redesigned. The SA is to state the word count in the write-up, which must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 5%;">S/N</th> <th style="width: 80%;">Components</th> <th style="width: 15%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>One job function or work process that was redesigned. [no more than 50 words]</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>How the job function or work process was carried out previously. [no more than 50 words]</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>How the job function or work process has been redesigned e.g. adoption of technologies, review process/workflow. [no more than 500 words]</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Date of implementation [job redesign is implemented anytime within two years prior to the date of SACE Notification Letter]</td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td>           Evidence of benefits reaped from the job redesign as follows: [no more than 400 words]           <div style="margin-left: 20px;">             a) Manpower savings; and/or              b) Man-hours savings; and/or              c) Productivity enhancements; and/or              d) Cost reduction.           </div> </td> <td></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	One job function or work process that was redesigned. [no more than 50 words]		2	How the job function or work process was carried out previously. [no more than 50 words]		3	How the job function or work process has been redesigned e.g. adoption of technologies, review process/workflow. [no more than 500 words]		4	Date of implementation [job redesign is implemented anytime within two years prior to the date of SACE Notification Letter]		5	Evidence of benefits reaped from the job redesign as follows: [no more than 400 words] <div style="margin-left: 20px;">             a) Manpower savings; and/or              b) Man-hours savings; and/or              c) Productivity enhancements; and/or              d) Cost reduction.           </div>		Competent / Not Competent
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<sup>1</sup> Workforce Singapore, "Job Redesign Centre of Excellence", web link: [WSG | Job Redesign Centre of Excellence](#)

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**Main Office Assessment**

The assessors will select one of the SA's staff (managerial level & above) at the main office for assessment. The assessor will interview him/her in person to verify against the job redesign write-up submitted.

S/N	Component	Y/N
1	The SA's staff (managerial level & above) is able to describe the job-design based on the write-up submitted.	

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<p><b><u>E.4 : Business Continuity Plan</u></b></p> <p><b>SA has a Business Continuity Plan (BCP) to ensure business continuity in a contingency for its Main Office's operations and SA's staff are familiar with the BCP.</b></p> <p><b><u>Documentation Assessment</u></b></p> <p>The SA must submit a copy of the BCP for <u>all 4</u> contingencies listed in S/N 1. The BCPs must be reviewed annually.</p> <p>The BCPs must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 80%; padding: 5px;">Component</th> <th style="width: 10%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">1</td> <td style="padding: 5px;"> <p>Type of contingencies:</p> <ul style="list-style-type: none"> <li>i. Major disaster (eg island-wide floods, building collapse)</li> <li>ii. IT related incidents (eg cyber attacks)</li> <li>iii. Terror-related incident (eg bomb attack, vehicle attack)</li> <li>iv. Diseases outbreak (eg pandemic)</li> </ul> <p>The examples above are not exhaustive. SAs who submit BCPs with examples that are not under the above given examples are to explain why their selected example falls under the selected contingency. For example, an SA selects major disaster and uses the example of haze.</p> </td> <td style="vertical-align: top; padding: 5px;"></td> </tr> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">2</td> <td style="padding: 5px;">The BCP must describe and explain how the SA ensures that its business can continue based on the four contingencies.</td> <td style="vertical-align: top; padding: 5px;"></td> </tr> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">3</td> <td style="padding: 5px;">Roles and responsibilities of the SA's staff (both security and non-security staff) when the BCP is executed.</td> <td style="vertical-align: top; padding: 5px;"></td> </tr> <tr> <td style="text-align: center; vertical-align: top; padding: 5px;">4</td> <td style="padding: 5px;">Plan reviewed annually from the date of the last review.</td> <td style="vertical-align: top; padding: 5px;"></td> </tr> </tbody> </table>	S/N	Component	Y/N	1	<p>Type of contingencies:</p> <ul style="list-style-type: none"> <li>i. Major disaster (eg island-wide floods, building collapse)</li> <li>ii. IT related incidents (eg cyber attacks)</li> <li>iii. Terror-related incident (eg bomb attack, vehicle attack)</li> <li>iv. Diseases outbreak (eg pandemic)</li> </ul> <p>The examples above are not exhaustive. SAs who submit BCPs with examples that are not under the above given examples are to explain why their selected example falls under the selected contingency. For example, an SA selects major disaster and uses the example of haze.</p>		2	The BCP must describe and explain how the SA ensures that its business can continue based on the four contingencies.		3	Roles and responsibilities of the SA's staff (both security and non-security staff) when the BCP is executed.		4	Plan reviewed annually from the date of the last review.		<p>Competent / Not Competent</p>	
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<p><b><u>Assessor's Observation</u></b></p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>																	
<p><b><u>Main Office Assessment (Table-Top Exercise)</u></b></p> <p>The assessors will assess the SA at the main office. SA may select any one of the contingencies listed below:</p> <ul style="list-style-type: none"> <li>i. Major disaster (eg island-wide floods, building collapse)</li> <li>ii. IT related incidents (eg cyber attacks)</li> <li>iii. Terror-related incident (eg bomb attack, vehicle attack)</li> <li>iv. Diseases outbreak (eg pandemic)</li> </ul>																	

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SA must submit the Table-Top Exercise Plan to the assessor at least 5 working days prior to the assessment.

The Plan must comprise the following components:

S/N	Component	Y/N
1	Type of Contingency	
2	Objectives of Exercise	
3	Participants involved	

**Assessor's Observation**

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The table-top exercise must be the same as the Table-Top Exercise Plan submitted. During the assessment, the SA will demonstrate how the table-top exercise is conducted. The exercise must be conducted within 2 hours and must demonstrate the following processes:

S/N	Component	Y/N
1	Facilitator to carry out the selected contingency	
2	Facilitator to conduct an AAR	
3	Note taker to document the lesson(s) learnt and corrective measures	

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<p><b><u>E.5 : Security Checks</u></b></p> <p><b>SA has the capabilities to conduct bag checks and operate metal detection systems.</b></p> <p><b><u>Documentation Assessment</u></b></p> <p>The SA must have at least 10% of the SA's security officers (based on the number of SA's security officers in PLRD's records as of the date of SACE Notification Letter) who have completed the Workforce Skills Qualification (WSQ) on Security Screening Management (Conduct Security Screening of Person and Bag) or completed the Aviation Security Training for General Screener for aviation security officer (AVSO), certified by appropriate authority.</p> <p>The SA must submit the list of security officers or AVSOs who had attended the training. The SA will be assessed on the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">SA has at least 10% of its total security officers or AVSOs (based on the number of SAs' security officers in PLRD's records, as of the date of SACE Notification Letter), certified by WSQ or appropriate authority to conduct security screening of person and bag.</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">The list submitted by the SA must include the following components: a) Name b) NRIC/FIN No.</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p><b><u>Assessor's Observation</u></b></p> <div style="border: 1px solid black; height: 120px; margin-top: 10px;"></div> <p><b><u>Deployment site Assessment</u></b></p> <p>The SA must submit a list of deployment sites (based on PLRD's records as of the date of SACE Notification Letter), where handheld metal detector or walk-through metal detector are deployed with the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">Name and address of each deployment site</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">Operating hours of each deployment site</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites <b>within two weeks</b> of the date of SACE Notification Letter.</p>	S/N	Components	Y/N	1	SA has at least 10% of its total security officers or AVSOs (based on the number of SAs' security officers in PLRD's records, as of the date of SACE Notification Letter), certified by WSQ or appropriate authority to conduct security screening of person and bag.		2	The list submitted by the SA must include the following components: a) Name b) NRIC/FIN No.		S/N	Components	Y/N	1	Name and address of each deployment site		2	Operating hours of each deployment site		<p>Competent / Not Competent</p>	
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Assessors will select 1 deployment site for assessment and inform the SA at least 5 working days prior to the assessment. If the SA has no deployment site that requires such screening, the SA may do a mock-up deployment site for the purpose of the assessment and inform assessors on the address of the mock-up deployment site.

Name and Address of Deployment Site/Mock-up Site
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Assessors will conduct 1 physical exercise at the deployment site/mock-up site relating to bag checks and operate metal detection systems. The assessment will cover the following components:

S/N	Components	Y/N				
1	<p>The security officer is able to demonstrate from start to end on the screening process:</p> <ul style="list-style-type: none"><li>a) Prepare security screening for duty (e.g. prepare the security equipment)</li><li>b) Prepare person for security screening (e.g. inform visitor to empty pockets)</li><li>c) Conduct security screening with handheld metal or detector walk-through metal detector</li><li>d) Conduct manual screening (pat-down) of person</li><li>e) Conduct manual bag search</li><li>f) Conclude security screening activities</li></ul>					
2	<p>The security officer assessed in S/N.1 must have obtained Workforce Skills Qualification (WSQ) in Security Screening Management (Conduct Security Screening of Person and Bag). For AVSOs, they must complete the Aviation Security Training for General Screener certified by appropriate authority. Assessor will verify the skills certification against PLRD's database after the assessment.</p> <table><tr><td>NRIC/FIN</td><td>Name of security officer</td></tr><tr><td></td><td></td></tr></table>	NRIC/FIN	Name of security officer			
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Operational Processes Category													
Competency	Outcome												
<p><b><u>E.6 : Standard Operating Procedures (SOPs)</u></b></p> <p>SA has developed SOPs that are tailored to the unique security requirements of its deployment sites and these SOPs are stored in a centralised electronic repository, which its security officers may access any anytime, from anywhere, by using a mobile device.</p> <p><b><u>Deployment site Assessment</u></b></p> <p>SA has developed SOPs that are tailored to the unique security requirements of its deployment sites and these SOPs are stored in a centralised electronic repository for 50% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter).</p> <p>The SA must submit a list of deployment sites with SOPs tailored to the unique security requirements and SOPs stored in a centralised electronic repository. The SA will be assessed on the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">SOPs are stored in a centralised electronic repository for at least 50% of its total deployment sites (based on the number of SAs' deployment sites in PLRD's records as of the date of SACE Notification Letter).</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">The list submitted by the SA must include the following components: a) Name and address of each deployment site b) Operating hours of each deployment site</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites <b>within two weeks</b> of the date of SACE Notification Letter.</p> <p><b><u>Assessor's Observation</u></b></p> <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div> <p>Assessors will select 1 deployment site from the list submitted for assessment and inform the SA at least <u>5 working days</u> prior to the assessment.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="padding: 5px;"><b><u>Name and Address of Deployment Site</u></b></td> </tr> <tr> <td style="height: 30px;"></td> </tr> </table> <p>The assessment will cover the following components:</p>	S/N	Components	Y/N	1	SOPs are stored in a centralised electronic repository for at least 50% of its total deployment sites (based on the number of SAs' deployment sites in PLRD's records as of the date of SACE Notification Letter).		2	The list submitted by the SA must include the following components: a) Name and address of each deployment site b) Operating hours of each deployment site		<b><u>Name and Address of Deployment Site</u></b>		<p>Competent / Not Competent</p>	
S/N	Components	Y/N											
1	SOPs are stored in a centralised electronic repository for at least 50% of its total deployment sites (based on the number of SAs' deployment sites in PLRD's records as of the date of SACE Notification Letter).												
2	The list submitted by the SA must include the following components: a) Name and address of each deployment site b) Operating hours of each deployment site												
<b><u>Name and Address of Deployment Site</u></b>													

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S/N	Components	Y/N
1	The security officer must demonstrate evidence that he may access SOPs anytime and anywhere using a mobile device. Examples of mobile devices include hand phone, tablet, laptop. Desktops will not be accepted.	
2	<p>The electronic repository must include <u>all of</u> the following documents:</p> <p>a) Deployment of security officers at that site:</p> <ul style="list-style-type: none"> <li>i. Duties of security officers that is site specific</li> <li>ii. Location of where the security officers are deployed at that site</li> </ul> <p>b) The SOPs:</p> <ul style="list-style-type: none"> <li>i. Fire Emergencies</li> <li>ii. Bomb threat</li> <li>iii. Suspicious Persons, Vehicles, Activities and Objects</li> </ul>	

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Operational Processes Category														
Competency		Outcome												
<b><u>E.7 : Service Buyer Management Process</u></b>	<p><b>SA has processes in place to monitor the quality of its security services to its service buyers.</b></p> <p><b><u>Documentation Assessment</u></b></p> <p>The SA must submit the following documentary evidence:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S/N</th> <th style="width: 85%;">Component</th> <th style="width: 10%;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>           Service Delivery Guidelines outlining the process on how the SA ensures the delivery of quality of services to its service buyers which should include:           <ul style="list-style-type: none"> <li>a) Security related performance indicators for all contracts</li> <li>b) Regular meetings with service buyers to review security related performance indicators. The meeting should be held at least once a year or in accordance with what was stipulated in the service contract, whichever's stipulated frequency is higher.</li> <li>c) Process on how action plans are developed to mitigate or rectify any underperforming security related performance indicator</li> </ul> </td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>           Feedback Management Guidelines outlining the following:           <ul style="list-style-type: none"> <li>a) Feedback Form for service buyers on the delivery of service</li> <li>b) Feedback Collation with a system that is minimally a digital spreadsheet (e.g. Excel spreadsheet) for collation of feedback from clients. Hand-written paper records, and/or photographs and/or scanned copies of handwritten records will not be accepted.</li> <li>c) Feedback Analysis conducted by the SA to follow up on feedback received from service buyers</li> <li>d) Feedback Loop by SA to close the loop with service buyers on any follow up conducted based on client feedback</li> </ul> </td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>           List of service buyers whose contract period falls within the two years prior to the date of the SACE Notification Letter. The list must also contain the following details:           <ul style="list-style-type: none"> <li>a) Name of service buyer</li> <li>b) Email address</li> <li>c) Contact number</li> <li>d) Start date of contract</li> <li>e) End date of contract</li> </ul> </td> <td></td> </tr> </tbody> </table>	S/N	Component	Y/N	1	Service Delivery Guidelines outlining the process on how the SA ensures the delivery of quality of services to its service buyers which should include: <ul style="list-style-type: none"> <li>a) Security related performance indicators for all contracts</li> <li>b) Regular meetings with service buyers to review security related performance indicators. The meeting should be held at least once a year or in accordance with what was stipulated in the service contract, whichever's stipulated frequency is higher.</li> <li>c) Process on how action plans are developed to mitigate or rectify any underperforming security related performance indicator</li> </ul>		2	Feedback Management Guidelines outlining the following: <ul style="list-style-type: none"> <li>a) Feedback Form for service buyers on the delivery of service</li> <li>b) Feedback Collation with a system that is minimally a digital spreadsheet (e.g. Excel spreadsheet) for collation of feedback from clients. Hand-written paper records, and/or photographs and/or scanned copies of handwritten records will not be accepted.</li> <li>c) Feedback Analysis conducted by the SA to follow up on feedback received from service buyers</li> <li>d) Feedback Loop by SA to close the loop with service buyers on any follow up conducted based on client feedback</li> </ul>		3	List of service buyers whose contract period falls within the two years prior to the date of the SACE Notification Letter. The list must also contain the following details: <ul style="list-style-type: none"> <li>a) Name of service buyer</li> <li>b) Email address</li> <li>c) Contact number</li> <li>d) Start date of contract</li> <li>e) End date of contract</li> </ul>		Competent / Not Competent
S/N	Component	Y/N												
1	Service Delivery Guidelines outlining the process on how the SA ensures the delivery of quality of services to its service buyers which should include: <ul style="list-style-type: none"> <li>a) Security related performance indicators for all contracts</li> <li>b) Regular meetings with service buyers to review security related performance indicators. The meeting should be held at least once a year or in accordance with what was stipulated in the service contract, whichever's stipulated frequency is higher.</li> <li>c) Process on how action plans are developed to mitigate or rectify any underperforming security related performance indicator</li> </ul>													
2	Feedback Management Guidelines outlining the following: <ul style="list-style-type: none"> <li>a) Feedback Form for service buyers on the delivery of service</li> <li>b) Feedback Collation with a system that is minimally a digital spreadsheet (e.g. Excel spreadsheet) for collation of feedback from clients. Hand-written paper records, and/or photographs and/or scanned copies of handwritten records will not be accepted.</li> <li>c) Feedback Analysis conducted by the SA to follow up on feedback received from service buyers</li> <li>d) Feedback Loop by SA to close the loop with service buyers on any follow up conducted based on client feedback</li> </ul>													
3	List of service buyers whose contract period falls within the two years prior to the date of the SACE Notification Letter. The list must also contain the following details: <ul style="list-style-type: none"> <li>a) Name of service buyer</li> <li>b) Email address</li> <li>c) Contact number</li> <li>d) Start date of contract</li> <li>e) End date of contract</li> </ul>													
<p><b><u>Assessor's Observation</u></b></p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>														
<p><b><u>Main Office Assessment</u></b></p>														

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The assessor will randomly select 1 service buyer for the SA to demonstrate the start to end process outlined in the Service Delivery and Feedback Management Guidelines. The assessor will inform the SA at least 5 working days prior to the assessment on the selected service buyer.

S/N	Component	Y/N
1	SA is able to demonstrate that the process in the Service Delivery Guidelines is carried out for the selected service buyer	
2	SA is able to demonstrate that the process in the Feedback Management Guidelines is carried out for the selected service buyer	

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Command, Control and Communication (C3) Category		
Competency		Outcome
<b><u>E.8 : Supervision</u></b>  <b>SA has a system which enables remote supervision of its security officers.</b>  <b><u>Main Office Assessment</u></b>  The SA must demonstrate evidence on the use of technology to facilitate real time remote supervision of its security officers.  Assessors will conduct verification during the main office assessment.  The remote supervision must cover both i) real time electronic attendance taking and ii) real time remote supervision.  The assessment will cover the following components:		Competent / Not Competent
<b>S/N</b>	<b>Components</b>	
	i. <u>Real Time Electronic Attendance System</u>	
1	SA has a real time electronic attendance taking system that covers at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter) (i.e. verification of attendance through phone calls is not accepted) centrally monitored at its Command Centre or Ops Room.	
	ii. <u>Real Time Remote Supervision</u>	
2	SA has an independent secured electronic system that allows real time remote supervision of security officers, centrally monitored at its Command Centre or Ops Room with all of the following components: <ul style="list-style-type: none"> <li>a) The electronic system has visual capability to allow supervisors to conduct independent checks on the security officer's safety and alertness at the deployment sites</li> <li>b) Tracking of the security officers' completion of duties at the deployment sites (eg: completion of patrol routes, completion of access control duties at guard house)</li> <li>c) The number and addresses of the SA's deployment sites</li> <li>d) The number of security officers deployed at each of the SA's deployment site</li> <li>e) The names of security officers deployed at each of the SA's deployment site</li> </ul> The system must cover at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter). SA must provide documentary proof to the assessors if all the deployment of SOs is only for static duties. (eg: SOs only deployed at the guard house)	

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<b>Command, Control and Communication (C3) Category</b>														
<b>Competency</b>	<b>Outcome</b>													
<p><b><u>E9 : Body Worn Cameras</u></b></p> <p><b>SA has equipped its SOs with body worn cameras (BWC) and has an accompanying Standard Operating Procedure (SOP) so that the SOs know how to use the BWC.</b></p> <p><b><u>Documentation Assessment</u></b></p> <p>SA has equipped its SOs with BWCs for at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter) with at least 50% of the SOs at each deployment site to use BWCs whilst on duty. SAs must ensure that approval has been obtained from PLRD prior to the deployment of BWCs.</p> <p>The SA must submit a list of deployment sites whereby SOs are equipped with BWCs and the SOP on body worn cameras. The SA will be assessed on the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1</td> <td style="padding: 5px;">The SA equipped its SOs with BWCs with at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter) with at least 50% of SOs using BWCs at each deployment site.</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">2</td> <td style="padding: 5px;">                     The list submitted by the SA must include the following components:                     <ul style="list-style-type: none"> <li>a) Name and address of each deployment site</li> <li>b) Operating hours of each deployment site</li> <li>c) Location whereby the BWC video footage is stored: e.g. Main Office or Deployment Site or locally on the BWC.</li> <li>d) Total number of SOs at each deployment site</li> <li>e) Total number of SOs using BWC at each deployment site</li> </ul> </td> <td style="padding: 5px;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">3</td> <td style="padding: 5px;">The SA has a SOP on BWCs.</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites and SOP <b>within two weeks</b> of the date of SACE Notification Letter.</p> <p><b><u>Assessor's Observation</u></b> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div> <p><b><u>Main Office and/or Deployment Site Assessment</u></b></p> <p>Assessors will conduct verification at the location where BWC footage is stored (e.g. main office (Command Centre or Operations Room) and/or at the deployment site), depending on where the body worn camera footages are stored. The assessment will cover the following components:</p>	S/N	Components	Y/N	1	The SA equipped its SOs with BWCs with at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter) with at least 50% of SOs using BWCs at each deployment site.		2	The list submitted by the SA must include the following components: <ul style="list-style-type: none"> <li>a) Name and address of each deployment site</li> <li>b) Operating hours of each deployment site</li> <li>c) Location whereby the BWC video footage is stored: e.g. Main Office or Deployment Site or locally on the BWC.</li> <li>d) Total number of SOs at each deployment site</li> <li>e) Total number of SOs using BWC at each deployment site</li> </ul>		3	The SA has a SOP on BWCs.		<p>Competent / Not Competent</p>	
S/N	Components	Y/N												
1	The SA equipped its SOs with BWCs with at least 30% of the SAs' deployment sites (based on the number of SA's deployment sites in PLRD's records as of the date of SACE Notification Letter) with at least 50% of SOs using BWCs at each deployment site.													
2	The list submitted by the SA must include the following components: <ul style="list-style-type: none"> <li>a) Name and address of each deployment site</li> <li>b) Operating hours of each deployment site</li> <li>c) Location whereby the BWC video footage is stored: e.g. Main Office or Deployment Site or locally on the BWC.</li> <li>d) Total number of SOs at each deployment site</li> <li>e) Total number of SOs using BWC at each deployment site</li> </ul>													
3	The SA has a SOP on BWCs.													

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S/N	Components	Y/N
i. <u>Location where BWC video footage is stored</u>		
1	The SA must describe the purpose for the use of BWCs (e.g: real time monitoring of SOs on duty to provide assistance to SOs if required, recordings to aid in post incident investigation)	
2	The SA must demonstrate either: a) Real time live recording: the streaming back of real-time footages from the BWC <u>or</u> b) Non real time recording: how recorded video footages from the BWC are transferred for storage or how the footage is stored on the BWC itself.	
3	The SA must make available the recorded video footages from the BWC which covers the period of one month prior to the date of Main Office or deployment site assessment.	
ii. <u>Deployment Site Assessment</u>		
4	<p>The assessors will select 1 deployment site from the submitted list to verify the following components:</p> <p>a) The SO must demonstrate how to operate the BWC; b) The SO must describe the procedures of using the BWC when responding to incidents.</p> <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <u>Name and Address of Deployment Site</u>  <div style="border: 1px solid black; height: 15px; width: 100%;"></div> </div>	

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<b>Competency</b>	<b>Outcome</b>																
<p><b><u>E.10 : Video Analytics</u></b></p> <p><b>SA has video analytics capabilities.</b></p> <p>Video analytics refers to computer-based analytics of video built on computer vision and video motion detection capabilities.<sup>2</sup></p> <p><b><u>Main Office or Deployment Site Assessment</u></b></p> <p>The SA must submit a list of deployment site(s) whereby video analytics was deployed, which must include the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Name and address of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Address of location where video analytics is being monitored</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Operating hours of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Type of video analytics deployed at each deployment site namely: a) Feature recognition or pattern; or b) Pattern or movement recognition; or c) Calculation and density assessment.</td> <td></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites <b>within two weeks</b> of the date of SACE Notification Letter.</p> <p>Deployment sites without any security officers deployed can be accepted for assessment. The SA must state clearly in the list should there be any such sites and submit supporting documents (eg: contracts with clients) as proof that there are no security officers deployed.</p> <p><b><u>Assessor's Observation</u></b></p> <div style="border: 1px solid black; height: 120px; margin: 10px 0;"></div> <p>The SA must demonstrate evidence of the use of video analytics capabilities to deliver effective security outcomes.</p> <p>Assessors will conduct verification during main office or deployment site, depending on the location where video analytics is being monitored, as declared in S/N.2 above.</p>	S/N	Components	Y/N	1	Name and address of each deployment site		2	Address of location where video analytics is being monitored		3	Operating hours of each deployment site		4	Type of video analytics deployed at each deployment site namely: a) Feature recognition or pattern; or b) Pattern or movement recognition; or c) Calculation and density assessment.		<p>Competent / Not Competent</p>	
S/N	Components	Y/N															
1	Name and address of each deployment site																
2	Address of location where video analytics is being monitored																
3	Operating hours of each deployment site																
4	Type of video analytics deployed at each deployment site namely: a) Feature recognition or pattern; or b) Pattern or movement recognition; or c) Calculation and density assessment.																

<sup>2</sup> Enterprise Singapore (2019). *Technical Reference: Video Analytics within video surveillance systems TR 69: Part 1: 2019*, Pg 9

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The assessment will cover the following components:

S/N	Components	Y/N
1	SA may select at least one type of video analytics deployed at the deployment site from the list below a) Feature recognition (eg: facial recognition, identification of make and model of vehicles, automatic number plate recognition) <u>or</u> b) Pattern or movement recognition (eg: detection of objects, trespassing by people, vehicles or objects, detection of specific human behavioural pattern such as loitering, fights etc) <u>or</u> c) Calculation and density assessment (eg: people and/or vehicle counting, calculation of people and/or vehicle density).	
2	The assessors will select 1 deployment site of each SA for verification and inform the SA at least <u>5 working days</u> prior to the assessment. The staff operating the video analytics must demonstrate the features and describe the purpose of the video analytics usage selected in S/N 1.  <div style="border: 1px solid black; padding: 2px; margin-top: 10px;">Name and Address of Deployment Site</div> <div style="border: 1px solid black; height: 20px; margin-top: 2px;"></div>	

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Command, Control and Communication (C3) Category														
Competency	Outcome													
<p><b><u>E.11 : Remote Guarding</u></b></p> <p><b>SA has remote security guarding capabilities</b></p> <p>Remote security guarding refers to centralised surveillance of deployment sites supported by real-time video feeds and/or network of sensors and analytics and incident response protocols.</p> <p><b><u>Main Office or Remote Guarding Centre Assessment</u></b></p> <p>The SA must submit a list of deployment site(s) under remote guarding with the following:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Name and address of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Operating hours of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Address of remote guarding centre if it is not located at the SA's Main Office</td> <td></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites <b>within two weeks</b> of the date of SACE Notification Letter.</p> <p>Deployment sites without any security officers deployed can be accepted for assessment. The SA must state clearly in the list should there be any such sites and submit supporting documents (eg: contracts with clients) as proof that there are no security officers deployed.</p> <p><b><u>Assessor's Observation</u></b> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 200px; margin: 10px 0;"></div> <p>The SA must demonstrate evidence of its remote guarding capabilities.</p> <p>Assessors will conduct verification at the main office (Command Centre or Operations Room) or at the remote guarding centre.</p>	S/N	Components	Y/N	1	Name and address of each deployment site		2	Operating hours of each deployment site		3	Address of remote guarding centre if it is not located at the SA's Main Office		<p>Competent / Not Competent</p>	
S/N	Components	Y/N												
1	Name and address of each deployment site													
2	Operating hours of each deployment site													
3	Address of remote guarding centre if it is not located at the SA's Main Office													

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The assessment will cover the following components:

S/N	Components	Y/N
1	<p>The assessors will select 1 deployment site of each SA for verification and the SA must:</p> <ul style="list-style-type: none"><li>i. demonstrate the streaming back of real-time video footages and/or network of sensors and analytics to its main office or remote guarding centre and</li><li>ii. describe the incident management process which could include the use of dynamic guarding</li></ul> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"><u>Name and Address of Deployment Site</u></div> <div style="border: 1px solid black; height: 20px; margin-top: 2px;"></div>	

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<b>Command, Control and Communication (C3) Category</b>																				
<b>Competency</b>	<b>Outcome</b>																			
<p><b><u>E.12 : Technology Enabled Patrol</u></b></p> <p><b>SA has a technology enabled platform to carry out patrol (e.g. autonomous robot or drone patrol) which can stream back live video footages to the Command Centre.</b></p> <p><b><u>Main Office Assessment</u></b></p> <p>The SA must submit a list of deployment site(s) whereby the technology enabled patrol was deployed with the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Name and address of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Operating hours of each deployment site</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Type of technology enabled patrol deployed at each deployment site</td> <td></td> </tr> </tbody> </table> <p>The SA must submit the list of deployment sites <b>within two weeks</b> of the date of SACE Notification Letter.</p> <p>Deployment sites without any security officers deployed can be accepted for assessment. The SA must state clearly in the list should there be any such sites and submit supporting documents (eg: contracts with clients) as proof that there are no security officers deployed.</p> <p><b><u>Assessor's Observation</u></b> (To state reasons if any of the components are not present)</p> <div style="border: 1px solid black; height: 120px; margin: 10px 0;"></div> <p>The SA must demonstrate evidence of <u>at least one technology</u> listed below which enable patrols to be carried out at deployment sites.</p> <p>Assessors will conduct verification during main office assessment.</p> <p>The assessment will cover the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 10%; padding: 5px;">S/N</th> <th style="width: 70%; padding: 5px;">Components</th> <th style="width: 20%; padding: 5px;">Y/N</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top;">1</td> <td> SA must select at least one type of technology enabled patrol deployed at the deployment site from the list below: <div style="margin-left: 20px;"> i. Autonomous security robot(s) <u>or</u>  ii. Drone security patrol that is in compliance with Civil Aviation Authority Singapore (CAAS) Regulatory requirements.  iii. Other technologies that enables patrols (This technology must not be used for E.11). </div> </td> <td></td> </tr> </tbody> </table>	S/N	Components	Y/N	1	Name and address of each deployment site		2	Operating hours of each deployment site		3	Type of technology enabled patrol deployed at each deployment site		S/N	Components	Y/N	1	SA must select at least one type of technology enabled patrol deployed at the deployment site from the list below: <div style="margin-left: 20px;"> i. Autonomous security robot(s) <u>or</u>  ii. Drone security patrol that is in compliance with Civil Aviation Authority Singapore (CAAS) Regulatory requirements.  iii. Other technologies that enables patrols (This technology must not be used for E.11). </div>		Competent / Not Competent	
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OFFICIAL (OPEN)  
With effect from 1 July 2024  
**SECURITY AGENCIES**  
**COMPETENCY EVALUATION CHECKLIST:**  
**ELECTIVE COMPETENCIES**

2	<p>The assessors will select 1 deployment site of each SA for verification. For the selected technology enabled patrol in S/N.1, the SA must:</p> <ul style="list-style-type: none"><li>i. demonstrate the streaming back of real-time video footages to Command Centre and</li><li>ii. describe the incident management process for incidents detected through the selected technology.</li></ul> <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"><u>Name and Address of Deployment Site</u></div> <div style="border: 1px solid black; height: 20px; margin-top: 2px;"></div>	
<p><b>Assessor's Observation</b> (To state reasons if component not present)</p> <div style="border: 1px solid black; height: 300px; width: 100%;"></div>		

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