Refresher E- Quiz For Security Officer

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Introduction

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

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Basic Licensing units (BLUs) Slide

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- Provide Guard & Patrol

2. SEC-ICM-1003-1.1- Incident Response 27-48

- Handle Security Incidents and Services

3. SE-OBS-1002-1.1- Threat Observation 49-63

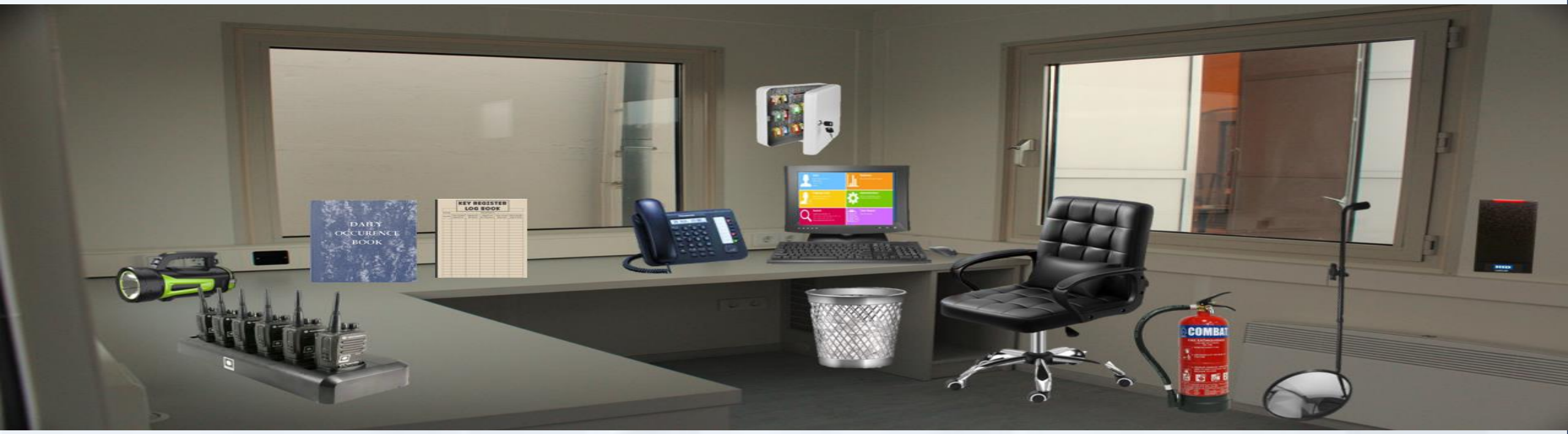
- Recognise Terrorist Threats

Useful Information for Sos 64-73

- Overview of the Security Officer License
- Employment Rights
- Work Ethics(PSIA- Code of Conduct and Protection for SOs)
- Workplace Safety and Health
- Personal Data Protection Act (PDPA) and Dealing with Data Breaches

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

1) What are the procedures for taking over duties in the guard house?



- ✓ Account for the items according to the equipment checklist provided and organize them properly
- ✓ Ensure the place is clean and tidy
- ✓ Note and follow up on any pending issues and incidents of interest from previous shifts

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

2) What is the purpose of the Fire Alarm System?



✓ To monitor, alert and identify the location of fire in the premises

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

3) What is the purpose of a handheld metal detector?



✓ To detect metallic objects in a person's possession

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

4) What is the purpose of CCTV cameras?



✓ To monitor secure/ sensitive areas and people's movement

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

5) The following are safety equipment that you will need to wear when you patrol a construction site.





1.Safety Helmet



3. Safety Gloves



2.Safety Boots

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

6) Below are the 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

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

7) What should you do if the goods brought in by delivery man do not tally with the delivery order?





Delivery Order Form

Biomedical Research Store, NCRC

Please see important order information and policies on following page prior to placing an order.

Please Choose One:

(Place your order by 9:30 am for a morning delivery or by 1:30 pm for an afternoon delivery)

☐ Morning Shipment ☐ Afternoon Shipment ☐ First Available

(Unless extenuating circumstances are encountered, morning shipments will be delivered no later than 12:00 pm, and afternoon shipments no later than 4:00 pm)

Ordered By:

Name: _____ Uniqname: _____

Lab/P.I.: _____ Department: _____

Delivery Address: _____

Phone Number: _____ Shortcode: _____

Product Information:

Store Use			Company	Item Description	Catalog Number	Order Quantity	Store Use Only Unit/Kit Qty	Size
Date/Uniqname								

Additional requests: _____

Store Use:

Invoice Number: _____

Notes: _____

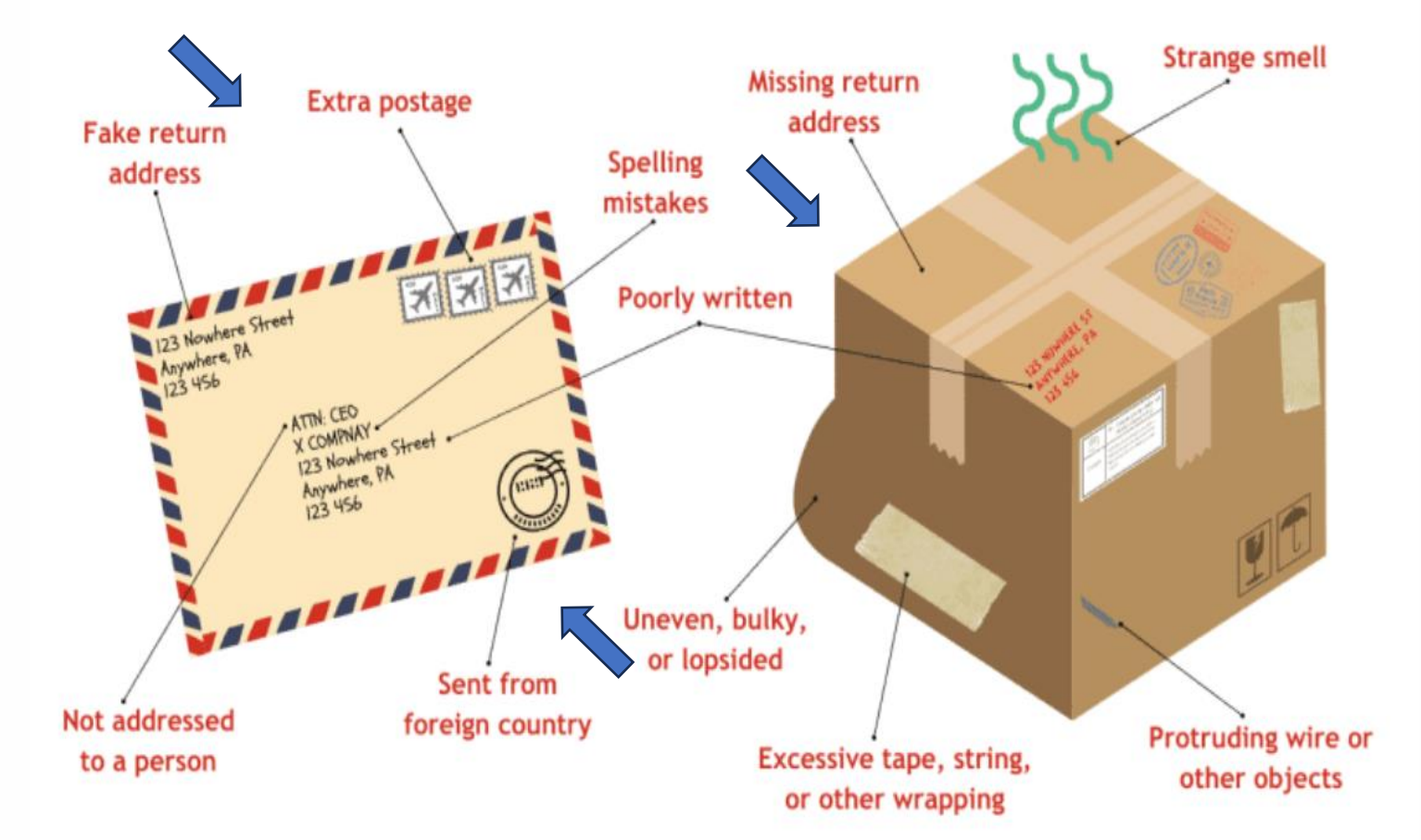
Back-order and Out of Stock Status	
Item	Availability Date/Comments

University of Michigan Biomedical Research Store

- ✓ Ask for correct delivery order/ another delivery order
- ✓ Reject the delivery goods

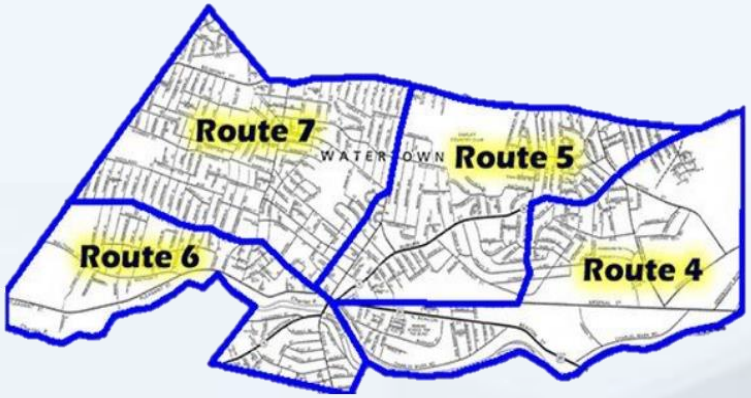
Basic Licensing Units (BLUs)
Summary of Important Information from SEC-SOP-1007-1.1-Guard and Patrol (Provide Guard & Patrol Services)

8) The following are tell-tale signs of a suspicious letter or parcel:



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

9) The following are types of information that should not be shared with an outsider or reporter.



1. Patrol Route



2. Location of CCTV cameras



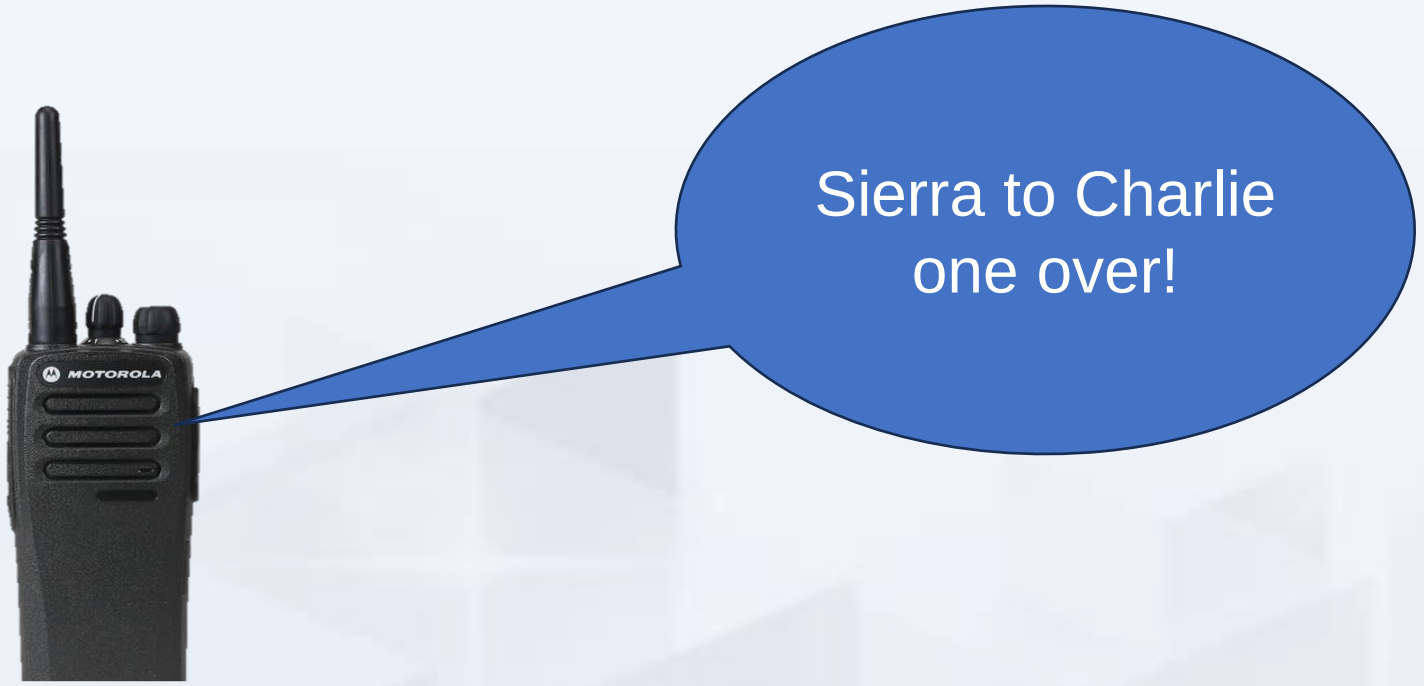
3.Particulars and movement of management staff



4. Number of security personnel on duty in the premises

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

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

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

11. If a company requires persons entering or leaving the premises to be searched by the security officers, can you procced the search?





✓ Yes, you are to follow company's instruction

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

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, why is /she visiting the premises, his/her company name, photo ID. Record his/her entry and issue visitor pass. Remind the visitor to ensure the pass remain visible when they are within the premises. For visitor 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.

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

13) What should you do if you see someone smoking at non-smoking zone.





✓ Stop him/her from smoking and inform him/her that this is non-smoking zone.

✓ Direct him/her to the smoking zones and inform supervisor and record the incident if required.

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

14) If you on/off duty and in guardhouse, should you answer the guardhouse phone when it ring?



✓ Yes, answer the phone without delay and offer assistance if possible. Do check with your supervisor if you are unsure.

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

15) What should you do when you receive an emergency call from premises (e.g a fire) when you are in the guard house?





- ✓ Remain calm and gather information from caller (e.g type of fire, location of fire, number of person injured)
- ✓ Assure the caller that you will be assisting to call SCDF for assistance and ask for the caller's particulars (e.g, name and contact number)

Scenario Based Questions- Scenario 1

The Facilities Manager approaches you to collect the key to 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 authorized 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 laves the premises.

Scenario Based Questions- Scenario 2

You encounter a person who has been banned from entering the premises but 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.

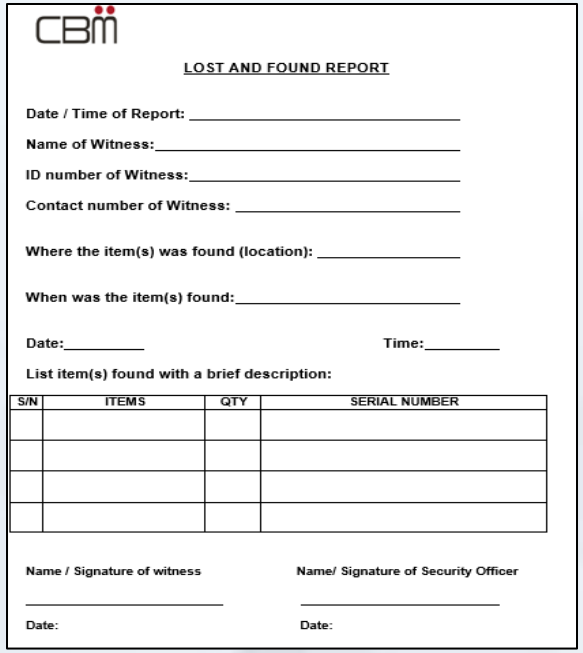
Scenario Based Questions- Scenario 3

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





1. Politely inform the visitor that you need to check the contents in the wallet in his presence.
2. Ask the visitor would like to be witness, ask for his ID for verifications if he agree to be 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 visitors to check the items and sign in in the Lost and Found Book.
6. Keep the wallet and its content in safe place under lock and key.



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LOST AND FOUND REPORT

Date / Time of Report: _____

Name of Witness:_____

ID number of Witness:_____

Contact number of Witness: _____

Where the item(s) was found (location): _____

When was the item(s) found:_____

Date:_____ Time:_____

List item(s) found with a brief description:

S/N	ITEMS	QTY	SERIAL NUMBER

Name / Signature of witness

_____

Date:

Name/ Signature of Security Officer

_____

Date:



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Scenario Based Questions- 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 the surrounding area for unusual activities, (e.g. if any door is left unlocked, possible break in through the window, suspicious person loitering around etc.

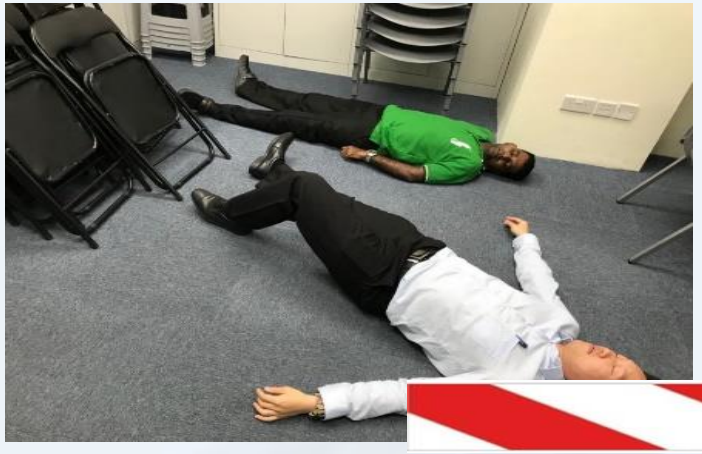
3. Report to Control room on the findings and request the maintenance team to bring a ladder to remove the plastic bag.

4. Report to Control Room once the plastic bag have removed.

5. Record the incident according to your employer's procedures.

Scenario Based Questions- 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 collogues are having difficulty breathing and two have just collapsed. You also notice an unfamiliar chemical smell in the air. What should you









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 unable to breath and two staffs 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 Based Questions- 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?



Hello I am Reporter A calling from STT. May I know how many CCTV camera you have installed in your premises?

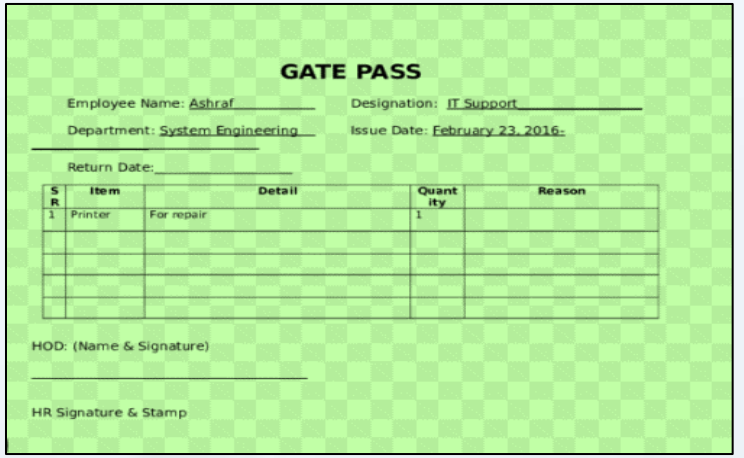
1. Greet the caller politely and inform him/her that you are not authorized to answer this question.
2. Ask if he/she can be put on hold while you check with supervisor if you can transfer the call.
3. Relay the information to your supervisor and check if he/she can take the call before transferring.
4. If your supervisor is not available, check with the caller if /she would like to leave a message.
5. Ask for the details (e.g. date, 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 supervisor when he/she is available.

Scenario Based Questions- Scenario 7

You are performing static duties at the guardhouse. While checking the bag of 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 the item out, seize the item and detain the visitor.
3. Keep the item in secured place.
4. Inform Control Room and call the police and request back up.
5. When the police arrive, handover the suspect and “stolen” items to the police.
6. Update control room and record the incident according to your employer’s procedures.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

1. The duties and responsibilities of a Security Officer are :





- ✓ Protect lives and property
- ✓ Ensure the guarded building/ facility/ premises is safe and secure.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

2. Why do you need to know the layout of the building?





- ✓ Protect lives and property
- ✓ Ensure the guarded building/ facility/ premises is safe and secure.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

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







- ✓ Burst water pipe
- ✓ Gas leak
- ✓ Faulty corridor lighting

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

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.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

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







- ✓ Possession of weapon
- ✓ Robbery
- ✓ Criminal Trespassing

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

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 area
- ✓ Befriending security and maintenance team to get information concerning shift patterns, security measures of the premises.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

7. The following are examples of types of suspicious behaviour:





- ✓ Entering the premises or wandering within premises without a valid pass or prior notification
- ✓ Placing an object or parcel within premises or outside the premises for long time
- ✓ Sweating profusely
- ✓ Avoiding eye contact
- ✓ Signs of nervousness
- ✓ Avoiding being captured on CCTV cameras
- ✓ Dangling wire or electric switches from hands, bags or clothing

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

8. The following are examples of a person wearing inappropriate attire and maybe 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 and hands.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

9. The following are acts of terrorism that terrorist use to achieve their goals:









- ✓ Parcel/Letter Bomb (IED)
- ✓ Car Bomb
- ✓ Suicide bomber
- ✓ Vehicle ramming
- ✓ Active shooter
- ✓ Sabotage vital installations

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

10. Where can you usually find fire extinguishers in buildings?



✓ Mostly at exits or access points

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

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.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

12. Why do you have to know the location of the Break Glass or Call Point?



✓ To raise the alarm quickly when there is a fire.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

13. Emergency and non-emergency ambulance services can be contacted at:





✓ 995- for emergency ambulance service

✓ 1777- for non-emergency ambulance services

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

14. Steps to treat a sprain:

R



REST the sprained joint.

I



ICE or apply a cold compress to the sprain.

C



COMPRESS the sprained joint using a bandage or soft padding.

E

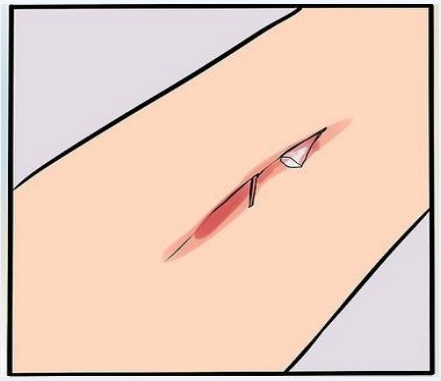


ELEVATEthe sprained joint.

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

15.Steps to treat a minor cut:



Check if there is any foreign object in the wound (e.g. glass fragment)



If there is no foreign object within the wound, place cotton gauze over the wound



Apply direct pressure to stop bleeding



Plaster/ bandage the wound

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

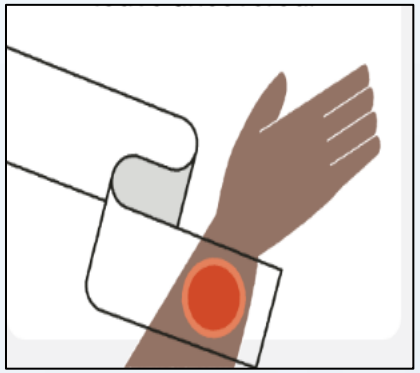
16. Steps to treat a minor burn:



Cool the burnt area under cold running water



Gently remove rings, watches, belts or constricting clothing from the injured area before it start to swell



Cover the injured area with clean/sterile and non fluffy material

Summary of Information from DEC-ICM-1003-1.1- Incident Response (Handle Security Incidents and Services)

Shorts Answer Questions

17. Steps to Operate a Fire Extinguisher



Step 1: Pull the Safety Pin

Step 2: Aim Hose

Step 3: Squeeze Lever

Step 4: Sweeping Left to Right

Scenario Based Questions- Scenario 1

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

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 ambulance is on the way.

4. Note down the victims' (if conscious) particulars for reporting.
   (i.e Name, NRIC number, contact details and address)

5. Upon the arrival, of the ambulance, update the paramedic on the incident.

6. Update Control Room on the progress at the incident site (name of paramedic who takeover the case and which hospital the victim was sent to)
7. Update control room and record the incident according to your employer's procedures.



Scenario Based Questions- 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, cordon 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 Based Questions- Scenario 3

While on patrol duty, 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.

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 back up and bring cordon tape and “Danger Keep Out "sign to warn people.

5. Update control room and record the incident according to your employer’s procedures.









Scenario Based Questions- 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 the Police to trace the 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 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.

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BOMB THREAT CALL CHECKLIST

SN	QUESTIONS	ANSWER
1	Where is the bomb?	
2	When will the bomb explode?	
3	How does the bomb look like?	
4	What will activate the bomb?	
5	Why did you do this?	
6	What is your name?	

Identification of Caller	(To tick the appropriate boxes)
Voice and Tone	Male☐ Female☐
Language and Accent	English☐ Tamil ☐ Malay☐ Mandarin☐
Manner of speaking	Fast☐ Slow☐ Normal☐
Background noise	MRT☐ Wet market☐ Coffeeshop☐ Coffee dispenser☐

Recorded by:	
Date:	Time:
Name:	Signature:



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

Shorts Answer Questions

1. What is Terrorism?



- ✓ Violence or threat of violence
- ✓ A mean to an end
- ✓ To create fear and instability in societies for a political aim

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

Shorts Answer Questions

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 any assistance from any group.



Group attack- a coordinated assault on the target by group of attackers.

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

Shorts Answer Questions

3. What are the current trends?



- ✓ Growing links between the various terrorist groups
- ✓ Emerging threats such as far-right extremism
- ✓ Self- radicalization of individuals
- ✓ Increase in number and frequency of terrorist attacks.

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

Shorts Answer Questions

4. What are the common methods and modus operandi (mode of operation) of acts of terrorism that terrorist use to achieve their goal?






- ✓ Use knife, axe to attack
- ✓ Active shooter (firearms)
- ✓ Use vehicles as weapon (e.g. car, truck
- ✓ Suicide bomber

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

Shorts Answer Questions

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 façade and structure of facility
- ✓ Using camera and handphone to check and monitor facility and building
- ✓ Repeated or prolonged sighting of individuals loitering at premises.

Attempting to obtain sensitive information on facility

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

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

Shorts Answer Questions

6.The following are some examples of the impact of a successful terrorist attack on Singapore:







- ✓ Disruption of business
- ✓ Psychological trauma
- ✓ Damage reputation of Singapore
- ✓ Death and injuries
- ✓ Destruction to property on affected areas.

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

Shorts Answer Questions

7.The following are the **four main stages** of planning and executing a terrorist attack:

Stage 1 : Objectives to achieve

- ✓ Create fear
- ✓ Cause destruction
- ✓ Demand ransom
- ✓ Embarrass authorities



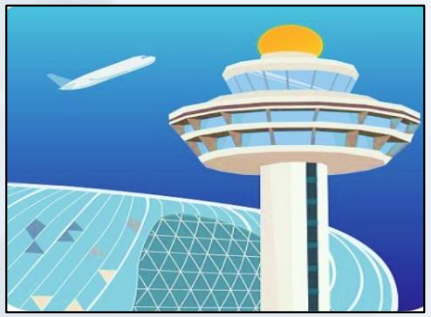




Stage 2 : Target selection

Hard targets

- ✓ Government building
- ✓ Key installation
- ✓ Airport





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

Shorts Answer Questions

✓ **Soft targets**

Civilian sites where people gather

MRT station/ Shopping Mall





✓ **Person-centric**

VIP/ Politicians





✓ **Symbolic targets**

MBS Hotel/ Parliament House





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

Shorts Answer Questions

8.The following are examples of tell-tale sign of a suspected person-borne Improvised Explosive Device (IED)





1. Wearing oversized clothes to hide suspicious items.
2. Electrical wires sticking out from underneath of clothing/ hand carry bags
3. Trying to hide or disguise identity. (e.g wearing helmet)
4. Loitering within the premises for a long period of time.
5. Placing an object or parcel in a crowded area and leaving immediately
6. Asking questions about security of sensitive information of a place or event.
7. Unable to provide reasonable explanation or is uncooperative when asked about purpose of visit.

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

Shorts Answer Questions

9.The following are examples of tell-tale signs of a suspected vehicle-borne IED;



1. Vehicle carrying flammable items (e.g. LPG cylinder) or suspicious items (e.g. box with wires sticking out)
2. Vehicles carrying heavy load (e.g sunken tyres and suspensions)
3. Foreign objects attached under the vehicle or beside the wheel (e.g. wires sticking out from undercarriage)
4. Sign showing that an old car has been tampered with (e.g new license plate mounted on an old and dirty car.

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

Shorts Answer Questions

10.The following are examples of tell-tale signs of suspected mails with IED.



1. Excessive use of securing materials such as string and adhesive tape.
2. Oily stain or disclosure on the item.
3. Trace of unusual smell (e.g almond).
4. Emitting clock like ticking sound from item.
5. Wires or aluminum foil protruding from the item.

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

Shorts Answer Questions

11.The following are Tell-tale sign of suspected casing activity/ surveillance by unmanned Aerial Vehicle (UAV)



1. UAV flying over at security-sensitive locations.
2. UAV hovering at the same location for a period of time.
3. No sight of the UAV operator within the vicinity.

Scenarios Based Question-Scenario 1

When on patrol, you see a person behaving suspiciously and taking photographs of the building using a video camera. What must 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.

Scenarios Based Question-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.

Scenarios Based Question-Scenario 3

During a search, you come across a parcel that look 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 report[2].

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 information[3].

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 Rights

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/whoweare/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/work right.

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

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).



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 sign of orderly 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 illness
- Behaviour under the influence of drugs
- Behaviour that cause breach of the peace

3. Why is it important to deal with difficulties 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 difficulties 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.

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Basic Conflict Management Skills

5. Avoid using the following phrases as it angers client/ customers:

- Listen to what I say
- You are wrong
- You did not answer to my question
- You do what I said

6. It is recommend 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.

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

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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:
   - Following safe work procedures (“SWPs”) or safety rules implemented at the workplace;
   - Refraining from unsafe or negligent acts that will endanger oneself or others;
   - 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 Industry[7] 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.

[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



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