

# THE SECURITY TIMES

A publication by the Security Industry Institute

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## DEAR READERS,

How has your 2015 been so far? For individuals and organisations alike, the new year represents a fresh start and an opportunity for change. At the Security Industry Institute (SII), our clean slate took the form of a new working environment. Since 1 December 2014, we have relocated to the Lifelong Learning Institute just beside the Paya Lebar MRT station; do feel free to come by for a visit if you are in the vicinity.

In this issue, the Sentosa Rangers take centre stage as they reveal how they work together to keep Singapore's most popular tourist destination safe and secure. The Security Times followed Officer Zabidah around to experience a day in the life of a ranger. Read more about it on page 4.

We also recap on the industry's biggest event of 2014 – the Security Industry Conference and Masterclass. The three-day event saw the convergence of some of the industry's finest, as they chewed on how modern tools could be effectively deployed for security and crisis management in this volatile world. With the demand for security manpower, services and technologies at its peak, we are reminded once again of the need for security professionals to constantly upgrade themselves to meet this demand and guard against future threats.

On that note, I wish you all happy reading!



**Jeffrey Seah**  
Director  
Security Industry Institute



# THE SECURITY CHANNEL



Scan and watch!

The 180 Short Film Competition was organised by the Singapore Media Academy (SMA) and supported by the Singapore Workforce Development Agency (WDA). Revolving around the theme "Appreciating our Frontliners", watch how talented local film makers have imaginatively captured our life and times as a Security Officer. Are these storylines familiar to you?



## We want to hear from you!

If you have any feedback on stories or suggestions on interesting happenings, send them via e-mail to [sii@tp.edu.sg](mailto:sii@tp.edu.sg). Kindly include your full name and contact numbers and address your letters to The Editor 'The Security Times'. We reserve the right to select letters for publication and make editorial changes.

11 Eunos Road 8 #07-03  
Lifelong Learning Institute  
Singapore 408601  
Office: 6225 5744  
Facsimile: 6848 3911  
E-mail: [sii@tp.edu.sg](mailto:sii@tp.edu.sg)  
Website: [www.sii.edu.sg](http://www.sii.edu.sg)

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In collaboration with



**Chief Editor**  
Jeffrey Seah

**Contributing Editors**  
April Wong  
Edwin Cheong  
Hua Chai Sing

**Design & Layout**  
Design Fusion Pte. Ltd.

**Copyediting**  
Design Fusion Pte. Ltd.

**Advertising**  
April Wong  
Tel: 6780 6798  
Fax: 6848 3911  
E-mail: [april@tp.edu.sg](mailto:april@tp.edu.sg)

Ivy Yap  
Tel: 6297 0846  
Fax: 6297 0982  
E-mail: [ivy@sg-designfusion.com](mailto:ivy@sg-designfusion.com)



# SECURITY INDUSTRY CONFERENCE & MASTERCLASS 2014



**Keynote Speaker**  
**Steve Surfaro**

Chairman  
ASIS International,  
Physical Security Council

The 4th annual Security Industry Conference (SIC) 2014 organised by the Security Industry Institute (SII) returned with a bang and gave all who attended a remarkable time.

Structured as a two-day event the previous years, SIC 2014 was expanded into a three-day conference to facilitate greater exchange of knowledge between the experts and participants. Graced by over 400 industry leaders, stakeholders and professionals, the event, held from 27 to 29 August 2014 at Marina Bay Sands, saw a diverse panel of speakers sharing their views based on the theme: Leveraging Technology & Information for Better Security.

Led by keynote speakers, Mr Steve Surfaro of ASIS International and Dr Nina Laven of IHS Economics & Country Risk, the conference allowed participants to acquire the

latest knowledge on security technology solutions and information management. Also acting as a platform for networking, they were given the opportunity to meet, mingle and share best practices.

Held on the third and final day of the conference was the Masterclass fronted by Mr Surfaro. The highly interactive session focused on teaching participants to leverage on technology for security and crisis management. Using case studies like the recent Chicago bombing incident to drive the importance of video and surveillance, the session was geared to aid personal, professional and organisational success.

As SIC continues to outdo itself each time, we can't wait to see what's in store for us at the next conference!





# THE SENTOSA RANGERS

A short train ride with a flock of excited guests lands us in *The State of Fun*. Some are heading to the beach, others to one of the island's other attractions, but we are here to meet Noor Zabidah Binte Buang – a member of the island's coveted security team – The Sentosa Rangers.

Zabidah is waiting for us at the Ranger Station. Already in full uniform, her shift began two hours ago at nine when the island was just starting to quiver with life and activity. Today, she has graciously allowed us to witness her in action. For an island that receives over 19 million guests a year, you can be sure the ones helping the frontline have the best stories to tell.

**“Challenging, fun and unexpected,”** says Zabidah, summing up her job in three words. **“You’ll never know what can happen each day.”**

Joining the Sentosa Rangers was the 30-year-old's first foray into the security industry, and is a role which she has taken on for the last eight years. Now a Supervisor, her initial perception of security being a “clock in, clock out” job quickly dissolved when she realised how multifaceted it actually was. From maintaining law and order, handling incidents and crises, to being service ambassadors, the Rangers have to be protective, knowledgeable and approachable all at once.

Working on alternating 12-hour shifts, their goal is to deliver a safe and secure environment for the guests, residents and staff. Besides this, their other priority is to ensure the needs of the guests are promptly attended to.

While most of Sentosa's attractions cease operation by nightfall, the action never really stops. Zabidah says the darkness brings a different set of challenges and those on duty have to remain alert for instances of illegal fishing, illegal entry by sea, break-ins and other sorts of emergencies. Just a few nights ago, a tree had fallen and blocked one of the main roads. With the landscape department already off duty, they had to use a chainsaw to cut the tree to clear the way.



Yet, on the four-hour tag along with Zabidah, there appears to be neither mischief nor mayhem to manage.

“It seems to be a pretty quiet day,” we say, almost disappointed.

“And it’s a good day,” she assures.

About six months ago, Zabidah was going about her usual afternoon rounds when the rangers were alerted of an accident at one of the construction sites. Believing it was something minor at first, it quickly escalated into a crisis when they found more than 10 people injured. As the first Ranger to respond and arrive at the scene, Zabidah quickly informed the Joint Command Centre (JCC) to activate the ambulance and Singapore Civil Defence Force for assistance. Gathering help from the Beach Patrol, Service Ambassadors and the other Rangers, they managed to get all the workers out safely, rendered the necessary first aid and cordoned off the incident area until help arrived.

“It was chaotic. But even if you’re panicking, you must remain calm and take control of the situation. The protocol is that whenever an incident happens, the management must be kept in the loop at all times. Whoever is at the scene will have to continuously update the JCC to disseminate information to the rest of the management team.”

“Come on,” she said. “Let me show you our Command Centre.”

Located just beside the Ranger Station, the JCC is the brain of the island where every shadow and movement is recorded. Created as an addition to Sentosa’s existing resilience framework, Zabidah says that the JCC acts as a command and control centre as well as a coordination hub for incident response and management with the various stakeholders and state agencies.

“The JCC’s role is to ensure that any incident which happens on the Island is attended to promptly and that different stakeholders are provided with detailed and accurate information in real time. As Rangers, our duty is to ensure that information is relayed to JCC in a timely manner so that coordinated actions can be executed. This is how the whole team works together.”

The overcast sky that has been looming over us finally begins to drizzle. Zabidah has to continue her patrol, so she pulls up in a four-wheel drive and asks us to hop in. She tells us that there are several modes of transportation utilised during their rounds as certain areas require a specific type of transportation. Depending on the terrain, the mode ranges from a 4WD truck, buggy, motorcycle, bicycle to the Segway. While these vehicles cover greater ground in a shorter amount of time, the Rangers patrol on foot to make their presence felt, especially during daytime when the volume of guests is higher.

Having 500 hectares of land to cover, the rangers also leverage on technology and systems available at the JCC to enhance ground operations on the Island. With only two female rangers in the entire team, Zabidah says being the supervisor in a male-dominated environment is at times challenging.

**“In managing staff, the choice of words used is important in order to maintain a healthy working relationship, says Zabidah on giving instructions to her male colleagues.”**

From marathons to parties, Sentosa is host to several large-scale events each year. To make sure that the Rangers are always prepared, they are sent for courses such as unarmed combat training, emergency preparedness and first aid.

**continued >>>**



## FEATURE STORY

Zabidah tells us that her work as a Ranger has made her a more confident person. Driving past Imbiah Lookout, Zabidah points to us the island's famous attractions like a seasoned guide. She shares what she meant by being "more confident".

Awhile back, Zabidah attended a non-security course where a fellow attendee had hurt himself badly. While everybody stood around unsure of what to do, she sprang into action by first grabbing a first aid kit from a nearby café and alerted the building's security officer for an ambulance.

She says, "I even asked him if he had men on standby to direct the ambulance into the compound. I also suggested having someone to standby at the entry point and only then, he started to move." Being level-headed comes naturally to Zabidah, but it is also her experiences gained from working as a Ranger that guide her to manage such emergency situations. "If I weren't a Ranger, I probably wouldn't have the guts to approach the attendee who was hurt," she says.

Despite having worked eight years as a Sentosa Ranger, Zabidah knows she still has plenty to learn. She says taking care of an island has presented her with experiences and opportunities unlike any other, and views this as something she will do for a very long time.

"Working here is totally different. Every day is unique and it's never stagnant," she smiles.

So remember, if you ever find yourself in need of assistance at sunny Sentosa, just call the Rangers!



We wish to thank Sentosa Development Corporation for giving their full support in the production of this article.



# CALENDAR OF EVENTS

Find out what's buzzing at SII from June to December 2015

## JUNE 2015

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

## JULY 2015

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

## AUGUST 2015

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

## SEPTEMBER 2015

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII
- Security Industry Conference 2015
- Security Master Class 2015

## OCTOBER 2015

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

## NOVEMBER 2015

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

## DECEMBER 2015

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

# SECURITY TRAINING PROGRAMMES

## Certificate in Security Operations

### Core Modules

1. Provide Guard & Patrol Services\*
2. Handle Security Incidents & Services\*
3. Handle Counter-Terrorism Activities

### Elective Modules

4. Manage Disorderly Conduct & Threatening Behaviour
5. Minimise Retail Theft & Loss
6. Provide Mobile Patrol Services
7. Operate Basic Security Equipment
8. Perform Covert Retail Security
9. Provide People Protection Services
10. Assist in the Evacuation of Premises
11. Conduct Crowd & Traffic Control
12. Perform Security Operations within Legal Framework
13. Conduct Security Screening of Person & Bag

## Advanced Certificate in Security Supervision

### Core Modules

1. Supervise Security Officers\*
2. Perform Supervisory Duties Within Legal Framework
3. Induct Security Personnel
4. Assess & Address Security Risks

### Elective Modules

5. Conduct Operation Briefing & Debriefing
6. Lead & Manage A Team of Security Officers
7. Contribute to the Management of Security Incidents
8. Monitor & Review Security Operations
9. Deploy Security Equipment
10. Perform Security Command Centre Activities at Client's Premises
11. Perform Monitoring & Reporting Duties at Central Command Centre

## Diploma in Security Management

### Core Modules

1. Achieve Work Effectiveness in Security Environment
2. Manage Security Operations
3. Assess & Manage Security Risk Control Measures
4. Manage Security Agency Within Legal Framework
5. Manage & Resolve Conflict in Security Environment

### Elective Modules

6. Manage Security Business
7. Conduct Security Survey
8. Manage Performance of Security Personnel
9. Manage Security Emergencies
10. Develop A Manpower Deployment Plan
11. Prepare & Submit Tender for Security Services
12. Manage Recruitment & Selection of Security Personnel
13. Plan & Implement Security Systems

\* Represents Licensing Modules

For more information on current modules, schedules or registration of modules, please visit SII website at [www.sii.edu.sg](http://www.sii.edu.sg)

## Module Fees

Singaporeans & Permanent Residents  
Module Fees (include GST)

Non-Singaporeans  
Module Fees (include GST)

### Certificate in Security Operations

#### Licensing Modules

- Handle Security Incidents & Services	\$60.00	\$600.00
- Provide Guard & Patrol Services	\$50.00	\$500.00
Other non-licensing Modules	\$80.00	\$800.00

### Advanced Certificate in Security Supervision

#### Licensing Module

- Supervisor Security Officers	\$140.00	\$1,400.00
Other non-licensing modules	\$145.00	\$1,450.00

### Diploma in Security Management

All modules	\$390.00	\$1,300.00
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## Contact Us:

If you need any information on the programme, please call us at our hotline 6225 5744 or email us at [sii@tp.edu.sg](mailto:sii@tp.edu.sg)

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