

A publication by the Security Industry Institute

The **SECURITY** *times* NEWSLETTER

FEATURE STORY

First

SMART SECURITY SOLUTIONS

COMPETITION

SECURITY
INDUSTRY
CONFERENCE
& MASTER
CLASS
2016



PAST EVENTS

DESIGN
LEARNING
JOURNEY;
FOR
YOURSELF
AND FOR
OTHERS

PROGRESSIVE
WAGE MODEL
- ASSESSMENT
ONLY PATHWAY
(AOP) BRIEFING

KOPI TALK
SERIES



SECURITY TRAINING
PROGRAMMES





Dear Readers,

In recent years, the threat of terrorism has undoubtedly led to an increase in demand for private security services to supplement the extra security measures by the government to keep safe the burgeoning growth of commercial, institutional and residential properties in Singapore and especially the banking security sector. The importance of protecting the people and safeguarding property in Singapore are therefore of paramount importance.

In this issue, The Security Industry Conference 2016, with the theme of "Smart Security Solutions for Lean Manpower Performance-Based Contracts" was able to address the matter and motivate the change of mindsets of both the security service buyers and providers. The Conference and Master Class sessions focused on how the adoption of various latest technologies and training could help companies remain competitive amidst the lean manpower landscape and adopt performance-based contracting. The SII Security Learning Kiosk with the help of various industry collaborators

was introduced at the SAFETY & SECURITY ASIA 2016 which was equipped with multi-faceted on-line functions (operational, educational and recruitment) to provide an intelligent kiosk for the security personnel. It was embedded with the Visitor Management System, Learning Management System and Recruitment Portal. In addition, we also look at bank security and how we take measures to improve the security training in banks.

In addition, the security industry can also leverage on blended learning i.e. learning at the workplace through the deployment of smart technologies. This will enhance the learning experiences of security officers and deepen their skills. It is about learning that endeavours to transform the security industry, and for the industry to better attract and retain talent.

Through all these efforts and with the help of the strong tripartite support from the government, union and private security sector, the industry will see the benefit and relevance of the usage of smart security solutions in tandem with conventional manpower. I believe that this is the right direction for this industry to evolve and remain relevant to attract and incentivise the next generation of tech-savvy security officers to take over the reins and bring it to a much higher level.

On this note, I wish you all a blessed 2017 and happy reading!

Jeffrey Seah
Director
Security Industry Institute

The customised training for my Security Supervisor and Security officers were fruitful as the training was not so rigid and deskbound but interactive and interesting. It involved both indoor and outdoor teaching. So my officers got to understand the operations in both theory and practice and gained a better understanding of their job functions. Moreover, they took pride in getting the certificates upon completing the training as they were only awarded to those officers deployed at LLI, unlike other security certificates.

I am very thankful to SII for their enthusiasm and support in making the training a success for ADP officers and supervisor. Well Done!

Marcus Ang
Director
ADP Protection Services Pte Ltd

3rd November 2016

Mr Jeffrey Seah
Director
Security Industry Institute
Temasek Polytechnic
11, Eunos Road #07-03
Lifelong Learning Institute
Singapore 408601

Dear Jeffrey

SECURITY INDUSTRY CONFERENCE & MASTERCLASS 2016
29 & 30 SEPTEMBER 2016
LETTER OF APPRECIATION

Please allow me to introduce myself.

I am Alan Leong, PBM, a lifelong learner in security management for the past 25 years and to date.

I write to thank you and your organising committee for the above-mentioned Conference and Masterclass which SII organised annually for the past years.

However, this year is the most interesting for me and my fellow associates in the security community. We had learnt from local speakers who were able to understand and share their experiences on the application of Man, Method and Machine in security management and how to 'sell' security as a valued partner in the organisation and to buyers of security services in the Singapore market.

Once again, thank you SII as we look forward to meet and learn more in the next Conference and Master Class 2017!

Yours sincerely

Alan Leong PBM
MBA, Dip HRM, Dip IR, ACTA



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In collaboration with

Temasek
POLYTECHNIC

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28 April 2016

DESIGN LEARNING JOURNEY; FOR YOURSELF AND FOR OTHERS

This Lifelong Learning Institute (LLI) Learning Series is an inaugural initiative between LLI and SII to build a learning community and strengthen the collaboration and “neighbourliness” towards a shared vision of establishing LLI campus into a vibrant learning hub to support the national agenda in inculcating the lifelong learning paradigm.

The talk was targeted at the general public on how people learn and how technology can aid people learn. Thirty participants attended the talk.

PROGRESSIVE WAGE MODEL - ASSESSMENT ONLY PATHWAY (AOP) BRIEFING

Eighty-two bosses of security agencies were briefed on Progressive Wage Model-Assessment Only Pathway (PWM-AOP) to be administered by SII. PWM-AOP is an option for Security Officers who have developed the relevant skills, experience and knowledge over the years to achieve a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (formerly known as Singapore Workforce Development Agency) without having to undergo training if they are graded competent by either POLWEL Approved Assessment Organisation (AAO) assessors or Security Industry Institute (SII) assessors depending on the selected WSQ module. In addition, the briefing also included the pre-requisites, funding for early adopters of PWM-AOP and Inclusive Growth Programme.



02 June 2016



KopiTalkSeries

SERIES 1: SECURITY TECHNOLOGY TALK

The talk was targeted at security bosses of small and medium sized companies. Thirty-four participants attended the session. The highlights of the 17 June Kopi Talk Series 1 were the sharing on the latest technological light body-worn camera by AETOS Security, intelligent facial recognition capability of the Video Analytics for the Security Industry by KAI Square Pte Ltd and the first locally developed smart internet portal solution for placement of security personnel in Singapore by OneStop Security Platform Pte Ltd. Many comments and questions were raised during the panel discussion.



17 June 2016

SERIES 2: JOB MATCHING MADE EASY

The talk was targeted at security agencies and officers. Sixty-one participants attended the talk. Some of the highlights of the 13 August 2016 Kopi Talk Series 2 were firstly, there was an in-depth sharing session by One-Stop Security Platform (OSP) for their innovative online solution targeted specially for both the security officers and agencies. Secondly, the Union of Security Employees (USE) shared on union membership and how it could represent workers in collective bargaining, and look at creating better jobs, better pay and better lives for security officers.

Lastly, WDA (now known as Workforce Singapore) wrapped up the session by sharing their new initiative, “Reskilling for Jobs Programme” where Singaporeans could tap on this avenue to assess if the job would be suitable for them and receive funding support of up to \$1,100.



13 August 2016



SERIES 3: TRANSFORMING YOUR SECURITY BUSINESS

This talk was targeted at security bosses of small and medium sized enterprises. Twenty-two participants attended this talk. The highlights of the 9 November 2016 Kopi Talk Series were the review of business strategies and discovery of the driving forces for sustainable growth for the future of security agencies and the strategic business needs through the Capability Development Diagnosis and Grant by SME Centre at the Singapore Chinese Chamber of Commerce & Industry.



09 November 2016



SMART SECURITY SOLUTIONS COMPETITION 2016



Winners
OF THE
Merlion
Safety & Security Asia
Awards
2016

We are pleased to have the three winners of the Smart Security Solutions category on the hot seats to share with us their award-winning innovations, and how their offerings maximise and better manage security issues.



There are about 248 security agencies with about 70,000 licenses issued out in Singapore alone. Amongst these agencies, three of them stood out with their latest security solutions that proved that it is essential to complement technology with manpower to achieve maximum security, effectiveness and efficiency.

In this issue, we are featuring recipients of the much coveted Merlion Awards, with the introduction of a new category "Smart Security Solutions". This category sees the convergence of security agencies with security technology providers in delivering innovative, productive, and efficient security concepts and solutions. For the benefit of those who are unaware of the judging criteria, we have them listed down for you:

- Product innovation
- Design
- Benefits to customers
- Product user-friendliness
- Significance of unique feature
- On-site demonstration and judging

Gold Award

ADP Protection Services Pte Ltd: TechnoGuard™ System

Marcus Ang, Director

ADP Protection Services Pte Ltd (ADP) has won not one, but two Merlion Awards this year with its seamlessly developed TechnoGuard™ System. This is quite an achievement for a fairly young company that was established in 2014. With these wins, ADP has raised the bar in the security industry.

In a nutshell, ADP's TechnoGuard™ System is a fully integrated security solution. It takes on a holistic approach to safeguard establishments, by integrating manpower and technology to cover all aspects of security. Security officers are deployed on the ground for maximal surveillance. This is complemented by gadgets such as mobile devices (and customised applications or apps) and comprehensive surveillance systems. Should there be any trespasses or break-ins, the security officers will be immediately alerted to take necessary actions on the ground.

At the end of the day, what ADP has achieved is in providing maximal protection according to its clients' requirements and arriving at a win-win situation.

Silver Award

SOVERUS® Security Solutions: HikVision CCTV & VCA TOA PA System

Kelvin Goh, General Manager

SOVERUS® Security Solutions reviewed its existing security system that was in place and adopted a simple, user-friendly and affordable technology to minimise manpower redundancy and maximise human efficiency. According to Mr Kelvin Goh, the company does not believe in introducing what seems to be the state-of-art or high-end technology to create a solution that may not be easy to use. On the contrary, they place their focus on using new yet practical and easy-to-use technology to meet the value proposition of the users. It is important to discover the right technology to fit in an organisation and deliver it to the masses.

On a different note, as security officers are typically not highly educated, practicality and ease of use of the solution are important. In order to upgrade their security officers and keep them relevant in the industry, SOVERUS® makes it a point to regularly send its security officers for training. One of the new courses that is made compulsory for its security officers to attend next year is WSQ's "Recognise Terrorist Threats" course. SOVERUS® believes that the acquisition of knowledge is imperative in moving both the company and staff forward.

Bronze Award

Concorde Security Pte Ltd: I-Guarding Solution

Chow Siew Chong, Vice President

With over 20 years of experience in the security industry, Concorde Security Pte Ltd has made its mark as one of the top 20 companies in Singapore. Not only has Concorde Security bagged the bronze award for this year's Merlion Award, they were also shortlisted for the prestigious National Infocomm Award. Let's find out what Mr Chow has to say about their multiple awards nominated innovation.

It all started two years ago when the executive director, Mr Alan Chua, decided to change their business model to meet new challenges and handle manpower issues. The objective was to adopt a lean manpower model. That is to say, instead of assigning one security officer to a building, they decided to station their officer guarding in a mobile platform i.e. a mobile vehicle called a spy van or I-Man Facility Sprinter (IFS). A single IFS needs only three security personnel to operate and is able to secure a cluster of about 10 to 15 buildings, thus a broader coverage. The ratio has definitely improved. This also addresses the issue of manpower shortage in the security industry—there is a shortage of 10,000 security officers in Singapore.

The IFS operates like a flight control station. Everything is captured and monitored in the vehicle, a mobile command and control station, through wireless integration of all security systems and surveillance cameras. Those who are trained to man this vehicle are called Intelligent Man or I-Man. These specialists (who are security officers) are trained to be technologically savvy. Through the integration of technology and human efforts, any intrusions in a building will be immediately alerted.



This year's Security Industry Conference zeroes in on how technology can be deployed to combat crimes (with the surfacing of new crimes), and the way these crimes are committed. And we are not just talking about Crime Watch.

In order to continue to keep Singapore a safe place to live, mindsets of security service providers and users have to change—we need to embrace technology as it evolves for the betterment of our living condition. This does not suggest replacing manpower, but rather it suggests the amalgamation of technology and human resources to maximise security effort. Neither of them is dispensable. The logic is very simple i.e. technology needs to be devised by man and man needs to manage the technology. In other words, they are interdependent.

We have, therefore, debunked the fallacy that with new technology, human efforts will be obsolete or no longer be needed.

IF YOU CHANGE YOUR MIND, YOU CAN CHANGE THE WORLD

"Do we see the threat and then react to it when it happens, or do we see the threat and do something about it before it happens?" Dr Paul Lim Heng Leong, Lecturer of Organisational Behaviour and Human Resources, Singapore Management University asked.

Dr Lim addressed pertinent issues that have great impact on how the world operates in his keynote speech: "Mindset Change to Devising Smart Security Solutions for Lean Manpower Deployment". As new technology emerges, traditional ways of operation no longer work. However, this doesn't ring true in the security industry. Many providers of security solutions are still reliant on human resources instead of making good use of technology. The fear of such change is one of the key factors. "I have never done it before", "I might fail", "I am too comfortable in my current state", "First mover is good, but second mover is better", "I don't

know how to start a change". These are real challenges we face day in day out. Many mega companies such as Nokia and Yaohan failed as they didn't foresee the changes ahead. They lacked the foresight and a sense of urgency to react to the onslaught of changes. So, how do we get out of this mind trap? Let's start by looking at the Millennials and the Generation Y.

Mindset Change to Devising Smart Security Solutions for Lean Manpower Deployment

Can the Millennials and the Generation Y-ers adapt to change? These younger generations are able to effectively multitask. However, such trait is misunderstood as their adaptability towards change. They might get used to multitasking, but that doesn't mean that their mindsets are geared towards change.

However, we need to understand that they, like us, are vulnerable to fears and uncertainties.

We cannot say that they are younger; therefore, they can adapt to change faster. However, when it comes to digital media, they are more adaptable than the older generations. When it comes to mindset change and thinking of doing something totally different which they have not done before, they will also face the same fears as we do."

In order to change our perception of the security industry and the issue about security, the whole security industry needs to be "remodelled". The security industry has been perceived by many as an industry run by retirees, and the job of a security officer straddles on the same level as cleaners. In order to bring in new blood, the impression of the industry needs to be changed. For the record, it was projected that the security industry (if nothing has been done to promote it) would "almost definitely be gone with a probability of 84%." There is a severe shortage of new blood in this line of profession. This industry, therefore, needs to create a sense of urgency and create a need.



Take for instance the iPhone. Apple puts a need in our lives and makes us believe that we need an iPhone. In other words, we are made to believe that we need an iPhone. But the reality is that "we won't die without it." It's again about perception and mindset.

If we can instil such ideology in the security service providers and users, the industry will be revitalised. Are you ready for the change?

"CONTEXT IS KING," SAYS THE BUYER

We have been looking from the perspective of service providers. But what exactly are the buyers in the market looking for? Why do they need to acquire your solutions? We have here with us, Mr Koh Tat Suan, Director, Learning System and General Manager of Lifelong Learning Institute under the Training Manpower & Infrastructure Group, to share with us the perspective from the other side of the fence—the perspective and purchase considerations of a buyer in the competitive market.

"Buyers (typically) are looking for solutions that meet their requirements, but not exceed nor fall short of their requirements or needs."

Both service providers and buyers have to be realistic. It doesn't make sense for a seller to recommend a solution that comes with a slew of features that the buyer does not need in entirety. Take for instance a smartphone, when deciding on a certain model, the buyer has no reason to buy a phone with features that he doesn't need. He is not looking for frills, rather he is looking for something functional that meets his needs. Who would pay for something he doesn't need?

Similarly, the buyer has to be realistic. If he needs a high-end solution, he must be prepared to pay a premium price for it. So, how does the seller and the buyer see eye to eye? The key is "context".

By context, we mean the nature of the industry, and needs and specifications of the buyer. The seller or service provider has to evaluate his solutions and make sure that what he recommends does not exceed the buyer's requirements or fall short of these consideration factors. In order to offer quality service, the service provider needs to understand what KPI or outcome the buyer sets out for. It is through such understanding that both parties, solution provider and buyer, can see eye to eye.



AMALGAMATION OF TECHNOLOGY AND MANPOWER AGAINST THREATS

National security is one of the most talked about issues today. With the rise of terrorism and the Islamic State of Iraq and Syria (ISIS), the world is no longer as safe as it used to be for its inhabitants. Suicide bombers are amongst the major threats. With such impending issue, Hollywood raised a moral issue through the movie "Eye in the Sky" starring Helen Mirren—should we sacrifice the life of a little girl for the lives of tens, or sacrifice the lives of tens for that of the little girl? Such contentious issue calls for the attention of the presidents of both the US and the UK, as eradicating terrorism is their common goal. There are legal and humanistic implications i.e. who is to dictate the lives of those living under the threat of terrorism?

We have our fair share of terrorism scares in recent years and a much talked about bank robbery early this year in Singapore. However, these questions remain unanswered: Are we

ready to react to potential terrorists' attacks? Are we well informed about the potential threats? Do we rely more on technology or warm bodied men to safeguard our home ground?

On 18 October 2016, the Straits Times reported on an 18-hour, countrywide counter-terrorism exercise that involved over 3,200 officers, including those from the Singapore Civil Defence Force and other Home Team agencies. This is by far the biggest anti-terrorism exercise conducted in Singapore, covering over 360 locations.

The authorities hoped to create awareness of potential terrorists' attacks and bring across the message of being ready and vigilant.

"There's a possibility that Singapore may be attacked. Seeing the officers on patrol reminds me that I also have a part to play to keep society safe, such as reporting anything suspicious on the buses or trains." Mr Chris Fan commented

as he saw a number of officers patrolling at Jurong East bus interchange, while on his way home from work.

Zooming in on the property industry in Singapore, as the industry flourishes, the concern for security issues also escalates. It, therefore, makes sense to say that the richer a country is, the more threats it will face. However, when it comes to security, people are still more willing to pay to deploy man than using advanced technology to secure their properties. This definitely calls for a paradigm shift.

In conclusion, we must be ready to counteract when confronted by terrorist activities. We can achieve this by being in the know of potential threats and adopt the required technology and manpower to protect our home ground. We shall further explore counter-terrorism initiatives next year. In the meanwhile, stay vigilant.

LEARN TO BE

VIGILANT and SAFE



What do you do when a bank robbery happens? What are the things you should look out for? How should you react? Whether you are a staff of the bank or just a walk-in customer, there are things you can do to prevent if not minimise potential damages. AETOS Training Academy Pte Ltd (AETOS) is where you will learn and be trained to be vigilant and proactive in cases of robbery.



AETOS offers a myriad of training courses to banks and financial centres. As security is fast becoming a concern in Singapore, AETOS sees a rise in the requests for security related training. The focus of the training is ultimately to ensure the safety of staff who are on duty and walk-in customers of banks. Attendees are taught situation awareness, how to be good witnesses and what to observe during a bank robbery. These are essential skill sets that the attendees should acquire.

Before a robbery takes place, it's important that you know how to identify a potential robber and threats, and preserve evidences. Most importantly, you will learn how to make sure both staff and clients of the bank are safe.

"Statistics show that such crime is often carried out by a single robber, and it is usually done using scare tactic such as a threat note.

However, we should treat such threat note as seriously as a bomb threat. The fact of the matter is that we never know if these are purely threats or for real," Mr Andrew Peck, Senior Consultant of AETOS Training Academy Pte Ltd, states. "Our priority is to avoid casualty."

There are technologies available to reduce such risks. For example, in the US, certain banks have protective screens installed at the counters that can be deployed instantaneously to ensure safety of the counter staff. Banks have also taken other security measures such as holding lesser cash at counters in case of robberies.

We cannot stress enough that the combination of staff training and technology is vital in handling security issues. Even though there are costs of technology acquisition and screening of walk-in customers, both will act as deterrence to potential robbers. Furthermore, it takes time for the masses to be aware and take threats more seriously due to the low crime rate in Singapore.

It is, therefore, about time we pull up our socks, and be trained and informed of potential threats that may come our way. The safety of customers and staff as well as the security of our banks are of paramount importance. To deter potential robbers is a better option.



Calendar of Events

JANUARY 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3rd Thursday of the month, 9.30am at SII

FEBRUARY 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3rd Thursday of the month, 9.30am at SII

MARCH 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3rd Thursday of the month, 9.30am at SII

APRIL 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3rd Thursday of the month, 9.30am at SII

MAY 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3rd Thursday of the month, 9.30am at SII

JUNE 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3rd Thursday of the month, 9.30am at SII

SECURITY TRAINING PROGRAMMES

CERTIFICATE IN SECURITY OPERATIONS

CORE MODULES

1. Handle security incidents and services¹
2. Provide guard and patrol services¹
3. Handle counter-terrorism activities

ELECTIVE MODULES

Vocational Skills

4. Assist in the evacuation of premises
5. Manage disorderly conduct and threatening behaviour*
6. Conduct crowd and traffic control
7. Provide people protection services
8. Perform covert retail security
9. Minimise retail theft and loss
10. Provide mobile patrol services
11. Perform security operations within legal framework
12. Operate basic security equipment
13. Conduct security screening of person and bag

¹ Mandatory Licensing Modules for Security Officers

ADVANCED CERTIFICATE IN SECURITY SUPERVISION

CORE MODULES

1. Supervise security officers¹
2. Assess and address security risks
3. Perform supervisory duties within legal framework²
4. Induct security personnel²

ELECTIVE MODULES³

Vocational Skills

5. Conduct operation briefing and debriefing
6. Contribute to the management of security incidents
7. Monitor and review security operations
8. Lead and manage a team of security officers
9. Deploy security equipment
10. Perform monitoring and reporting duties at central command centre
11. Perform security command centre activities at client's premises
12. Supervise crowd and traffic control activities

¹ Formerly called "Supervise Security Activities". Mandatory Licensing Module for Security Supervisors.

² Assessment Only Pathway (AOP) modules.

Applicable only for company-sponsored applicants.

³ Those who have attained the Certificate in Security Operations or Higher Certificate in Armed Security will be exempted from 1 module.

DIPLOMA IN SECURITY MANAGEMENT

CORE MODULES

1. Manage security operations
2. Manage security agency within legal framework
3. Assess and manage security risk control measures
4. Manage and resolve conflict in security environment
5. Achieve work effectiveness in security environment

ELECTIVE MODULES¹

Vocational Skills

6. Develop a manpower deployment plan
7. Prepare & submit tender for security services
8. Manage performance of security personnel
9. Manage security business
10. Manage security emergencies
11. Conduct security survey
12. Plan and implement security systems
13. Manage recruitment & selection of security personnel

¹ Those who have attained the Advanced Certificate in Security Supervision will be exempted from 1 module.



Fee per module (including GST)

	Singapore Citizens	Permanent Residents	Non-Singaporeans
CERTIFICATE IN SECURITY OPERATIONS			
Full course fee	NA	NA	\$500.00
Nett course fee (90% subsidy)	\$50.00	\$50.00	NA
Nett course fee under SkillsFuture Mid-career Enhanced Subsidy (90% subsidy) (40 years old & above)	\$50.00	NA	NA
Nett course fee under Workfare Training Support (WTS) Scheme* (95% subsidy)	\$26.64	NA	NA
ADVANCED CERTIFICATE IN SECURITY SUPERVISION			
Full course fee	NA	NA	\$1,300.00
Nett course fee (90% subsidy)	\$130.00	\$130.00	NA
Nett course fee under SkillsFuture Mid-career Enhanced Subsidy (90% subsidy) (40 years old & above)	\$130.00	NA	NA
Nett course fee under Workfare Training Support (WTS) Scheme* (95% subsidy)	\$69.25	NA	NA
DIPLOMA IN SECURITY MANAGEMENT			
Full course fee	NA	NA	\$1,300.00
Nett course fee (70% subsidy)	\$390.00	\$390.00	NA
Nett course fee under SkillsFuture Mid-career Enhanced Subsidy (90% subsidy) (40 years old & above)	\$147.00	NA	NA
Nett course fee under Workfare Training Support (WTS) Scheme* (95% subsidy)	\$86.26	NA	NA

NA = Not applicable

* Self-sponsored trainees will be eligible for Workfare Training Support (WTS) Scheme if you are Singapore Citizens aged 35 years and above and earning \$2,000 per month or less (with effect 1 January 2017).

For more information on Progressive Wage Model (PWM) modules, course schedules and registration, visit our website at

www.sii.edu.sg

Contact us at

6225 5744 (6-CALL-SII) or email us at

sii@tp.edu.sg

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Walk-in interview

Paya Lebar

Certis CISCO Centre II
Recruitment Centre
20 Jalan Afifi, S409179
Mon-Fri 9am-6pm / Sat 9am-1pm
(Except on PH)

Jurong East

10A Science Centre Road
Recruitment Centre
#01-01, S609082
Mon-Fri 10am-6pm (Except on PH)



CertisWorld



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