

# THE SECURITY Times

## FEATURE STORY

# The Impact of COVID-19 on the Security Industry



## PAST EVENTS

- Customised Training for POLWEL
- “Develop Outcome-Based Security Contract” Workshop
- “PDPA for Security Agencies” Workshop
- “Protective Security Fundamentals for Facilities” Workshop
- “Critical Infrastructure Protection” Workshop
- “Countering Terrorism: Threats, Responses, Intelligence and Decision-Making” Online Workshop
- “Introduction to Red Teaming” and “How to Conduct Red Teaming Exercise” Online Workshops
- Virtual Course Preview



## Dear Readers

The COVID-19 pandemic has caused a dramatic impact globally and in Singapore where the tourism, aviation, retail and food services are the most badly affected sectors. In this issue of "Security Times", the focus is on the impact of COVID-19 pandemic on the security industry. We will also share with you on how SII had introduced Temasek Polytechnic's students to the opportunity of working as security officers at events such as concerts and sports through the "Flexi Security Officer" Programme.

At the onset of the circuit breaker period, SII had to convert most of our courses to online learning without compromising on the quality of our training. It was challenging firstly for adjunct trainers to engender an agile mindset, followed by the need to overcome a steep learning curve to familiarise with the online platform. SII had to conduct on-boarding sessions to induct learners who were less tech-savvy.

SII was granted an exemption by the Ministry of Trade and Industry (MTI) and SkillsFuture Singapore to conduct essential skills training that are urgently needed for critical security roles to support the current national COVID-19 efforts. Only modules which focused on skills practice and practical face-to-face assessment, required role-plays, training aids and simulated facilities at SII were conducted in-person, while all the other classroom-based lessons were conducted online. SII also had to adhere strictly to the guidelines by MTI to ensure safe distancing measures.

Most of the SII colleagues also had to work from home, co-ordinating the administration of online classes. In fact, this issue of "Security Times" was a product by our colleagues working from their homes!

The COVID-19 pandemic has reinforced the important roles played by security personnel and the benefits of using security technologies in combating the pandemic in Singapore. In this issue, we go behind the scenes to explore the security officers at work during this time and have a close-up interview with Mr Raj Joshua Thomas, President of the Security Association Singapore (SAS) to hear his thoughts on

COVID-19 and its impact on the security industry.

SII had started the "Flexi Security Officer" Programme last year with the students in Temasek Polytechnic. This was in line with introducing the younger generation to the security sector and security technologies. The students went through an accelerated training of 8 days to complete three basic licensing units required for deployment in the security industry. More than 50 students who had completed the Programme successfully had been deployed for sports events and concerts. We hope to encourage more students from the Institutes of Higher Learning to participate in the programme while providing them an additional avenue to supplement their part-time income.

In addition, SII had also launched eight short courses under the Skills Future/ Non-SkillsFuture Series to support the Security Industry Transformation Map and Security Industry Digital Plan. Let me highlight three of these new courses. The "Critical Infrastructure Protection" workshop supported by ARUP enables security practitioners to understand Critical Infrastructure Protection in relation to the Infrastructure Protection Act (IPA) and the steps necessary for developing effective protective security systems. The IPA is part of the Ministry of Home Affairs' counter-terrorism strategy to keep Singapore safe and secure, by protecting Singapore's critical infrastructure, and buildings that are iconic or have high public footfall. "Develop Outcome-Based Contract" workshop builds on the Outcome-Based Contract awareness workshop. It equips participants by guiding them to develop the outcome-based security contract through drafting of the relevant OBC clauses. SII also collaborates with Robert Bosch (SEA) Pte Ltd to roll out the "Smart Video Analytics and Applications" workshop. This hands-on workshop will also take reference to the principles in the Singapore Standards Council's Technical Reference TR69: Video Analytics within Video Surveillance Systems.

On 11 May, a symbolic representation of SII (represented by the numbers 511), we had invited renowned speakers from various organisations to share insights on the importance and potential challenges of cyber-physical security integration in this inaugural online webinar. If you have missed it, do visit the videos at

<https://www.tp.edu.sg/cybermeetsphysical>

On this note, I wish you well and stay safe during this time. Happy Reading!

**Johnson Ng**  
Head  
Security Industry Institute

## EDITORIAL

**Chief Editor**  
Johnson Ng

**Contributing Editors**  
April Wong  
Desmond Ang  
Tim Wong  
Chen Zhiwei

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

**Copy Editing**  
Design Fusion Pte. Ltd.

**Advertising**  
April Wong  
Tel: 6780 6798  
Email: [april@tp.edu.sg](mailto:april@tp.edu.sg)

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**Temasek Polytechnic**  
21 Tampines Ave 1  
East Wing Block 1A, Level 3, Unit 4  
Singapore 529757  
Office: 6225 5744  
Email: [sii@tp.edu.sg](mailto:sii@tp.edu.sg)  
Website: <http://www.tp.edu.sg/sii>  
Facebook: [fb.com/TP.CET.SII](https://www.facebook.com/TP.CET.SII)

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## SII "511" Online Webinar: Cyber Security Meets Physical Security

Scan to watch the videos

6225 5744 [sii@tp.edu.sg](mailto:sii@tp.edu.sg)





## Customised Training for POLWEL

■ 24 & 25 October 2019



SII and POLWEL collaborated to offer a suite of specialised training courses to further enhance the skill sets and employability of retiring and transiting Singapore Police Force and Home Team officers. 20 participants attended the inaugural class. As of February 2020, SII has trained 90 officers through this initiative.

## Develop Outcome-Based Security Contract Workshop

■ 14 & 15 November 2019

Mr Dex Yuen shared his experiences in developing an Outcome-Based Security Contract (OBC) for the private security industry during the two-day workshop. 14 service providers and buyers of security services gained knowledge to assess resources, design the OBC tender process and frame relevant clauses in the contract.



## PDPA for Security Agencies Workshop

■ 20 & 21 November 2019

21 participants had benefited from the inaugural "PDPA for Security Agencies" workshop conducted by Mr Govindaraju, a professional lawyer. They gained knowledge on the purpose and key legislative and regulatory issues of the "Personal and Data Protection Act" (PDPA). In addition, they also learned how to manage security breaches from a security agency's point of view.



## Protective Security Fundamentals for Facilities Workshop

■ 13 March 2020

The inaugural "Protective Security Fundamentals for Facilities" workshop was conducted by trainers from the Centre for Protective Security, Singapore Police Force. It focused on topics such as "Infrastructure Protection Act" (IPA), "Security By Design", "Threat, Vulnerability and Risk Assessment" (TVRA), "Outcome-Based Contracting" (OBC) and "Security Technologies". 26 participants were introduced to the essential legislation and processes involved in securing a facility in Singapore.



## "Critical Infrastructure Protection" Workshop

■ 25 March 2020

SII launched a new workshop in partnership with ARUP Singapore Pte Ltd for security professionals in the area of Critical Infrastructure Protection. 16 participants gained knowledge on topics such as "Threat, Vulnerability and Risk Assessment" (TVRA) and Critical Infrastructure Protection in relation to the Infrastructure Protection Act (IPA), and the steps necessary for effective protective security systems.

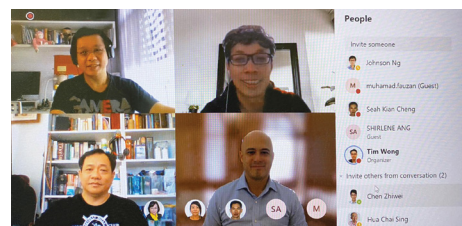


## Countering Terrorism: Threats, Responses, Intelligence and Decision-Making Online Workshop

■ 17 April 2020

5 participants attended the "Countering Terrorism: Threats, Responses, Intelligence and Decision-Making (Synchronous e-learning)" conducted by Dr Graham Ong-Webb. He is an Adjunct Fellow at the S. Rajaratnam School of International Studies (RSIS) and the Vice-President, Head of the Future Technology Centre, at Singapore Technologies (ST) Engineering. This was the inaugural online non-WSQ workshop conducted during the COVID-19 "Circuit Breaker" period. The participants attended

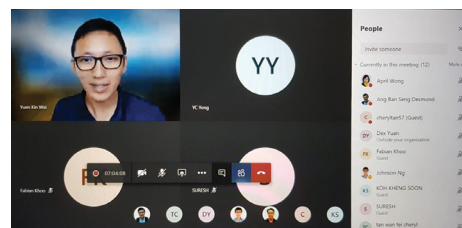
a safe and enjoyable class in the comfort of their homes.



## "Introduction to Red Teaming" and "How to Conduct Red Teaming Exercise" Online Workshops

■ 23-24 April 2020

5 participants attended the "Introduction to Red Teaming" online workshop on 23 April 2020 while 8 participants attended the "How to Conduct Red Teaming Exercise" online workshop on 24 April 2020. Both workshops were conducted by Mr Dex Yuen, a security professional with 22 years of experience. The trainees were given insights into the intricacies of how a Red Teaming exercise is planned and conducted and how an organisation can enhance their security capability. The trainees for both classes had benefited from Dex's undivided attention due to the small class size.

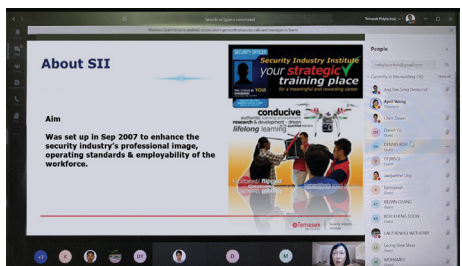


## Virtual Course Preview

■ 11 May 2020

SII organised a Virtual Course Preview on 11 May 2020. Ms April Wong, Senior Manager, Sectoral Human Capital Development of SII, spoke on how one could achieve a secure and rewarding career in the security industry. Mr Noel Tay, Principal Manager, Workforce Singapore introduced the "Professional Conversion Programme (PCP) for Security Professionals" to the 9 participants.

The PCP extends a salary grant of up to 90% of monthly salary (capped at \$6,000/mth) for 3 months to participating employers under the enhanced rate. This incentivises employers to recruit experienced PMET talent from other industries into the security sector.





# The Impact of COVID-19 on the Security Industry



The disruptions caused by the COVID-19 outbreak have been unprecedented. In a matter of months, the pandemic has devastated sectors and industries across the globe, and is poised to leave lasting repercussions on the world economy that many believe will take years to recover from.

During the outbreak, the Security Industry continues to play its role in maintaining public safety, ensuring secure physical premises, and supporting government-wide efforts in curbing the spread, all whilst navigating a dynamically changing environment. From increasing deployment of personnel to putting in place procedures to help clients comply with COVID-19 measures, security providers have rapidly adapted to the situation as it progresses.

## Manpower & Evolving Responsibilities

While the industry has reacted nimbly to the demands of COVID-19, it is ultimately not spared from the impacts of the virus as the industry's existing manpower woes are further exposed during this period.

With enhanced nationwide regulations aimed at mitigating the spread of the virus announced nearly every week, security personnel have found their job responsibilities growing and changing at every turn. Since the early stages of the outbreak till now, they have to take on additional roles such as temperature screening and recording for contact tracing purposes, filling in of health and travel declaration forms, and conducting stricter access and crowd control at shopping malls.



Leading up to the Circuit Breaker announced on 3 April 2020, security agencies also have to ensure that their officers adhere to safe workplace guidelines such as staggered breaks, safe distancing and staggered shifts so that their health and safety on the job are not compromised. With an expanded job scope and stricter workplace protocols that demand an increase in deployment of security personnel, Mr Louis Amalorpavanathan, Managing Director at Acestes Pte Ltd, believes this impact on manpower is a double-edged sword for the industry.

"On the whole, we are seeing more security agencies putting up job advertisements for part-timers to fill the manpower shortages. More notably, we are also seeing an increase in job seekers from other industries which are badly affected by the pandemic

wanting to join the security industry," he said.

“The biggest concern now is whether these newcomers are able to perform according to the required standards and adapt to the current situation. Another concern is whether the shortage of security personnel will lead to a further increase in the manpower cost of relief/part-time officers.”

**Louis Amalorpavanathan**



President of the Association of Certified Security Agencies, Mr Robert Wiener, further elaborated on how COVID-19 has strained security companies

both in manpower and financial terms. "With the closing of borders and the Movement Control Order (MCO) implemented in Malaysia, almost all our available workforce is stuck in Malaysia and is unable to enter as our Ministry of Manpower does not approve their entry back to Singapore. Security agencies, too, have to pay for the housing costs of the Malaysian staff that are staying currently in Singapore. This comes on top of other operating costs, such as the purchase of additional personal protective equipment like masks, sanitisers and thermometers."



## A Strong Support System

Even so, these new obstacles do not undermine the fact that the security industry is well prepared for the threats and challenges COVID-19 has brought forth. Security staff, both new and existing, are still able to carry out their duties effectively largely because of the support they have received.

Ms Thurkadevi Nandagopal, a Security Executive at AETOS Guard Services Pte Ltd, stationed at Tan Tock Seng Hospital in January 2020, shared that her fear of being in the front line was quelled because AETOS had made her well-being its main priority. "The management team listened and took our feedback seriously. For example, they gave us more uniforms upon request so that we could wash them more frequently. They ensured that the officers were given personal protective equipment such as masks and gloves. We also had to adhere to a strict regimen of thrice-daily temperature checks."

As security agencies step up their engagement and communication with their ground officers, additional support and help have also been rendered through the Association of Certified Security Agencies (ACSA), Security Association Singapore (SAS) and Security Systems Association of Singapore (SSAS).

President of SAS, Mr Rai Joshua Thomas, explained that helping members get timely information and assistance was of critical importance given how rapidly the COVID-19 situation was evolving. This was in particular, with regard to the essential services designation and reduction of headcount under the enhanced measures. SAS has worked closely with their member agencies on how to comply with the new rules and deal with clients, government agencies as well as enforcement officers.

## Utilising Technology for Safety and Efficiency

During this period, SSAS, which supports the Singapore electronic security industry in the provision of security products and services, has also actively shared with their member agencies on the relevant technologies available.

The use of innovative equipment has been instrumental in allowing security personnel to carry out their duties safely and efficiently during COVID-19. For example, thermal scanners that detect persons with elevated temperatures from a distance and allow temperature taking en masse instead of individually, thereby eliminating long queues at entry points; visitor management systems that store data in the cloud which can be accessed remotely; and touchless biometric systems.

The President of SSAS, Mr Nelson Tee, shared that the previous SARS experience had spurred the industry to look into equipment such as thermal face recognition to deal with similar threats. As such, current technology has enhanced artificial intelligence capabilities and algorithms that are developed in peace time to detect social distancing and crowd monitoring.

Mr Tee also said that the security industry, in the long term, is looking into improving the knowledge and skill sets of workers via webinars and online courses; something which the Security Industry Institute (SII) has begun doing since the start of the Circuit Breaker. While SII was later granted an exemption to conduct in-person training for 5 Security WSQ modules which are urgently needed for essential roles to support the national COVID-19 efforts, the majority of the lessons are to be conducted online. The Head of SII,

Mr Johnson Ng, said this disruption was a process of learning and fine-tuning as not everybody was technologically-inclined. "It's really a steep curve to first develop online materials, train all the trainers to use the online platform and to induct learners who are non-tech savvy, without compromising the quality of training."

## Life after COVID-19

While the COVID-19 pandemic has bleaked the prospects of many sectors and industries worldwide, the security industry remains a bright spot in a depressed economy.



Mr Thomas said the security industry is "particularly relevant" during this period due to its essential service designation throughout the Circuit Breaker period. He added, "What the pandemic has proven is that the security industry has a critical role to play. Whenever there are safety and security threats to Singapore, and whatever their nature, due to our technologies and SOPs, our well-trained workforce can very quickly be deployed to assist in dealing with these threats."

The pandemic has no doubt left short-term and long-term impacts on the industry especially in the manpower sphere, but there is also a growing recognition of the important role that security officers play in the smooth functioning of society. While other sectors are battling layoffs and hiring freezes, with a greater demand for security services, the security industry is bucking the trend with an increase in job openings available to anyone who is looking for a fulfilling and rewarding career.

The world may have to grapple with a new normal after the COVID-19 pandemic ends, but on the whole, the security industry looks poised to scale greater heights.





# Flexi Security Initiative

With Singapore being a stage for many world-class entertainment and sports events, the Security Industry Institute's Flexi Security Officer (FSO) Initiative allows tertiary students to be a part of the action by giving them the chance to work as Security Officers on an ad hoc basis.

Since the programme's inception last year, some 50 students had experienced first-hand working in the security sector with agencies such as Castillon Security (Singapore) Pte Ltd and Event Security Specialists Pte Ltd after undergoing an expedited training course. Four Temasek Polytechnic students share their experiences!



## Sarah Anne Tan

**What has this experience taught you?**

Participating in the FSO initiative has equipped me with the skills to maintain safety and security in different venues. Besides the skills that I have learnt, I think it was a good introduction to the security industry in Singapore. I have also learnt to be more vigilant in public places and know how to react if anything happens.

**You had to go through a one-week training before starting work with Castillon Security (Singapore) Pte Ltd. Which part of the course did you find most engaging?**

I found the practice sessions most interesting because the props were very realistic, and the trainer had sufficiently equipped me for the assessment. It was very different from the usual classroom setting that I was accustomed to because a greater portion of time was allocated for practical sessions.

**Would you recommend more young adults to try out the programme like you have?**

Yes, I would. The programme taught us essential skills needed not only for

the job but also for our everyday lives. I have forged friendships with new people and every event I take up has something new and interesting to offer.



## Latisha Faizal

**As a security officer at a concert event, what were the most challenging parts of the job?**

Communication in the stadium could be pretty difficult when we were new and did not have walkie-talkies, especially with the sound system blasting loudly in the background. Instructions sometimes changed halfway through the concert, and our supervisors had to walk the entire stadium to brief us on the new set of instructions.

Furthermore, I feel dealing with the concert-goers could also be hard at times. They can be harsh and demanding. These are some of the skills that we do not learn in class. We have learnt to handle these difficult situations on the job as we gain more experiences.

**Did your perception of the security industry change after this experience?**

I used to think that only burly men could go into the security industry as it is a stereotype. I never knew that I could work at concerts and events till now as you usually would not see people of my age working at concert events. I never thought that I would be able to do this as an ad hoc job on weekends, especially since I am still schooling. I hope more students will be encouraged to try out this initiative.



## Sufyan Yusri

**Some people think that it is easy and relaxing being a security officer. Is that true?**

Initially, I thought the security industry was for the older generation as the tasks performed were easy; they just need to walk around and check the surroundings to make sure that they were safe. However, after learning more about the industry, I realise that the job is more suitable for those who are physically fit and alert. This is because they need to be able to react quickly to any unforeseen situations.

**Can you share which part of the course did you find most interesting, and why?**

I found that learning how to recognise terrorist threats was the most interesting, and it is an essential course. At this day and age, we should get ourselves ready to face and deal with terrorist attacks. Through the course, we have learnt ways of recognising terrorist threats such as a suspicious parcel that contains a white substance that may be anthrax.



## Nurul Hanan

**After the training, where did you work at?**

I work at the Singapore Sports Hub, in which my responsibilities vary from day to day. This is the most versatile job I ever had as I have to perform different tasks during the event. So far, I have been assigned mostly to do bag checks and guard the entrances into the arena.

**How do you describe that experience?**

Working as an FSO was definitely an interesting experience! The most important thing I had gained was building a different connection with the older generation as the majority of my colleagues were mature workers. It had also opened my heart to appreciate how hard they had worked and the efforts they put in to ensure that the event went smoothly. The job of a security officer is not as simple as it seems to be.



## Geetha | Trainer

“To do well in this trade, the students must have patience and focus - both of which they all have displayed during their training. I think the main takeaway for them is realising that the security personnel also play a critical role in protecting Singapore against security threats.”

# SECURITY TRAINING PROGRAMMES

## Certificate In Security Operations

Full Course Fee (Non-Singaporeans):  
**\$500.00**

Nett Course Fee (Singaporeans & PRs): **\$50.00**

### MODULE

Incident Response (Handle Security Incidents and Services)

Guard and Patrol (Provide Guard And Patrol Services)

Threat Observation (Recognise Terrorist Threats)

Incident Response (Assist in The Evacuation of Premises)

Deterrence (Manage Disorderly Conduct & Threatening Behaviour)

Crowd and Traffic Control Management (Conduct Crowd and Traffic Control)

Executive Protection (Provide People Protection Services)

Guard and Patrol (Minimise Retail Theft and Loss)

Guard and Patrol (Provide Mobile Patrol Services)

Security Operation Compliance (Perform Security Operations within Legal Framework)

Access Control Management (Operate Basic Security Equipment)

Security Screening Management (Conduct Security Screening of Person and Bag)

Security Screening Management (Conduct Security Screening and Search of Vehicles)

Deterrence (Perform Security Duties at Protected Areas and Protected Places)

## Advanced Certificate in Security Supervision

Full Course Fee (Non-Singaporeans):  
**\$1,300.00**

Nett Course Fee (Singaporeans & PRs): **\$130.00**

### MODULE

Guard and Patrol (Supervise Security Officers)

Security Risk Analysis (Assess and Address Security Risks)

Security Operation Compliance (Perform Supervisory Duties within Legal Framework)

Capability Development (Induct Security Personnel)

Manpower Planning (Conduct Operation Briefing and Debriefing)

Incident Response (Contribute to The Management of Security Incidents)

Manpower Planning (Monitor and Review Security Operations)

Performance Management (Lead and Manage a Team of Security Officers)

Access Control Management (Deploy Security Equipment)

Access Control Management (Perform Security Command Centre Activities at Client's Premises)

Incident Response (Perform Monitoring and Reporting Duties at Central Command Centre)

Crowd and Traffic Control Management (Supervise Crowd and Traffic Control Activities)

## Diploma in Security Management

Full Course Fee (Non-Singaporeans):  
**\$1,300.00**

Nett Course Fee (Singaporeans & PRs): **\$390.00**

Nett Course Fee (Singaporeans with Mid-Career Enhanced Subsidy): **\$147.00**

### MODULE

Quality Assurance and Audit (Manage Security Operations)

Security Operation Compliance (Manage Security Agency within Legal Framework)

Contingency Management (Assess and Manage Security Risk Control Measures)

Conflict Resolution Management (Manage and Resolve Conflict in Security Environment)

Capability Development (Achieve Work Effectiveness in Security Environment)

Manpower Planning (Develop a Manpower Deployment Plan)

Contract Management (Prepare and Submit Tender for Security Services)

Manpower Planning (Manage Recruitment and Selection of Security Personnel)

Performance Management (Manage Performance of Security Personnel)

Financial Management (Manage Security Business)

Incident Response (Manage Security Emergencies)

Security Risk Analysis (Conduct Security Survey)

Access Control Management (Plan and Implement Security Systems)

SII is pleased to offer both in-person and online training during the post circuit breaker period. For details, please visit our website at <http://www.tp.edu.sg/sii>

For more information, please call **6225 5744**

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# Security Officer

## Entry Requirements

- Minimum Secondary 2 Education
- Singapore Workforce Skills (WSQ) certification will be an advantage

## Bonus

**\*\$2,500**

(for trained officers with experience only)

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