CATEGORY : PROCESS			
S/n	**Criteria**	**Evidence**	**Scoring**
1.	Is there a systematic process to ensure that Security Officers are aware of the functional duty they are employed for (pre-employment)?	Documentation of pre-employment discussion on job descriptions and responsibilities. The numbers required are as follows: | Number of Security Officers	Number of Documentation for submission
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1 – 100	1 or 10% of total Security Officers (whichever is higher)
101 - 500	11 or 8% of total Security Officers (whichever is higher)
501 - 2000	41 or 6% of total Security Officers (whichever is higher)
> 2001	121 or 4% of total Security Officers (whichever is higher)		**Max pts: 10** **For pre-employment briefing** |	
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85% and above of the required number of Documentation.	10
60% to <85% of the required number of Documentation.	7.5
35% to <60% of the required number of Documentation.	5
>0% to <35% of the required number of Documentation.	2.5
0%	0	

2.	Is there a systematic process to ensure that Security Officers are aware of the functional duty they are employed for (pre-promotion)?	Documentation of pre-promotion briefing on expanded job descriptions and additional responsibilities. The numbers required are as follows: 	Number of Security Officers	Number of Documentation for submission
1 – 100	1 or 4% of total Security Officers (whichever is higher)
101 - 500	5 or 3% of total Security Officers (whichever is higher)
501 - 2000	16 or 2% of total Security Officers (whichever is higher)
> 2001	41 or 1% of total Security Officers (whichever is higher)		**Max pts: 10**	
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			For pre-promotion briefing	
			85% and above of the required number of Documentation.	10
			60% to <85% of the required number of Documentation.	7.5
			35% to <60% of the required number of Documentation.	5
			>0% to <35% of the required number of Documentation.	2.5
			0%	0

			Max pts = 10	
3.	Is there a systematic process to ensure that Security Officers are aware of their functional duties at the sites they are deployed?	Past induction checklists for specific deployment sites. The numbers required are as follows: 	Number of Deployment Sites	Number of Induction Checklist for submission
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1 – 100	1 or 20% of total sites (whichever is higher)
> 100	21 or 20% of total sites (whichever is higher)		At least 70% of the required submission.	10
			<70% of the required submission.	5
			No submission.	0
			Max pts = 5	
4.	Is there a Standard Operating Procedure (SOP) on Bomb Threat?	SOP on Bomb Threat. The SOP should have the following components: - Checklist for gathering of more information about the threat - Search to confirm presence of bomb - Calling the Police if a bomb or a suspicious item is found - Evacuation procedures	SOP with all components including checklist.	5
			SOP with all components without checklist.	4
			SOP with at least the components for Search and Evacuation.	3
			No SOP or submitted SOP does not fit the above permutation.	0

	Is there an SOP on Fire Emergency?	SOP on Fire Emergency.	**Max pts = 5**	
5.		The SOP should have the following components: - Procedure to confirm presence of fire - Calling 995 - Activation of fire alarm to warn others - Procedure to fight the fire - Procedure for evacuation	For each component included in the SOP.	1
			None of the components included in the SOP or no SOP.	0
6.	Is there an SOP to deal with Suspicious Person, Vehicle or Activity?	SOP on Dealing with Suspicious Person, Vehicle or Activity. The SOP should have the following components: - Assessment of whether there is a real threat (e.g. presence of bomb) - Recording the description of the suspicious person or vehicle - Calling 999 to report	**Max pts = 5**	
			SOP with all the components.	5
			SOP with any 2 of the components.	3
			SOP without any of the component or no SOP.	0
7.	Does the SA have an SOP for After Action Review (AAR)?	SOP for carrying out an AAR. The SOP should have the following components: - What was supposed to happen - What actually happened - Why did it happen - How to prevent it from recurring	**Max pts = 8**	
			SOP with "What was supposed to happen" component.	1
			SOP with "What actually happened" component.	1
			SOP with "Why did it happen" component.	1
			SOP with "How to prevent it from recurring" component.	5
			SOP without any of the component or no SOP.	0

	Question	Evidence/Criteria	Scoring	
8.	Did the SA conduct AAR for the deployed sites during the period of assessment?	Past AAR reports conducted based on the following: 	Number of Deployment Sites	Number of AAR for submission
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1 – 100	1 or 10% of total sites (whichever is higher)
> 100	11 or 10% of total sites (whichever is higher)		**Max pts = 8**	
			75% or more of the required submission.	8
			50% to <75% of the required submission.	6
			25% to <50% of the required submission.	4
			<25% of the required submission.	2
			No submission.	0
9.	Were the lessons learnt from the AAR shared with its officers during the period of assessment?	Evidence of lessons being shared may include the availability of AAR reports on e-learning portal, or in-service training programs plus attendance list of Security Officers present.	**Max pts = 4**	
			Evidence that lessons learnt from AAR were shared with Security Officers.	4

			Max pts = 8	
10.	Does the SA have an established process for conducting exercises to test the Security Officer's response pursuant to the Bomb Threat SOP?	SOP for Planning a Bomb Threat Exercise. The SOP should include the following key components: - Guidelines for different type of exercise (discussion-based or deployment-based) - Developing an exercise scenario - Planning and preparation (detailing the roles, responsibilities, logistics and set up) - Exercise safety - Exercise evaluation (AAR)	SOP with all key components.	8
			SOP with at least these 3 key components: - Planning & preparation - Exercise safety - Exercise evaluation (AAR)	4
			SOP with <3 key components or no SOP.	0
			Max pts = 4	
11.	Does the SA have an established format for reporting of exercises conducted pursuant to the Bomb Threat SOP?	Past Exercise Report should be made available for verification. The report should contain the following key components: - Introduction - Date/Time/Place of the exercise - Participants involved - Exercise Objectives - Key Observations - Lessons Learnt	Exercise Report with all key components.	4
			Exercise Report with at least these 3 key components: - Date/Time/Place of the exercise - Exercise Objectives - Lessons learnt	2
			Exercise Report with <3 key components or no Exercise Report.	0

	Does the SA have an established process for conducting exercises to test the Security Officers' response pursuant to the Fire Emergency SOP?	SOP for Planning a Fire Emergency Exercise. The SOP should include the following key components: - Guidelines for different type of exercise (discussion-based or deployment-based) - Developing an exercise scenario - Planning and preparation (detailing the roles, responsibilities, logistics and set up) - Exercise safety - Exercise evaluation (AAR)	**Max pts = 8**	
12.			SOP with all key components.	8
			SOP with at least these 3 key components: - Planning & preparation - Exercise safety - Exercise evaluation (AAR)	4
			SOP with <3 key components or no SOP.	0
13.	Does the SA have an established format for reporting of exercises conducted pursuant to the Fire Emergency SOP?	Past Exercise Report should be made available for verification. The report should contain the following key components: - Introduction - Date/Time/Place of the exercise - Participants involved - Exercise Objectives - Key Observations - Lessons Learnt	**Max pts = 4**	
			Exercise Report with all key components.	4
			Exercise Report with at least these 3 key components: - Date/Time/Place of the exercise - Exercise Objectives - Lessons learnt	2
			Exercise Report with <3 key components or no Exercise Report.	0

			Max pts = 8	
14.	Does the SA have an established process for conducting exercises to test the Security Officers' response pursuant to the Suspicious Person, Vehicle or Activities SOP?	SOP for Planning a Suspicious Person, Vehicle or Activities Exercise. The SOP should include the following key components: - Guidelines for different type of exercise (discussion-based or deployment-based) - Developing an exercise scenario - Planning and preparation (detailing the roles, responsibilities, logistics and set up) - Exercise safety - Exercise evaluation (AAR)	SOP with all key components.	8
			SOP with at least these 3 key components: - Planning & preparation - Exercise safety - Exercise evaluation (AAR)	4
			SOP with <3 key components or no SOP.	0
			Max pts = 4	
15.	Does the SA have an established format for reporting of exercises conducted pursuant to the Suspicious Person, Vehicle or Activities SOP?	Past Exercise Report should be made available for verification. The report should contain the following key components: - Introduction - Date/Time/Place of the exercise - Participants involved - Exercise Objectives - Key Observations - Lessons Learnt	Exercise Report with all key components.	4
			Exercise Report with at least these 3 key components: - Date/Time/Place of the exercise - Exercise Objectives - Lessons learnt	2
			Exercise Report with <3 key components or no Exercise Report.	0

16.	Is there an established process to conduct Red Teaming exercises?	SOP for Planning a Red Teaming Exercise. The SOP should include the following key components: - Guideline for different type of exercise (e.g. suspicious items, access control) - Execution of exercise (red teamer's approach) - Exercise safety - Contingency plan for real incident occurring during exercise - Exercise evaluation (AAR)	**Max pts = 10**	
			SOP with all key components.	10
			SOP with at least these 3 key components: - Execution of exercise (red teamer's approach) - Exercise safety - Contingency plan for real incident occurring during exercise	5
			SOP with <3 key components or no SOP.	0
17.	Does the SA have an established format for reporting of Red Teaming exercises conducted during the period of assessment?	Past Red Teaming Exercise Report should be made available for verification. The report should contain the following key components: - Type of exercise - Objective of the exercise - Date/Time of the exercise - Conducting personnel - Personnel to be tested - Exercise location - Observations - Lessons learnt	**Max pts = 5**	
			Report with all key components.	5
			Report with at least these 5 key components: - Objective of exercise - Date/Time of the exercise - Exercise location - Observations - Lessons learnt	3
			Report with <5 key components or no Exercise Report.	0

18.	Were the lessons learnt from the Red Teaming Exercise AAR shared with its officers?	Evidence of lessons being shared may include the availability of Red Teaming Exercise AAR Reports on e-learning portal, or in-service training programs plus attendance list of Security Officers present.	**Max pts = 2**	
			Evidence that lessons learnt from Red Teaming Exercise AAR were shared with Security Officers.	2
19.	Does the SA have an established process to manage incident reporting?	SOP on Incident Reporting. The SOP should have guidelines to establish a range of severity of incident and stipulate the corresponding persons or parties to be informed. The reporting format should include the information below: - What happened? - When did it happen? - Where did it happen? - Who was involved? - How did it happen? - Why did it happen? - Is there any security implication due to the incident? Past incident report should be made available for verification.	**Max pts = 7**	
			SOP with all the requirements.	5
			No SOP or submitted SOP does not have all the requirements.	0
			Evidence of past incident report with all the required information.	2

			Max pts = 20	
20.	Is there a program for continuous training to update Security Officers on security-related and/or terrorism information (local/overseas incidents)?	Evidence of this program should include: - Dedicated personnel who is responsible for monitoring incident of interest locally and overseas and identifying the lessons learnt - Process of converting the lessons learnt into training curriculum - Delivery of the curriculum via classroom or e-learning portal Past training material should be made available for verification.	Established training program with all the requirements indicated and evidence of past/current training material.	20
			No training program or no evidence of training material.	0
			Max pts = 20	
21.	Is there a mechanism to assess and validate the effectiveness of the training program (ref s/n 20)? Can the mechanism identify weaknesses for remedial actions?	Evidence of this mechanism should include: - Assessment via quiz/test - Identification of Security Officers who have fared badly for remedial training or additional coaching - Data analysis to identify specific areas where the majority of Security Officers have fared badly - Review of the training curriculum to determine whether there are weaknesses which may have led to the poor performance by the majority - Re-design of the training curriculum where appropriate	Established mechanism to assess and validate effectiveness of the training program with all the requirements indicated.	20
			No evidence of such mechanism.	0

22.	Are supervisory checks carried out on Security Officers?	Past duty rosters for supervisory checks showing at least 1 supervisory check per month planned for any site. Assessors will verify the roster against the supervisory check book/occurrence book at the deployment sites.	**Max pts = 8**	
			Roster tallied with records in supervisory check book/occurrence book for all months.	8
			Roster tallied with records in supervisory check book/occurrence book for 6 to 11 months.	4
			Roster tallied with records in supervisory check book/occurrence book for <6 months.	0
23.	Does the SA have an established process to manage service buyer's feedback on security?	Evidence of this process may include: - Use of online polling system to gather feedback - Use of formatted emails to solicit feedback - Use of conventional survey forms If the SA is using online system, the assessors will ask for a demonstration. For use of formatted email or conventional survey forms, SA should produce past feedback for verification.	**Max pts = 5**	
			Evidence of electronic feedback system.	5
			Evidence of manual feedback system.	3
			No evidence for any of the above.	0

			Max pts = 8	
24.	Does the SA have a process to conduct a security risk survey?	SOP for conducting security risk survey. SOP should include the following key components: - General survey of the premises - Identification of all entry and exit points - Identification of critical assets within the premises - Identification of risk areas - Recommendations to address or mitigate the identified risk areas	SOP with all key components.	8
			SOP with at least these 2 key components: - Identification of risk areas - Recommendations to address or mitigate the identified risk areas	4
			SOP without these 2 components or no SOP.	0
25.	Was there any security risk survey conducted during the period of assessment?	Past survey reports should be made available for verification. The numbers required are as follows: 	No. of Deployment Sites	Number of risk survey for submission
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1 – 50	1 or 10% of total sites (whichever is higher)
51 to 100	6 or 10% of total sites (whichever is higher)
> 100	11 or 10% of total sites (whichever is higher)		**Max pts = 4**	
			75% or more of the required submission.	4
			50% to <75% of the required submission.	3
			25% to <50% of the required submission.	2
			<25% of the required submission.	1
			No submission.	0