



**SINGAPORE  
POLICE FORCE**

Police Licensing &  
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Ref: F/CMA/SAGE/001/2018

13 April 2018

Dear Sir/Mdm

### **SECURITY AGENCIES GRADING EXERCISE 2018**

The Police Licensing & Regulatory Department (PLRD) and the Ministry of Manpower (MOM) will be conducting the Security Agencies Grading Exercise 2018 (“Grading Exercise”) for all licensed Security Agencies (“SAs”) from **1 July 2018 to 30 November 2018**.

2. This annual grading exercise provides an independent assessment of the performance of the SAs. This will help service buyers to discern service quality, provide feedback to support SAs in improving operational capabilities and to strategically elevate standards of the private security industry in Singapore.

3. The assessment criteria for the Grading Exercise will be based on five categories namely - Processes, People, Systems, Employment Practices and Counter Terrorism. The Grading Exercise places greater focus on security outcomes, continuous training, technology adoption and compliance with employment laws.

4. The Grading Exercise consists of (a) an assessment based on the documents submitted by the SAs, (b) on-site assessments at SAs’ main offices and deployment sites, and (c) number of security officers who are trained in Counter-Terrorism. The final results of the Grading Exercise will be published on the Singapore Police Force website in December 2018.

5. Please submit the following documents from **1 June 2018**. The deadline for submission is at 1600 hrs on **13 July 2018**:

- (i) Submission Covering Notes in the form provided in Annex B;
- (ii) The documents specified in Annex C; and
- (iii) The documents specified in Annex F.

**Any document/submission received after 1600 hrs on 13 July 2018 will not be accepted for assessment or be considered for the Grading Exercise.**



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6. Unless exempted by the Licensing Officer, participation in the Grading Exercise is required as a condition of your licence and is mandatory. If you fail to submit all the required documents by 1600 hrs on **13 July 2018**, you will be regarded as having failed to participate in the Grading Exercise and thereby having breached a condition of your licence.<sup>1</sup> **If you fail to submit the documents required under paragraph 5(ii) and 5(iii) above by 1600 hrs on 13 July 2018, you will not receive any points in the Grading Exercise for the relevant criteria for which those documents are required.**

7. Where an SA or an officer of the SA is being investigated for, or is suspected of being involved in a breach of any law in Singapore, PLRD may, at its sole discretion, award a “Pending” grade to such SA until such time when the case has been concluded, or, when the suspicion has been reasonably cleared.

8. Please note that your grade from the Grading Exercise is one of the relevant factors considered by the Licensing Officer in deciding whether to renew, suspend or revoke your SA licence.

9. For the Grading Exercise, SAs shall submit documents for assessment in softcopy format (CD or DVD) only. Please refer to the submission details in Annex A – Administrative Instruction.

10. **Please refer to PLRD’s website (<http://www.police.gov.sg/licence>) for the following documents:**

- a. Annex A - Administrative Instructions;
- b. Annex B - Submission Covering Notes;
- c. Annex C - SAGE 2018 Documentation Checklist;
- d. Annex D - SAGE 2018 Office Checklist;
- e. Annex E - SAGE 2018 Deployment Site Checklist; and
- f. Annex F - Notification to security agencies on MOM’s grading criteria.

11. For more information on the Grading Exercise, please contact the following:

- a. PLRD issues:       SPF\_Licensing\_Feedback@spf.gov.sg.
- b. MOM issues:       SA\_Grading@mom.gov.sg

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<sup>1</sup> An SA who fails to comply with any licence condition shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$10,000/- or to imprisonment for a term not exceeding 2 years or to both.



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Yours faithfully

A handwritten signature in black ink, appearing to be 'D. Ng', written over a set of horizontal lines.

**DANIEL NG  
LICENSING OFFICER  
POLICE LICENSING & REGULATORY DEPARTMENT  
SINGAPORE POLICE FORCE**