



2018

Employee Handbook



Royal Security Management Pte Ltd

Version 1

5/1/2018

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Welcome to



“Congratulations, you have just joined the Royal family who despite many challenges, continues to graciously assist other companies to conduct their businesses with the peace of mind that they deserve; because we take responsibility for their security”

Name:

Employee No:

NRIC/FIN:

Contact number:

Introduction

The Employee Handbook as the name suggest is designed to familiarize you with the work practices of Royal Security, the terms and conditions of employment, the employee benefits, and also to provide guidelines on our company's standards and policies in order for you to provide your best efforts to our clients at all times.

This Handbook should be read in conjunction with your Employment Agreement. If any of the items are unclear, or you have any questions, please do not hesitate to clarify with your immediate Operations Executive, Security Manager or at our Human Resource Office. The Company will do its best to make your work with us pleasant, we will train you, guide you through a career pathway and eventually try to bring out the best in you. In return, we ask for your commitment and loyalty to help us achieve our shared goals – to be appreciated and successful in what we do.

This Handbook may be updated from time to time and we will get the updates to you at the soonest possible time.



**Once again, Congratulations on joining the Royal family.
You are an important member of our team.**

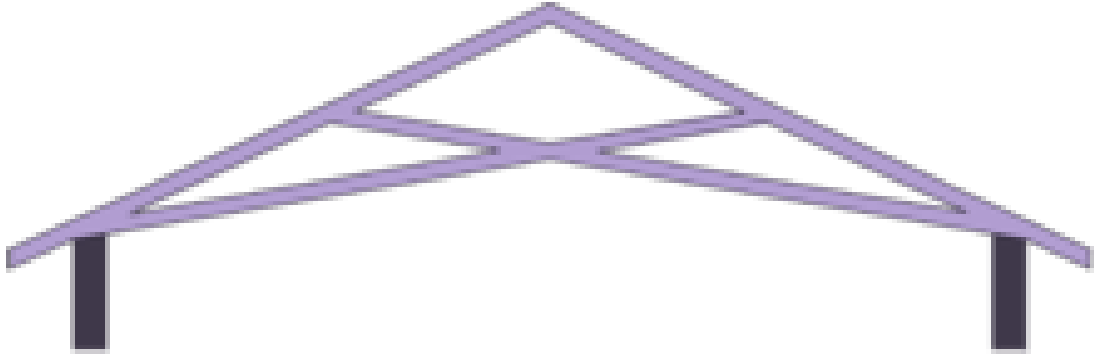
The Company

Royal Security was established in 1986. Throughout the years she has gain wide experience in providing security services in the commercial, industrial and residential sectors. Today, we have developed into a well-organized and dynamic unit capable of providing exceptional quality services. We are also proud to be able where required, to customize security solutions for discerning clients.

The Management has decided from its review through meetings with managers, staff and supervisors as part of our service excellence, to place emphasis towards prompt and reliable service which many of our clients have now come to appreciate. Our clients who are spread island wide can enjoy our guaranteed service for total protection and swift response.



Taking responsibility for your Security



Vision

- To achieve a standard for par excellence in service
- To establish a quality driven organization

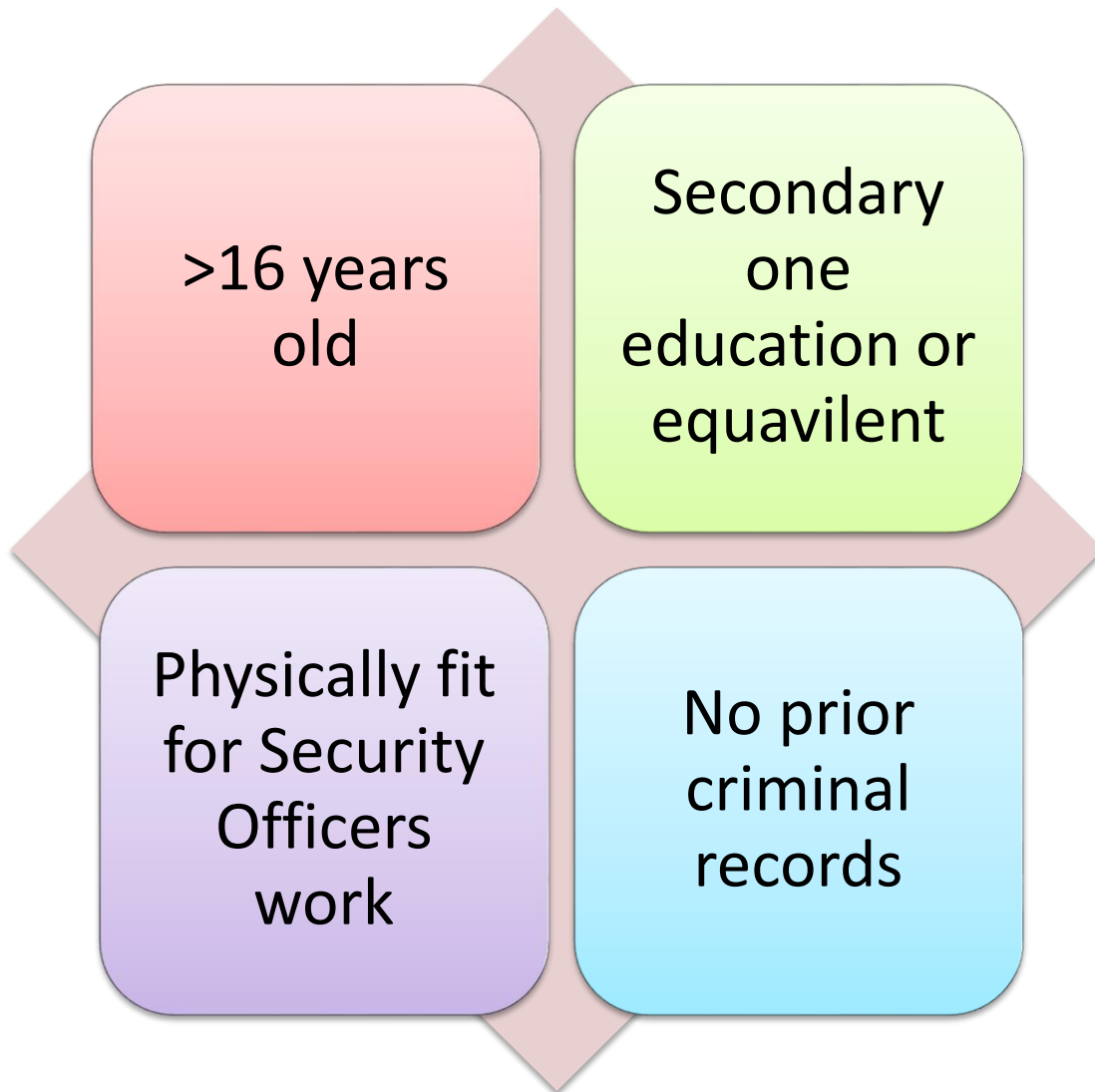
Mission

- To consider technology and best practices
- To provide best quality where possible with respect to client specifications
- To use technology for total security solutions

Core Values

- Develop partnerships among clients and staffers
- Provide unfailing commitment to agreements
- Working towards continious improvement

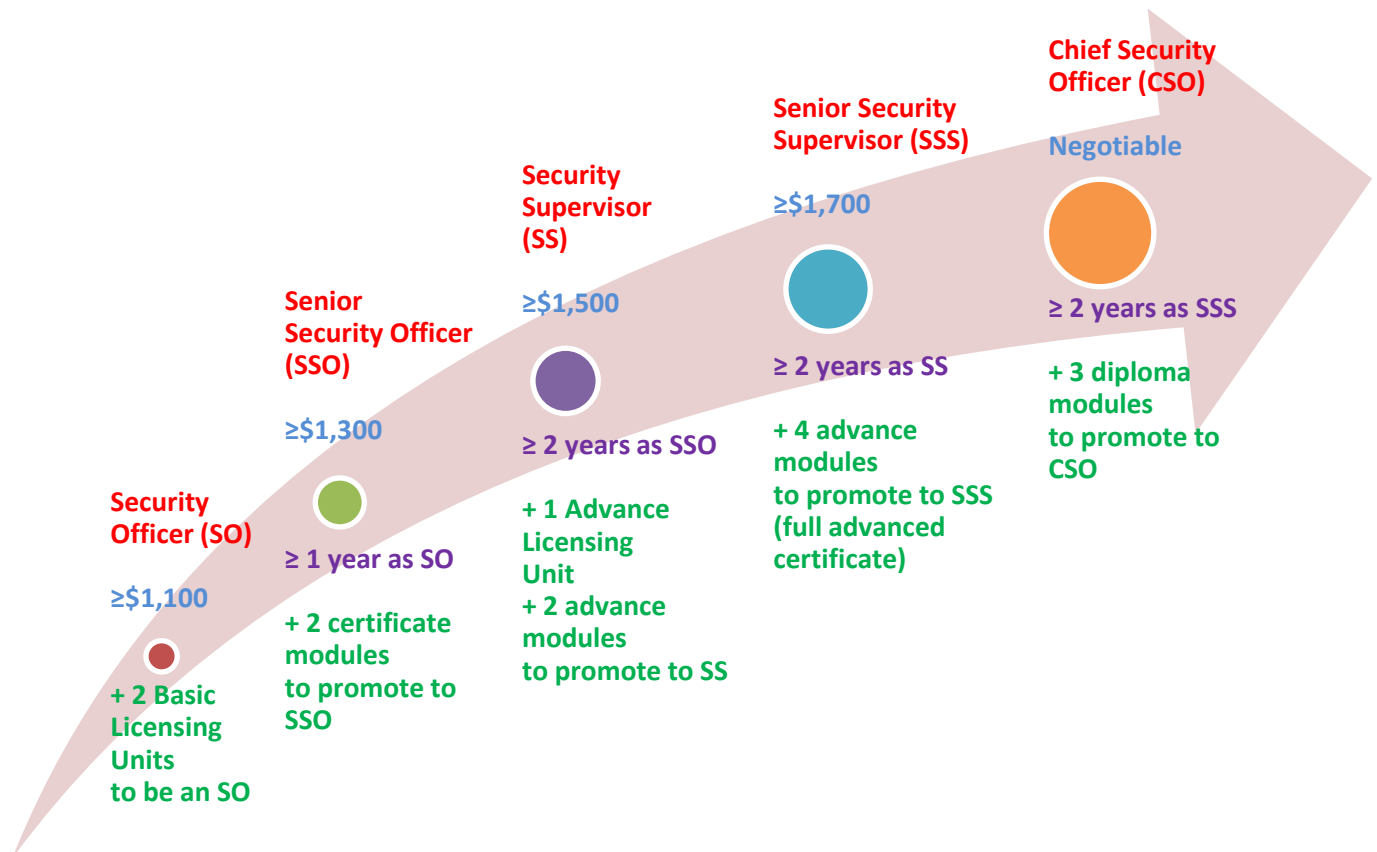
Pre-requisites for employment



Chapter 1

• Progressive Wage Model (PWM)

Source: WDA, Last updated: 16 Aug 2016



LEGEND:

- **Grade**
- **Minimum basic salary**
- **Term of service required to be promoted**
- **Number of WSQ courses required to qualify**
(see WSG website for type of courses applicable)

Chapter 2

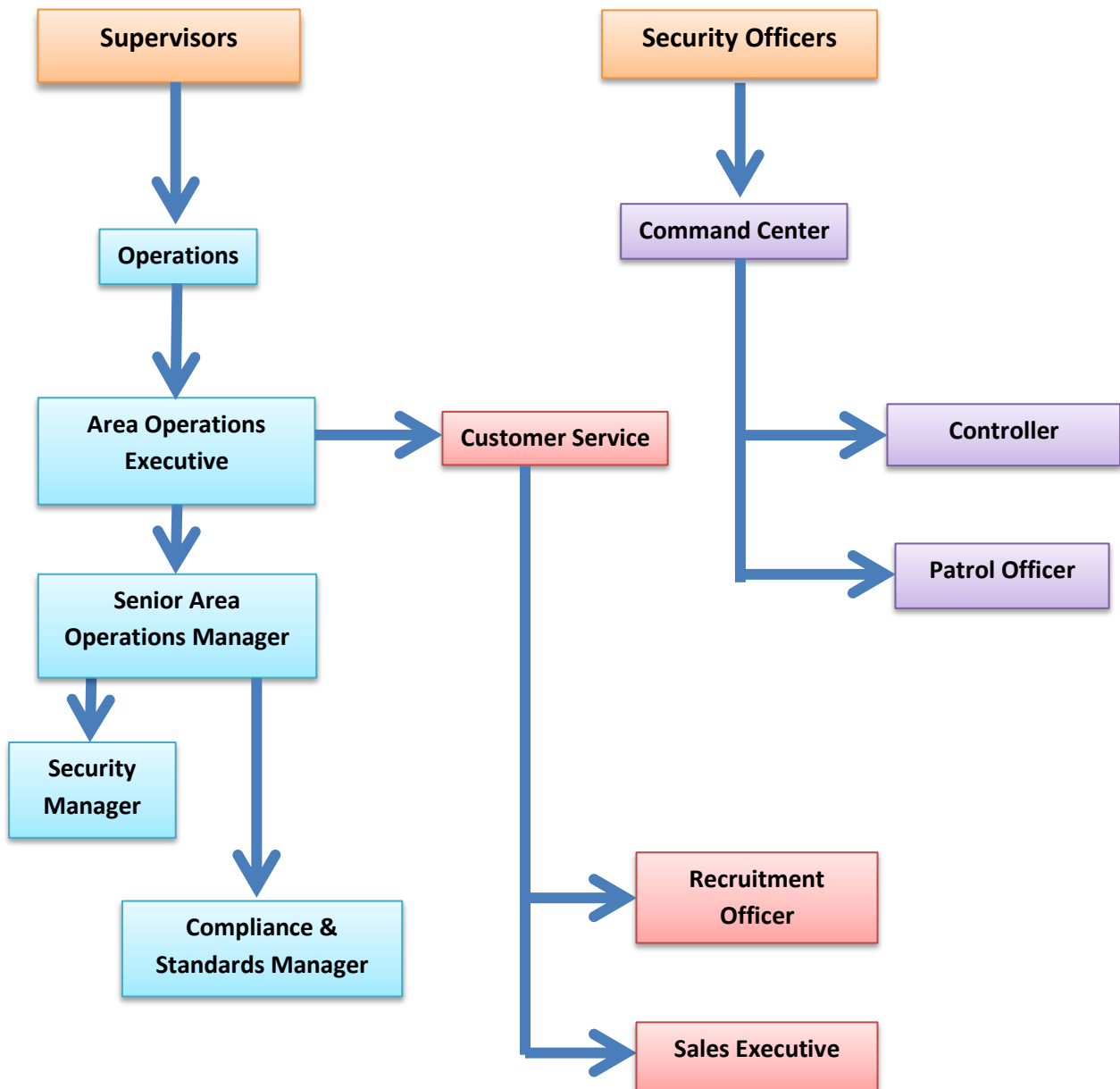
• Joining and Retention benefits

1. **Increment in salary** – The annual increment for the Employee shall be determined by the Management on the anniversary date of the employee with the company taking into consideration of the work performance among other factors.
2. **Long service award** – Employees who achieve 5 continuous years of service with us and every 5 continuous service thereafter will be entitled to the long service awards with cash rewards. They will be recognized and awarded on our yearly Awards Night.
3. **Exemplary Award** – Employees who shows outstanding performance together with dedication and commitment towards their work will be recognized and identified on yearly basics and awards will be given to them on our yearly Awards Night.
4. **“WOW” Award** – Employees who shows outstanding performance by going an extra mile in their job and displaying a positive image will be recognized and identified on yearly basics and awards will be given to them on our yearly Awards Night.
5. **Bursary Award** – Employees with school going children will be given bursary cash rewards on yearly basics on our Awards Night.



6. Career Advancement Opportunities for security staff

The following chart describes the company's career pathway outside the PWM structure. This provides avenues for opportunities to develop your growth potential with the Company.



Chapter 3

• Fair employment practices and benefits

1. Employment opportunities for older workers



- Yearly Medical Check up is given by the Company
- One way transport to given for Relief older Officers
- Special care & attention is given when needed

2. Welfare benefits on site *(please choose or add)*

- Biscuits, Coffee, Tea & Instant noodles are provided once every month
- Rest area for meals
- Mobile toilets (if nearest one is more than 100 meters away)
- Fully equipped First aid box at the guard post or security control room
- Proper ventilation and lighting (if none are available)
- Locker room facilities for changing and storage of personal belongings (if none are available)
- Raincoat to work during inclement weather

- PPE items required by regulations or where appropriate
- Food warmers e.g. microwave oven, oven toaster, water heater appliance, water heater flask etc.

Note: *Items listed may apply to relevant sites*



3. Advances – Will be given to all Employees provided they have not taken more than 4 off days by the 22nd of the month.

4. Non-statutory leave benefits

a. Compassionate leave

b. Marriage leave

c. Paternity leave

All above leave are given as per the Employee Agreement

5. Uniform issuance policy *(picture of both genders in full uniform)*

a) Items of uniform

S/No	Description	Qty	Remarks
1.	Shirts with Logo	3	
2.	Trousers	3	
3.	Epaulette	1	
4.	Name Tags		(if it may apply)
5.	Tie		(if it may apply)
6.	Caps		(if it may apply)
7.	Yellow T shirts		(if it may apply)
8.			
9.			

b) Uniform dress code

- You shall wear your uniform with dignity and pride.
- You must wash and ironed and keep your uniforms presentable.
- You shall not bring the Company into ill repute due to your misbehavior or conduct whilst wearing the uniform.

c) Uniform return policy

- All items of uniform when issued remain the property of the Company.
- Therefore, willful damage or misused shall be attributed to misconduct.
- At the end of your employment term, you are required to return all issued items back to the company reasonably washed, ironed and in good condition when you collect your terminal salary.

d) Uniform issue and exchange policy

- You will be issued with x sets of uniform each year which remains the property of the Company
- In the event that any item of uniform is damage, stained or worn due to fair wear and tear, you must immediately request for an exchange failing which it would be attributed to misconduct.

Neatly combed hair. Clean shaven face for men.

Neatly combed and tied up hair for women.

Neatly ironed shirts

Security Licence to be worn at all times.

Plain belt.

Neatly ironed pants.

Clean black safety shoes.

Chapter 4

• The 17 Key Employment Terms

Employment contract

You will be issued with an employment contract. Read it carefully and if you are not sure of any of the information, please make clarifications with the Recruitment Department or with your assigned Operations Executive. The following are 17 key points you will find in your employment contract explained here for your benefit.

1. Full name of employer

Royal Security Management Services Pte Ltd
28 Riverside Road #03-01A
Progen Building
Singapore 739085

2. Full Name of employee

Your full name as in your NRIC / FIN



3. Job title, main duties and responsibilities (source: PWM Job functions last updated 26 February 2016)

JOB TITLE	Security Officer (SO)	
MAIN DUTIES	RESPONSIBILITIES	REMARKS
1. Screening	<ul style="list-style-type: none"> Screening of people, property or vehicle 	Pass exchange, vehicle checks, bag checks, use of metal detectors, X-Ray machine, explosive detectors, vehicle undercarriage mirror etc.
2. Patrolling & Guarding	<ul style="list-style-type: none"> Patrol and clock routes 1. Checking: <ul style="list-style-type: none"> prevent entry/exit of unauthorized people, property or vehicle entry/exit points are clear and secured doors/windows/service lifts are secured perimeter fences/walls/locks for wear & tear or forced entry security system/equipment are working and not tampered with signs of smoke or fire 2. Guarding: <ul style="list-style-type: none"> Guard premises/property Preventing theft Loss prevention (e.g. store detective) Escort of cash or valuables in transit 3. Note and report irregularities 4. Detain suspicious person or vehicle and await instructions 	Static and patrolling duties
3. Access & Egress Control	<ul style="list-style-type: none"> Control entry & exit points Conduct identity check and exchange passes Authorize access to staff and visitors Operate gates, door or barriers Traffic control within client premise Maintain access control records Escort visitors 	<ul style="list-style-type: none"> SOs can control keys that are not deemed critical or sensitive by client e.g. keys for daily use required by service providers and not necessarily kept in the key press

4. Incident Response	<ul style="list-style-type: none"> • Respond and report: <ul style="list-style-type: none"> ○ fire alarms & fire related incidents ○ crimes or public order incidents ○ suspicious event, persons, properties or vehicles ○ medical emergencies ○ bomb or terrorist threats ○ lift breakdown, power failure, burst water pipe/leaking or ruptured sprinklers • Request for assistance within guarded premise by person suffering from injury, loss or damage of property • Assist in evacuation 	
5. Acting as a Bodyguard or Bouncer	<ul style="list-style-type: none"> • Bodyguard • Bouncer <ul style="list-style-type: none"> ○ Screen individuals seeking entry ○ Controlling or monitoring the behavior of individuals ○ Removing individuals for behavioral reasons 	<ul style="list-style-type: none"> • A person employed to guard an individual from bodily harm e.g. VIP or Executive Protection duties

JOB TITLE	Senior Security Officer (SSO)	
MAIN DUTIES	RESPONSIBILITIES	REMARKS
1. Operate Security & Safety Systems	<ul style="list-style-type: none"> Operate <ul style="list-style-type: none"> Central Alarm Monitoring System (CAMS) Fire control system Lift control system Electronic carpark system 	<ul style="list-style-type: none"> “Operate” means to control the functioning of the listed security & safety systems.
2. Regulating Traffic (Road Traffic Act)	<ul style="list-style-type: none"> Regulate traffic under Section 142B of Road Traffic Act 	<ul style="list-style-type: none"> At accident or disaster sites Before and after major events
3. Closed Circuit Television (CCTV), CAMS, Fire Command Centre (FCC) Monitoring	<ul style="list-style-type: none"> Full time guarding through CCTV/CAMS/FCC monitoring Maintain CCTV storage libraries Preserve evidence 	<ul style="list-style-type: none"> FCC is a room within any premises which is specifically designated for the purpose of command and control of operations in the event of fire or other emergencies and fitted with the necessary equipment. “Full time guarding” means that the officer is deployed to perform the listed duties on a full-time basis, e.g. to monitor CCTV/CAMS/FCC systems at a command center
4. Assist Ministries, Statutory Boards or Government Departments in Law Enforcement Duties		<ul style="list-style-type: none"> “Duties” may include anti-littering, anti-smoking enforcements
5. Key Press Management	<ul style="list-style-type: none"> Exercise control over keys to areas defined as critical or sensitive by the client 	<ul style="list-style-type: none"> An officer of at least SSO-level is required to control keys that are deemed critical or sensitive by client.

JOB TITLE	Security Supervisor (SS)	
MAIN DUTIES	RESPONSIBILITIES	REMARKS
1. Incident Management & Reporting	<ul style="list-style-type: none"> • Supervise deployment at major/large-scale events • Respond to and report incidents at major/large-scale events • Manage security incidents at major/large-scale events and report to relevant authorities 	<ul style="list-style-type: none"> • Refers to major national events (e.g. NDP, Parliamentary, and Presidential Elections), large-scale international conventions (e.g. Shangri-La Dialogue, IMF/World Bank meeting, Singapore Airshow) or large-scale sporting events (e.g. F1 Night Race, Youth Olympic, SEA/Asian games). The examples cited are non-exhaustive and are meant to indicate the possible scale and complexity of major/large-scale events
2. Direct Supervision	<ul style="list-style-type: none"> • Supervise & direct security personnel • Conduct team briefing & debrief 	<ul style="list-style-type: none"> • The supervisor gives specific instructions on all assignments. Work is reviewed for completeness and accuracy, or the employee performs tasks which provide inherent checks built into the nature of the work
3. Execute Evacuation Plans & Exercises	<ul style="list-style-type: none"> • Execute evacuation plans or exercises 	

JOB TITLE	Senior Security Supervisor (SSS)	
MAIN DUTIES	RESPONSIBILITIES	REMARKS
1. In Charge of CCTV Centre /CAMS /FCC		<ul style="list-style-type: none"> • In charge of” refers to security personnel deployed in-situ having command or supervisory power over operations of the listed systems. • CCTV Centre means - A central control room where video cameras are used to transmit signals onto a limited set of monitors
2. Conduct Security Audits & Risk Assessment	<ul style="list-style-type: none"> • Assess security risks & prepare mitigation measures • Plan, confirm and conduct security audits 	<ul style="list-style-type: none"> • Planning for survey • Conducting survey • Writing survey report
3. General Supervision	<ul style="list-style-type: none"> • Plan, assess & review team performance • Train & assess subordinates • Develop individual training & competency roadmaps • Conduct After Action Reviews 	The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities. Additional, specific instructions are given for new, difficult, or unusual assignments

JOB TITLE	Chief Security Officer (CSO)	
MAIN DUTIES	RESPONSIBILITIES	REMARKS
1. Supervision Management	<ul style="list-style-type: none"> Maintain overall discipline & conduct of all security personnel Cluster manpower planning, development & management Conduct disciplinary inquiries & open file 	
2. Form & Lead Security Watch Groups	<ul style="list-style-type: none"> Conduct operational/situational trend analysis Conduct crime/public order threat analysis Collaborate with security stakeholders on security matters 	
3. Security & Contingency Planning for Major or Large-Scale Events	<ul style="list-style-type: none"> Security planning for events Conduct contingency planning Handle security emergencies 	

4. Date start of Employment

- The effective date mentioned in your employment contract

5. Duration of employment

- Full time employee (FTE) i.e. if your work more than 35 hours a week
- Part time employee i.e. if you work less than 35 hours a week
- Daily rated employee (DRE) i.e. if you work part time on a day to day basis and get paid on a daily basis

6. Working arrangements:

a) Hours of work

- The period during which you are expected to carry out the duties assigned by the Company. It does not include any intervals allowed for rest, tea breaks and meals.

b) Daily working hours

- You are required to work up to 8 hours a day or 44 hours a week

- You are also required to work 3 hours overtime a day or 22 overtime hours a week excluding the official one (1) hour break time

c) Number of working days per week

- You are required to do shift work of up to 12 hours a day for a typical 6 days' work week

d) Maximum hours of work

- As an employee, you are not allowed to work more than 12 hours a day. However, your employer can ask you to work more than 12 hours a day in the following circumstances:
 - An accident or threat of accident.
 - Work that is essential to the life of the community, national defense or security.
 - Urgent work to be done to machinery or plant.
 - An interruption of work that was impossible to foresee.
- Work on rest days or public holidays is not counted in the 72-hour overtime limit, except for work done beyond the usual daily working hours on those days. Such extra hours (after 8 hours) are included in the 72-hour limit.

e) Rest day

- You are entitled to at least one (1) rest day per week.
- It is not a paid rest day.
- A rest day comprises a 24-hour break period.
- A week is continuous period of seven (7) days starting from Monday and ending on Sunday.
- Your Operations Executive shall determine your rest day, which can be any day of the week.
- You shall be given a forecasted duty roster that would inform you of your rest day before the start of each week.
- You shall be paid according to the schedule listed in this guidebook or otherwise you would be given a replacement day off in lieu of that rest day.
- The maximum interval between two (2) rest days shall be twelve (12) days.

f) Public holiday

- You are entitled to 11 paid public holidays per year as gazette or determine from time to time by the government.

- You shall be paid according to the schedule listed in this guidebook or otherwise you would be given a replacement day off in lieu of that holiday.

7. Salary period

a) Pay slip

- You would be issued with an itemized pay slip within 3 days after receiving your salary.
- Your start date and end date of your salary period and the net salary paid in total (month) shall be duly reflected in your pay slip.
- Your salary shall be paid within 7 days after each calendar month.
- We may grant salary payment in advance depending on a mutually agreed arrangement between you and the Company.

b) Bank Account

- You shall open POSB/UOB/OCBC account so that we can bank in the cheque for your salary.

c) Fulltime employee

- For full time employees, your salary shall be credited into your account.

d) Daily Rated Employee

- For daily-rated employees, your salary shall be credited into your account.

8. Basic salary for each salary period

- The minimum wages are based on the Progressive Wage Model according to your grade as described in Chapter 1.
- Your salary shall be based on the total number of hours or days worked in a week or month.
- The daily net wages for Daily-Rated-Employees shall depend on your total hours of work in the day and your age (CPF dependent). Formula = Grade (basic wage for 8 hours) + OT wage (total hours after the 8 hours) x Employer CPF (Age group) = DRE daily wage
- Minimum basic wages (8 hours) for work permit holders are as follows:
 Officers (any grade) = \$900.00
 Supervisors (any grade) = \$1200.00

- The formula for calculating the daily rate of pay is as follows:
 - Monthly gross rate x 12 (number of months in a year), divide by 52 (number of weeks in a year) divide by 6 (average number of days an employee is required to work in a week)
- The following table is an example for the daily/hourly rate of pay for a typical 6 day work week for the relevant grades (Applicable only for Singapore Citizens and Permanent Residents):

Grade	Basic monthly salary	Daily rate of pay	Hourly rate of pay
SO	\$1100.00	\$42.30	\$5.30
SSO	\$1300.00	\$50.00	\$6.25
SS	\$1500.00	\$57.70	\$7.20
SSS	\$1700.00	\$65.40	\$8.20

9. **Fixed deductions** - Deductions made for each salary period, such as:

- Contributions payable by the Company on behalf of an employee under and in accordance with the provisions of the Central Provident Fund Act
- Employee's contribution to CDAC, SINDA or MENDAKI etc.

a) Employee's CPF Contributions – (source: MOM website) for private sector employees who are:

- Singapore Citizen
- Singapore PR from the third year of obtaining PR status
- PR during the first two years of obtaining PR status but who has jointly applied with employer to contribute at full employer-full employee rates
- See the following CPF contribution table for the respective age groups:

Employee's age (years)	Contribution Rates from 1 Jan 2016 (for monthly wages \geq \$750)		
	By Employer (% of wage)	By Employee (% of wage)	Total (% of wage)
55 and below	17	20	37
Above 55 to 60	13	13	26
Above 60 to 65	9	7.5	16.5
Above 65	7.5	5	12.5

b) All other ad-hoc deductions such as:

- no-pay leave / urgent leave
- absence from work
- recovery of advances or loans or for adjustment of over-payments of salary

c) Absent Without Official Leave (AWOL)

- When you go AWOL, you will not be paid your basic wage for the day and your allowances or incentives if any may be partially or totally removed from your salary for the relevant salary period.
- Allowances and incentives are considered collectively on a monthly basis and are given out ONLY upon successful and satisfactory completion of work for that month.

10. Overtime payment period

- Start and end date of overtime payment period shall be indicated in your pay slip
- Overtime payment shall be made by the last day of the salary period

11. Overtime rate of pay

- Overtime work means all work performed in excess of the normal hours of work (8 hours excluding breaks)
- For overtime work, you shall be paid **at least 1.5 times** the hourly basic rate of pay after the 8 hours of work even when working during your rest day and on a Public Holiday.

a) **Formula:** Overtime pay = Hourly basic rate of pay x 1.5 x number of hours worked overtime

b) Example of monthly-rated employee:

- Monthly basic pay is: \$1,100
- Typical overtime hours per week is: 22 hours
- Your overtime pay for the week is: \$ 175.00

c) **OVERTIME EXEMPTION ORDER - SECTION 38(5), EMPLOYMENT ACT (CAP 91)**

- The Company has been granted an OT exemption from the MOM
- Therefore, you may be required to work more than the maximum 72 hours of overtime in a given calendar month
- As required by the Employment Act you are hereby put on notice the following requirements concerning overtime:
 - No employee is compelled to work overtime;
 - No employee is allowed to work more than 12 hours a day;
 - Pregnant employees and those under the age of 18 are not covered by the exemption.

12. Other salary-related components

a) **Work on rest days / public holidays**

- Any work on rest days / public holidays will be agreed upon between both employer and employee from time to time
- The following table describes the rate of payment for work on rest days and Public Holidays

Payment for work on a rest day or Public Holiday is calculated as follows:			
If work is done	For up to half your normal daily working hours	For more than half your normal daily working hours	Beyond your normal daily working hours
At the employer's request	1 day's salary	2 days' salary	2 days' salary + overtime pay
At the employee's request	Half day's salary	1 day's salary	1 day's salary + overtime pay

b) Final salary payment

- Your final salary payment could vary depending on the following situations as describe in the following table:

Situation	Your final salary shall be paid
You resign and serve the required notice period	On the last day of employment
You resign without notice and don't serve the notice period	Within 7 days of the last day of employment
You were dismissed on grounds of misconduct	On the last day of employment. If this is not possible, then within 3 working days from date of dismissal
The Company terminates the contract giving due notice	On the last day of employment. If this is not possible, then within 3 working days from date of termination

c) Reservist Liability

- Unpaid leave shall be granted to NS men who are still liable for NS Reservist call up after your Operationally Ready Date (ORD).
- Please furnish your reservist slip promptly to us so that the Company can file a make-up claim with the Government who may pay you in accordance to your rank designation.

d) Advances or loans

- We do assist in interest free loans or cash advances based on the following conditions:
 - Eligible only after your probationary period is successfully met
 - If you have not already tendered your resignation
 - You have on record not gone AWOL
 - Documentary proof of the need for such a loan is required
 - No outstanding loan remaining
 - No issues relating to your punctuality, conduct, deportment and discipline
 - Recommend by Area Operations Executives
 - You agree if granted, the deductions for the loan will be on a monthly basis that stretch in equal amounts for no more than 3 months
 - Even if you meet all the conditions stated, the Company reserves the right to decline any loan application without providing any reasons thereof

13. Leave

a) Annual leave

- You are entitled to paid annual leave if you have worked for at least 3 months
- Your annual leave entitlement depends on how many years of service you have served with the Company
- Your year of service begins from the effective date you start work with the Company
- Any leave you take will be considered a full-day's leave, even if it is taken on a half working day
- You should not include periods of approved Unpaid leave when calculating annual leave entitlement
- The following table describes the leave entitlement vs years of service:

Year of service	Days of leave
1 st	7
2 nd	8
3 rd	9
4 th	10
5 th	11
6 th	12
7 th	13
8 th and thereafter	14

b) Pro-rated annual leave

- If you have worked less than a year but for at least 3 months, your annual leave entitlement is pro-rated based on the number of full months you have worked
- This entitlement applies even if you are still on probation
- Your pro-rated annual leave is calculated using this formula:
 - $(\text{No. of completed months of service} / 12 \text{ months}) \times \text{No. of days of annual leave entitlement}$
 - If the fraction of a day is less than one-half, round it down; if it is half or more, round it up to one day.

c) Forfeited annual leave

- Your annual leave entitlement may be forfeited if you:
 - Are AWOL without reasonable excuse for more than 20% of the working days in the months or year
 - Fail to take your leave within 12 months after the end of 12 months of continuous service
 - Are dismissed on the grounds of misconduct
- In the case of misconduct, the Company instead of forfeiting your leave may choose to convert your unconsumed leave into cash at the gross rate of pay based on your last drawn salary.

d) Annual leave application

- When applying for leave you need to make a request to your Operations Executive at least seven (7) days before the leave start date
- Leave application for a continuous period of 3 days or more must be submitted one (1) month before the leave start date
- All leave application are subject to approval by Management

e) Unpaid Leave a.k.a. as urgent or no pay leave

- You may apply for unpaid leave if you are not yet eligible for paid annual leave or have used up your paid annual leave.
- If you take more paid annual leave than you are entitled to, the excess leave is treated as unpaid leave, and the Company may deduct your salary accordingly.
- Unpaid leave is subject to approval from your Operations Executive.
- If such leave is not approved you will be deemed to be absent without official Leave (AWOL).

f) Outpatient sick leave (MC) and hospitalization leave

- You are entitled to paid sick leave if:
 - You have worked in the Company for at least 3 months
 - You have informed or tried to inform the Company within 48 hours of your absence
 - Your sick leave is certified by the company's approved doctor or by a government doctor (including doctors and dentists from approved public medical institutions)
- You are entitled up to **14 days** for outpatient non-hospitalization leave and **60 days** for hospitalization leave.
- The 60 days of hospitalization leave includes the 14 days outpatient sick leave entitlement. **Example:** If you have already taken 14 days of outpatient sick leave in a year, the number of days of hospitalization sick leave that you can take is 46 days ($60 - 14 = 46$).
- The entitlement remains as long as you are certified by a medical doctor to be in need of hospitalization. In this instance you don't necessarily have to be physically warded in hospital to be eligible for paid hospitalization leave.
- You are not entitled to paid sick leave during:
 - Rest days
 - Public holidays if you are not working
 - Non-working days

- Annual leave
- Unpaid leave
- You are strongly advised to notify your Operations Executive or HQ Operations Room at least 2 hours prior to your duty, so that the Company can organize a relief to take over your duty on Site.
- Sick leave taken on a half working day shall be considered as one day's sick leave.
- If you have worked for less than 6 months, your entitlement shall be prorated as described in the following table:

No. of months of service completed	Paid outpatient non-hospitalization leave (days)	Paid hospitalization leave (days)
3	5	15
4	8	30
5	11	45
6 and thereafter	14	60

g) Company appointed Clinic / Doctor

- The company has appointed a medical clinic Healthway Medical Group for all employees seeking medical assistance, referral to hospital, medical screening for Officers over 60 years, and medical assessment for work permit renewals etc.
- You shall be exempted from referring to the Company Clinic / Doctor if you are sick in the following circumstances:
 - If you are sick overseas or
 - If our Company Clinic / Doctor is not available (Closed) at the time of reporting or
 - If it's an emergency e.g. diarrhea, convulsions, heart attacks, asthma attacks
- The company will reimburse fully your medical consultation fees if they are from any government hospitals/clinics if the original receipt is submitted to your Operations Executive or Manager
- However, if you fall sick during public holidays, annual leave, rest days or non-working days, you will still be able to claim reimbursement for medical consultation fees. For the avoidance of doubt, medical consultation fees do not include medication for pre-existing medical conditions, health supplements or for cosmetic remedies.

- The following table describes the details of the Company's appointed clinic when reporting sick:

Name of clinic : Healthway Medical Group Location : 43 clinics	
Days of the week	Operating Hours
Monday to Friday	0830hrs to 1430hrs 1800hrs to 2300hrs
Saturday	0830hrs to 1230hrs 2000hrs to 2300hrs
Sunday & Public Holiday	Depending on different clinics

(A copy of the listing of clinics will be given to the employee once completion of the first 3 months.

h) Maternity Leave

- You are eligible for **16 weeks** (Child is Singapore citizen) in accordance with the Child Development Co-Savings Act or **12 weeks** (Child is non-citizen) in accordance with the Employment Act if you meet the following requirements:
 - You are lawfully married to your child's father.
 - You have served the Company for a continuous period of at least 3 months immediately before the birth of your child.
- If you **have not** given the Company at least **1 weeks' notice** before going on maternity leave, and informed them as soon as possible of your delivery. You shall only be entitled to half the payment during maternity leave, unless you have a good enough reason for not giving the due notice.

i) Paternity Leave

- As a working father, you are entitled to **12 days** of Government-Paid Paternity Leave for all births if you meet the following requirements:
 - Your child is a Singapore citizen
 - You are or had been lawfully married to the child's mother between conception and birth
 - You have served the Company for a continuous period of at least 3 months before the birth of your child
- You may take 2 continuous weeks of Paid Paternity Leave within 16 weeks after the birth of the child.

j) Childcare Leave

- You are eligible for 6 days per year (Child is Singapore citizen) in accordance with the Child Development Co-Savings Act or 2 days per year (Child is non-citizen) in accordance with the Employment Act if you meet the following requirements:
 - Your child is below 7 years old. regardless of the number of children you have
 - If you have served the Company for at least 3 continuous months
- You need to consume your yearly childcare leave entitlement by the end of that calendar year.
- You cannot carry forward childcare leave meant for one year to the next.

15. Other medical benefits

Workmen Compensation

- All employees are covered under the “Work Injury Compensation” as required by law if you should sustained any injury or accident while working.
- You have to report the accident/injury to the company within 24 hours otherwise; the company may not be able to assist you with the claim.

16. Probation period to confirm employee

- You will be put on probation for a period no less than three (3) months. This period may be extended for another period of one (1) month if your performance has not met the company’s expectations.
- The probation period may be reduced to a shorter period of one (1) month based on positive performance and attendance which is subject to your Operations Executive recommendations and from Management approval.
- During your probationary period, either party may terminate this agreement by giving fourteen (14) working days’ notice in writing or fourteen (14) days’ salary in lieu of notice.
- Your probation is deemed confirm at the anniversary date if there is no communication by the Company to extend or confirm your probation. Therefore, there is no necessity to write a confirmation letter to you and you shall thereby enjoy all privileges and benefits given to any other confirmed employee.

17. Notice period to terminate contract

- a) Either party may at any time give notice in writing to end the contract and no reasons for termination is required or should be stated.
- b) Notice period is one (1) month and shall be the same for both employee and the Company.
- c) The date the termination letter is received by the party shall be registered as the first day of notice.
- d) Either party may terminate the contract of service without notice or without waiting for the expiry of notice, by paying to the other party the gross rate of pay in lieu of notice for the remaining period of the notice provided, ensuring also all legal and contractual obligations are complied with.
- e) Either party may repudiate (terminate) the contract of service without notice in the event of any willful breach by the other party of a condition found in the employment contract. The party who breaks the contract of service shall be liable to pay to the other party a sum equal to the amount had he terminated the contract of service without notice or with insufficient notice which would have accrued to the employee during the period of the notice.
- f) The addresses provided by either party in the employment contract shall be noted as the registered address and all further correspondence by either party to these addresses shall be taken as proof of posting.

1. General Instructions

- a) Your uniform issued to you must be washed and ironed every two working days. You will not wear uniform other than on the job site as issued when on duty, or in such places that you could reasonably be expected to traverse during the course of your work.
- b) You are to be punctual and register your reporting and signing off timings in the attendance book daily. In the event that you are unable to attend work due to an emergency, you must make every effort to inform your shift supervisor as soon as possible.
- c) You must brief the next officer(s) who relieves your deployment on all occurrences - emphasis must be made on matters that need to be followed-through. Ensure that all instructions and information that need the attention of all officers (including relief officers) should be recorded in the Communications Book. All relevant officers must be informed and they are required to acknowledge each entry by signing against their names.
- d) The Occurrence Book must be utilized for all matters that need to be noted for record purposes according to policy.
- e) You must not meet or receive personal visitor(s) whilst on duty.
- f) You must not fraternize or indulge in casual conversation with the public, visitors, tenants or client employees on duty.
- g) You must work overtime to cover for any shortfall when instructed by your superiors or come back to work on your rest days if there are any security and safety emergencies.
- h) Except for official purposes you must leave the premises after you have sign off duty.
- i) Do not consume food, lean on the walls / railings or sit on the benches while on duty.
- j) Window-shopping and patronizing the retail outlets is strictly prohibited.
- k) You must make every effort to recognize the client's/company's executives and should always pay compliments when you meet them.
- l) You must never display any act of cowardice when attending to incidents

2. Code of conduct

- a. You shall not disobey, or without good and sufficient cause omit or neglect to carry out any lawful order, written or otherwise, given by a superior
- a. You shall not neglect, or without due and sufficient cause, omit, promptly and diligently to attend to or carry out anything which it is his or her duty to do as a security officer.
- b. You shall not fail to carry out work in accordance with instructions received.
- c. You shall not leave the place of duty without permission or without sufficient cause.
- d. You shall not fail to report any security matters.
- e. You shall not fail to make necessary reports and entries in any official document or book kept in the course of your work.
- f. You shall not display any act of cowardice.
- g. You shall not knowingly make or sign any false statement or entry in any official document or book.
- h. You shall not willfully or negligently make any false, misleading, or inaccurate statement.
- i. You shall not without due and sufficient cause destroy or mutilate any document or record, or alters or erase any entry made.
- j. You shall not solicit or receive any bribe or other consideration from any fellow employee, contractor, or any other person with whom your duty brings you into contact.
- k. You shall not improperly use your position in relation to other employees to gain advantage for personal gain.
- l. You shall not fail to account for any found property or monies received by you in your official capacity.
- m. If you have been charged in the courts for any criminal offense, you shall report the offence and the consequences to your superior officer.
- n. You shall not feign or exaggerate any injury with a view to evade your normal duty thereby causing added burden upon your fellow Officers.
- o. You shall not divulge any matter which is your duty to keep secret.
- p. You shall not without due authorization, show any book, record or document in connection with your work, or which is regarded by the Company or its Client as being classified as 'confidential' or 'secret', to an unauthorized person.

- q. You shall not make any anonymous communications in connection with your work to any person not authorized to receive such communication.
- r. You shall not behave in an uncivilized manner (by not respecting the rights of others) to any fellow employee, visitor, or other person with whom your duty brings you into contact with.
- s. You shall not make unnecessary use of your authority in such a manner as to cause reasonable complaint by a fellow Officer, visitor, or other person lawfully on the client's premises.
- t. You shall not act in any time in a manner that is reasonably likely to bring disrepute upon your fellow Officers, client and Company.
- u. You shall not consume alcohol on duty or before attending to duty to the extent of rendering yourself unfit for duty or of preventing yourself from carrying out your duties efficiently or by bringing alcohol on site or consuming alcohol in any part of the premises even if you are off duty whilst in the premises.
- v. You shall not disclose to any third party any confidential information obtained during the course of your employment unless expressly authorized by the Company. For the avoidance of doubt, confidential information in this instance means sharing any trade secrets, business plans, strategies, financial information and any other information that will affect the Company's competitive position.
- w. You shall not without prior written consent from the Company destroy, duplicate or reproduce in any form Company's or clients' documents.

3. Health and Safety policies

- a) You must co-operate with Client employees and not to endanger the safety and health of others.
- b) Adhere to safe working procedures and principles introduced at the workplace.
- c) Do not endanger yourself or others working around you through unsafe behavior.
- d) Do not tamper with any safety device or undertake any willful or reckless acts.
- e) Do always correctly use any *personal protective equipment provided at work.
- f) Ensure the following are safe and without risks to the health of any person including visitors:
 - the workplace;
 - all entrances to or exits from the workplace;

- any machinery, equipment, plant, article or substance kept on the workplace;
- The common areas used by employees and contractors.

*** Personal Protective Equipment (PPE) according to WSHA regulations:**

1. Safety Helmet – falling object hazards
2. Safety gloves – chemical or heat hazards
3. Ear plugs/mufflers – loud machinery noises
4. Luminous safety vest – moving vehicles
5. Safety shoes - falling object, chemical or heat hazards
6. Breathing mask – pollution, chemicals or gasses
7. Safety glasses - flying object hazards
8. Safety Harness - climbing



Penalties for workplace offences

Category of offender	Maximum fine	Maximum imprisonment	Conditions
Individual persons	\$200,000	2 years	Either or both
Workers For failure to use personal protective equipment or misuse of any safety appliance.	a) 1st conviction - \$1,000 b) 2nd or subsequent conviction - \$2,000		
Repeat individual offender For a 2nd or subsequent conviction for the same offences that causes the death of another person.	\$400,000	2 years	Either or both

Wear The Right PPE

reduce your exposure to hazards...



Protect Yourself

1. Major Offences (Gross misconduct)

The Company reserves the right to dismiss employees who commits gross misconduct, examples of such misconduct may include:

- Sleeping while on duty
- Smoking while on duty
- Accepting bribes or borrowing money from Client employees
- Under the influence of alcohol while reporting for or on duty
- Leaving duty post without being relieved
- Willful insubordination
- Striking an Officer of the Company
- Inciting other employees to revolt against the Company
- Gross neglect of duty
- Absent Without Official Leave (AWOL) or with good reason for more than 2 consecutive shifts
- Gambling at site
- Disorderly behavior or workplace violence
- Theft or dishonesty
- Breaches of PLRDs regulations
- Tampering with medical certificates
- Immoral conduct at work
- Consistent poor performance
- Acts of sexual harassment

2. Minor Offences

Minor Offences may be dealt with by verbal and written warning letters or other punitive options, examples of minor misconduct may include:

- Using improper or incomplete uniform while on duty
- Wearing dirty and untidy uniform
- AWOL without good reason

- Failing to carry out duties as instructed
- Not shaven or sporting a beard, long hair, unkempt side looks, etc. (except Sikhs)
- Poor performance rating – annual appraisal report
- Using threatening language or cursing
- Any breaches to PLRDs code of conduct
- Wearing excessive make-up and ornaments for females

3. Examples of Poor Performance

- Poor work attitude, e.g. not reporting and recording work done accurately, not following SOP
- Negligently damaging property entrusted for work
- Low productivity, e.g. not completing task on time and being efficient, miss clocking points, late for work etc.
- Scoring below the benchmark for the annual appraisal exercise

4. Progressive disciplinary steps (see also progressive disciplinary flowchart guide)

- Counseling / coaching
- Issuance of 1st Oral reprimand
- Issuance of 2nd warning (written warning letter) if no improvement after an agreed timeframe
- Request Officer show cause as to why they should not be terminated) if still no improvement
- Consider other punitive options (see following paragraph)
- Issuance of final written warning
- Termination / Dismissal

5. Other punitive options such as:

- Peer monitoring and supervision
- Suspension of employment without pay (up to 6 days)
- Re-deploy to other sites where they may assimilate better or has limited job scope
- Withdrawal of non-statutory benefits and allowances
- Slower career advancement
- Lesser training opportunities
- Make referral to regulatory body (PLRD)
- Down-grade the employee

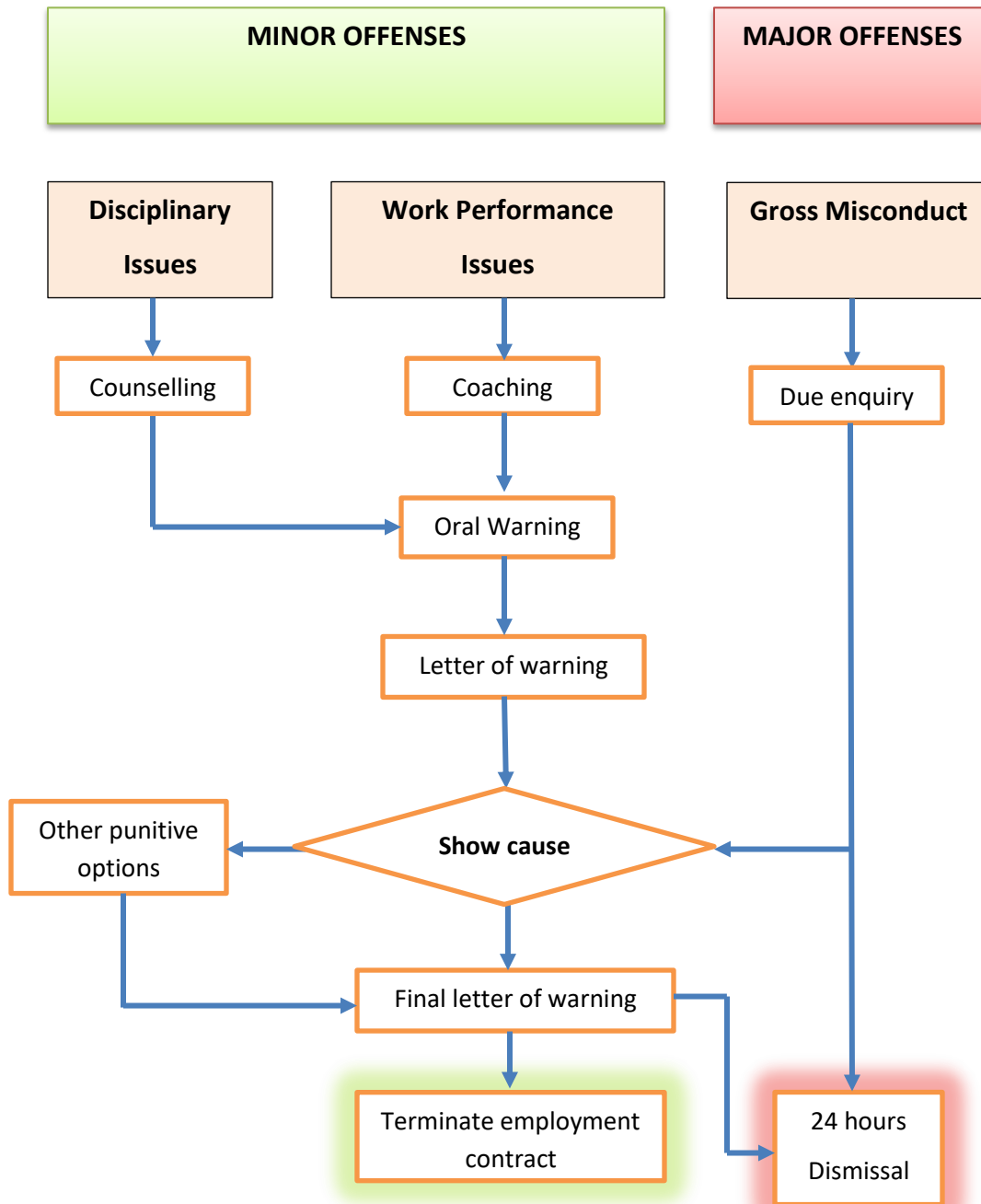
6. 24-hour dismissal notice

You may be dismissed from service on a 24 hour basis without further notice or compensation under the following circumstances:

- When you have gone AWOL for more than 2 consecutive days without informing or with good reason
- When you are found guilty of gross misconduct
- When you commit a crime or breach PLRD's Regulations
- When you are still serving the probationary period
- When you have been served a final warning letter for the same offense



Progressive disciplinary guide



1. Meaning of workplace grievance

- A workplace grievance is discontent or the feeling of being victimized at work e.g. may arise from the management style or lack of sensitivity on a supervisor's part. This may occur when one party at the workplace demonstrates behavior that causes or is likely to cause harassment, alarm or distress to another party.
- Examples of behavior that may be harassment include:
 - Threatening, abusive, or insulting language, comments or other non-verbal gestures
 - Cyber bullying
 - Sexual harassment
 - Stalking

2. If your grievance is specifically about workplace harassment, you can:

- Be familiar with workplace harassment-related procedures in the Company. Raise grievances and seek recourse through the Company's grievance-handling channels.
- Report the harassment encounter to your supervisor, Operations Executive / Manager, HR or delegated neutral party for Company to intervene and take appropriate action.
- Keep a distance from people who exhibit unacceptable social behavior, where reasonably possible.
- Adopt a buddy system in situations where personal safety may be compromised.
- Get help using pre-arranged distress signal or other appropriate means such as the personal duress system, in situations where personal safety may be compromised.
- You may also approach the Union of Security Employees (USE) for assistance.
- Seek counselling support from counselling centers.
- You should immediately make a police report for cases involving physical harm or threat of harm.
- You can apply for a Protection Order (PO) and an Expedited Protection Order (EPO).
- You may also commence a civil suit against the harasser for monetary damages. It is possible to initiate both criminal and civil actions at the same time.

3. Grievance-handling channels

- a) State your grievance or feedback in the 'Employee Feedback Form' provided on site.
- b) Alternatively you may email us at (email add)
- c) You may contact our Human Resource Office to provide feedback at (telephone number) -
(Office Hours)
- d) You may also contact your Operations Manager directly at: (Telephone Number)
- e) You may also write directly to the Managing Director to our office address as follows:

Royal Security Management Services Pte Ltd

28 Riverside Road #03-01A

Progen Building

Singapore 739085

Note: You can be rest assured that all feedback received will be treated in strict confidence

Chapter 8

• Legal Framework

1. Issue, display and surrender of Identification Card (Section 20 (2) PSIA Regulations 09)

- Where licensed security officer is deployed for duties, he shall carry his Identification Card with him at all times while he is on duty.
- A fine may be imposed on the offender.

2. Carrying truncheons in public places (Section 22A PSIA)

- No person shall, in any public place, carry or have in his possession or under his control (whether or not in the performance of his functions as a security officer licensed under the Private Security Industry Act 2007) any truncheon, handcuffs, or such other weapon or equipment as may from time to time be specified by the Minister in a notification published in the *Gazette*.
- Any person who contravenes shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$5,000 or to imprisonment for a term not exceeding one month or to both.

3. Protection of information (Section 22 PSIA Regulations 09)

- No person shall, otherwise than in the performance of his duties, reveal any information of a private or confidential nature which was acquired by him or which came to his knowledge in the course of his duties as a security officer.
- Any person 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 12 months or to both.

4. Fit and proper person – to be eligible or renewed for Security Officers license

- A person should not have prior criminal conviction
- A person shall not associate with a criminal in a way that indicates involvement in an unlawful activity
- The dealing in which the person has been involved should not in any way:
 - a. shown dishonesty or lack of integrity
 - b. shown to be using harassing tactics

5. Personal data protection act (PDPA)

- The act prohibits the misuse of individual personal data. An individual is defined as a natural person, whether living or deceased (dead 10 years or less).
- The Company is subject to obligations for the care and retention of personal data that they process on behalf of the Client.
- The Company can only collect, use or disclose the personal data of an individual with the individual's consent, and for a reasonable purpose which the Client has made known to the individual.
- Consent may be withdrawn after it has been given, if reasonable notice is provided to the Client.
- The Company must allow individuals access to their personal data and consider requests to correct such data that it holds or controls.
- Personal data collected on behalf of the client cannot be shared to a third party without the explicit consent of the individual concerned.

PSIA (Conduct) Regulations 2009

1. Obstruction of public officer or employee of statutory board (Regulation 3)

- A licensed security officer shall not, at any time, intentionally interfere with, hinder or obstruct any public officer, or employee of a statutory board, while such public officer or employee is exercising any power or performing any function or discharging any duty under any written law.
- The list of Public Officers are:
 - a police officer
 - an officer of customs
 - a CPIB officer
 - an immigration officer
 - an intelligence officer
 - a narcotics officer
 - an officer or a soldier from the SAF
 - Officers from the Courts
 - Inspectors from Occupational Safety and Health Division (OSHD)
 - Officers from the Fire Safety & Shelter Department (FSSD)
 - Officers from National Environmental Agency (NEA)
 - Officers from the Labor Relations and Workplace Division (MOM)
 - IRAS Officers
 - Officers from Police Licensing Regulatory Department (PLRD)



2. Unauthorized sharing of security information (Regulation 4)

- A licensed security officer who patrols or guards any premises (referred to in this regulation as the relevant premises) shall not knowingly or negligently publish or communicate to any person any information relating to:
 - (a) The security system installed in the relevant premises, including surveillance equipment technology used and methods of installation or use of surveillance equipment at those premises;
 - (b) The physical layout of the relevant premises;
 - (c) The number and type of licensed security officers deployed at the relevant premises or any other details of such deployment; and
 - (d) Any other security arrangements provided at the relevant premises by any licensed security agency.



3. Reporting of incidents by licensed security officer (Regulation 5)

- Where a licensed security officer who patrols or guards any premises becomes aware that any person other than a law enforcement officer is conducting surveillance or has conducted or is about to conduct surveillance of those premises, the licensed security officer shall, without undue delay, make a report to a police station of that fact.
- Law enforcement in this instance is the same as the Public Officers listed in bullet point 1 (Section 5 (3))



4. Unauthorized tampering with security equipment (Regulation 6)

- A licensed security officer shall not, without lawful authority, knowingly interfere with, damage, remove or otherwise tamper with any security equipment that has been lawfully installed in any premises in a manner:
 - (a) that causes the security equipment to malfunction or could result in it malfunctioning; or
 - (b) that prevents or interferes with the accurate recording or transmission of information by the security equipment.



5. Permitting entry or exit for unauthorized persons (Revised Regulation 7)

- A licensed security officer who is deployed to carry out any function of a security officer at any premises:
 - Shall not without the authorization, express or implied, of an owner or a lawful occupier of those premises, knowingly or negligently permit any person to enter those premises.
 - Must not knowingly or negligently allow a person, who had entered those premises without the authorization and without reasonable excuse, to leave those premises.
- A licensed security officer who prevents any person from leaving the premises must, without unnecessary delay, hand that person over to a police officer or take that person to a police station.



6. Offence (Regulation 8)

- Any person who contravenes the abovementioned regulations (bullet points 1 to 5) 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.



The Schedule: Code of Conduct (PSIA Regulations) - 23rd day of April 2009

Section 3 - When carrying out his function as a security officer, a licensed security officer must:

- a) Not sleep; *(This will however not apply to security officers who sleep during official breaks assigned to him where he is expected to rest and not be involved in the performance of his duties)*



- b) Not consume alcohol or be under the influence of alcohol; *(A security officer who consumes alcohol prior to his deployment for duties and still smell of alcohol whilst being deployed for duties will be considered to under the influence of alcohol)*

- c) Not be absent from the place where he is deployed without valid reasons; *(leaving duty post without being suitably relieved)*





d) Not use any threatening or abusive language;



e) Keep his uniform clean and tidy; and

f) Respond promptly to any request for assistance by any person within the premises where he is deployed if the person has suffered any personal injury, or any damage to or loss of his property, within the premises.



Section 4 - A licensed security officer must not give any false representation to any person regarding his level of training, skill or qualification as a security officer.

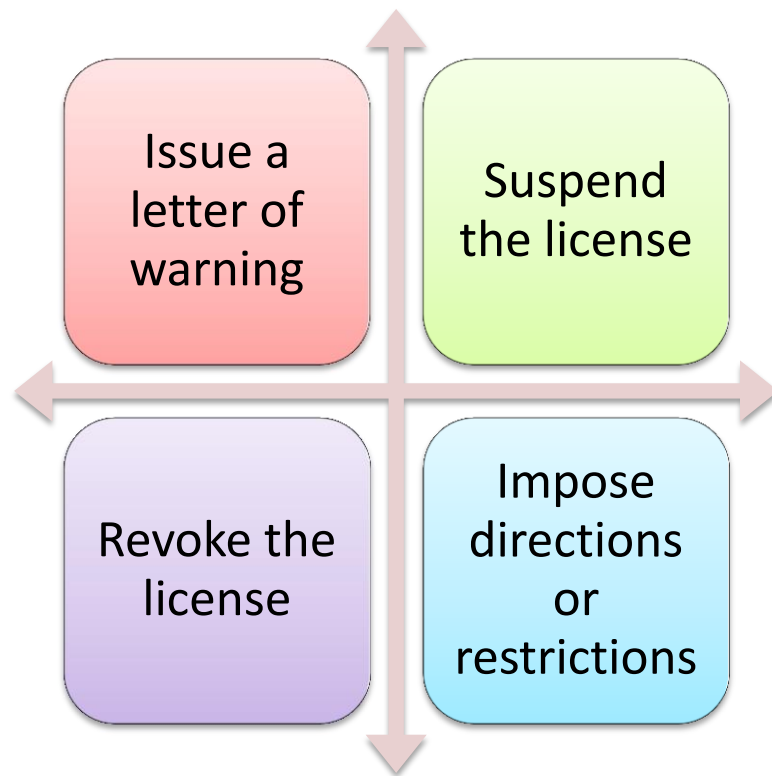


Section 6 - A licensed security officer must have a reasonable knowledge and understanding of the provisions of the Act and of this Code that are applicable to him.



Penalties that may be imposed for breaches of code of conduct

Under Section 9, the Licensing Officer (PLRD) may:



Available scheme for enforcement action against a Security Officer

Under Section 24(1) of the Private Security Industry Act, the Licensing Officer (PLRD) may alternatively:

1. Suspend a license if the Security Officer has breached the code of conduct a total of 3 times
2. Revoke a license if the Security Officer has breached the code of conduct a total of 5 times
3. In determining the number of times the license Security Officer has breached the code of conduct, only breaches that have been made by-a Security Officer within a period not exceeding 12 consecutive months from the time the first breach of code is reported will be considered

Central Point of Contact

Royal Security HQ Operations room

+ 24 hours Hotline: 67561011 / 67562011

+ Address:

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28 Riverside Road #03-01A

Progen Building

Singapore 739085

+ Email: admin@royalsecurity.com.sg

+ Fax: 67553011

+ WhatsApp number: 92474701

+ Point of contact: Bharathi

+ Hand phone: 97415422

+ HQ Ops Center Supervisor: Ganesh

+ Hand phone: 92474701