

Recommended welfare provisions for all security officers

Ensuring a safe work environment for security officers leads to better concentration, higher productivity and hence, higher security outcomes at the site. To support officers to carry out their duties, employers and service buyers have shared responsibilities to provide a conducive work environment for the security officers.

Service buyers can work with service providers on the following provisions:

Considerations	Includes
Craft out the job scope of officers (Security functions needed to secure the property)	<ul style="list-style-type: none"> - Work out the job functions focused on securing the property - In an event where there is a request to perform non-security related functions (eg first aid, lifeguard), both service buyer and provider can work out the job scope and remuneration for these additional functions - With a better appreciation of the job functions at the workplace, a Workplace Safety and Health Policy can be drafted accordingly
Develop a clear Workplace Safety and Health (WSH) Policy at workplace	<ul style="list-style-type: none"> - Develop and communicate a clear Workplace Safety and Health policy (includes emergency and contingency plans in event of accidents or incidents) to MCST, Managing Agent, Facilities Management company, security agency, security officers and relevant stakeholders such as contractors and technicians - Consider job functions, sufficient breaks/rest time and current workplace design in relation to developing the policy - Give careful consideration to safety matters raised by security officers or security agencies and investigate/act upon these matters - Conduct regular safety and health inspections to ensure practicing of the WSH policy from all levels of their employees and relevant stakeholders
Protect against workplace violence	Display public signage to deter violence against officers (refer to Appendix for SIC's recommended signage)
Ensure adequate rest for officers to keep officers sharp at workplace	<ul style="list-style-type: none"> - Work out a minimum of 3 breaks for 12-hour shift officers - Work with service provider to introduce various shift options. For example, introducing three 8-hours shifts so that officers can have adequate rest and be more alert on their jobs - Provide dry food items such as biscuits and drinks (milo, coffee) - Provide kettles and microwave ovens at deployment sites, especially if these sites are away from eating places
Provide workplace safety facilities and daily work support	- Adequate shade for officer if the place of work is under direct sunlight; air-conditioned workplace where possible



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	<ul style="list-style-type: none"> - Sufficient lighting for night duty - Rest areas for breaks to ensure officers get adequate rest - Use power sockets, plugs and cables that bear SPRING Singapore's safety mark - Different types of uniforms eg. can be considered per deployment site (work environment) and job scope: eg. Smart suit for Hotels, Polo T shirt and cap for Factory deployment - Lockers for officers to keep their belongings during duty - Necessary emergency facilities required at the workplace such as first aid kit (readily stocked), AED and contingency/emergency plan - Necessary signage such as safety signage, safety barriers, directions to mitigate risk to hazard/incident - Proper traffic layout including clear demarcation for traffic and pedestrians to mitigate possible accidents. Provide clear signage for drivers to slow down in premises such as car parks
Conduct regular dialogues with service provider and security officers	<p>Schedule regular meetings between service buyer, security provider, and security officers to discuss issues at the worksite and resolve them jointly</p> <p>This provides a platform for buyers to share and give recognize the good work of the officers on site</p>
Secure same or better employment terms in event of change in service providers	In an event of change in service provider, work with your new service provider to work out a scheme where the officers' employment terms and benefits are not affected
Redesign repetitive tasks with the help of technology	Repetitive, mundane tasks can be redesigned to be less strenuous on the individual and safer to conduct, with the help of simple technology. Buyers can discuss this with service providers to work out new job designs without compromising operations or security outcomes.
Provide for meals / transport subsidies in CBD areas	Discuss with service provider to provide allowances for meals if meals are considerably pricier around the area of deployment (eg. CBD), or allowances for transport if the deployment site is not easily accessible using public transport
Support unwell officers	Support service providers in providing a yearly quantum (eg. \$200) for medical treatment reimbursement on top of mandatory reimbursement for consultation
Provide additional leave benefits to care for family members	<ul style="list-style-type: none"> - Compassionate Leave to take care of matters in an event of death or critical illness of a family member - Eldercare Leave for officers to care for their parents and grandparents

Appendix: Signage against workplace violence

NOTICE

**Our Security Officers
perform functions under the
Private Security Industry Act.**

**They are here to protect you
and your property. Please
treat them as professionals.**

**Abuse of our Security
Officers may result in
prosecution.**

