



# EJ Security Pte Ltd

123 Bukit Merah Lane 1 #04-90, Singapore 150123

Tel: (65) 6568 1059

UEN: 201323638M Website: [www.ejsecurity.com](http://www.ejsecurity.com)

## STANDARD OPERATION PROCEDURES

### Singapore Precision Repair & Overhaul Pte Ltd

51 Loyang Drive,  
Singapore 508956

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EDITION : New

COPY : 1 of 1

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EJ Security Pte Ltd.

VETTED &  
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Managing Director  
EJ Security Pte Ltd.



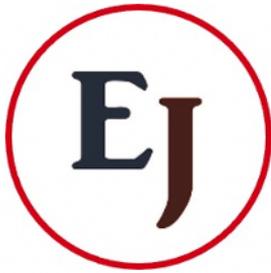
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## **STANDARD OPERATING PROCEDURES (SOP) FOR PROVISION OF SECURITY SERVICES AT SPRO, 51 LOYANG DRIVE, SINGAPORE 508956.**

### **1. GENERAL STANDING ORDERS**

#### **1.1. STANDARDS OF CONDUCT**

Security personnel are to conduct themselves in a courteous and exemplary manner that reflects the professionalism and good sense of a good security officer. These behaviors are warranted at all times, whilst on the company's premises, whilst on duty, or otherwise.

#### **1.2. SECURITY OFFICER(S) SHALL:**

- 1.2.1. Report for duty punctually.
- 1.2.2. Dressed properly in accordance with the company's standard decorum and maintain cleanliness and tidiness of the security office at all times.
- 1.2.3. Carry out their duties diligently, without fear or favor.
- 1.2.4. Comply with all instructions, standard operation procedures, rules and regulations.
- 1.2.5. Be vigilant at all times and observe good safety practices.

#### **1.3. SECURITY OFFICIER(S) SHALL NOT:**

- 1.3.1. Be in possession of alcohol or unprocurable drugs. Abuse or be under the influence of alcohol or narcotics whilst on duty or prior to reporting for duty.
- 1.3.2. Sleep whilst on duty.
- 1.3.3. Gamble whilst on duty.
- 1.3.4. Indulge in unnecessary conversations with fellow officers or employees, including contractors, vendors, and visitors.
- 1.3.5. Solicit funds or make personal sales whilst on company's premises.
- 1.3.6. Be involved in disorderly conduct, possess, distribute, post or reproduce obscene or lewd materials or literature of any kind.



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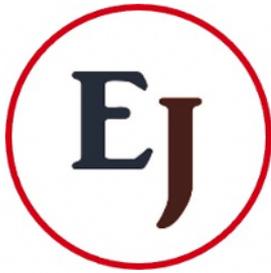
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- 1.3.7. Insubordination. Refuse to obey instructions of security supervisor (if any) or any higher level of Management.
- 1.3.8. Be involved in unauthorized usage of the company's property, including personal usage of company's telephones, computers, and vehicles.
- 1.3.9. Act in an immoral and/or indecent manner.
- 1.3.10. Read unauthorized materials whilst on duty. (books & magazines).
- 1.3.11. Use of abusive or profane language to employees or others, which includes colleagues, or otherwise act in a manner unbecoming of a security officer.
- 1.3.12. Bringing or allowing unauthorized visitors on site.
- 1.3.13. Tamper with the safety and/or security systems.
- 1.3.14. Smoking inside the building premises.
- 1.3.15. Leave the duty posts unattended.
- 1.3.16. Absent themselves from duty without prior notification.
- 1.3.17. Use the telephone for idle conversation, reading newspaper, or listen to loud music while on duty.

All security officers without prejudice or exception as listed above must observe the dos and don'ts. Violators of these generic procedures will be severely dealt with in the manner deemed fit to the company. This includes disciplinary actions which includes termination.

### **1.4. GENERAL SECURITY PROCEDURES**

- 1.4.1. To escort contractors (if required), into the premises of SPRO.
- 1.4.2. To ensure "ILLEGAL PARKING" of vehicles within the premises of SPRO is complied with.
- 1.4.3. To ensure all visitors, suppliers, contractors, and deliverymen of SPRO are guided to the main lobby – front office to register before allowing them access into the internal part of the premises.



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1.4.4. To contact the below-mentioned key personnel in the event of emergency:

### EJ Security Pte Ltd.

S/N	NAME	DESIGNATION	CONTACT NO.
1	Command Centre	Operations Controller	6467 8156
3	Ian Lee	Managing Director	8952 6995

1.4.5. In the event of an emergency, Security Officer (SO) is to assess the situation and follow up with the procedures below:

1.4.5.1. Inform the appropriate personnel of SPRO on the nature of the emergency. Briefly update on the facts of case and/or the nature of the incident.

1.4.5.2. Inform **EJ Centralized Monitoring Command Centre (EJ CMCC)** with regards to the nature of the emergency/incident. Command Centre will inform relevant personnel (Ops Manager and/or Ops Executive).

1.4.5.3. All activities are to be recorded in the Occurrence Book. An incident report will have to be submitted for the incident within One (1) hour. A copy of the incident report and a copy of the Occurrence Book entries are to be submitted to the client as soon as possible.

## 1.5. SECURITY STANDING ORDER

### 1.5.1. GENERAL INSTRUCTIONS

1.5.1.1. Security Officers on duty shall report at least 15 minutes prior to commencement of duty to receive briefing and handover by the officer from the previous shift.

1.5.1.2. Shall not leave the place of duty without being properly relieved.



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- 1.5.1.3. Must maintain a pleasant and cordial relationship with all individuals but be firm and tactful when discharging of security duties.
- 1.5.1.4. Must not consume alcohol while on duty.
- 1.5.1.5. Must not allow any unauthorized person to enter the premises.
- 1.5.1.6. Must maintain a high standard of discipline at all times during your tour of duty.
- 1.5.1.7. Must be neat and tidy at all times.
- 1.5.1.8. Security Officers shall remain alert and awake throughout their course of duty. Sleeping on duty is prohibited and will result in disciplinary action.
- 1.5.1.9. Security Officers are not allowed to read newspaper or magazines during their course of duty.



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## 1.6. DUTIES & RESPONSIBILITIES

### 1.6.1. GENERAL INFORMATION

This Security Operations Order outlines the general duties and responsibilities of the security officer deployed at **SPRO**.

### 1.6.2. MANPOWER & DEPLOYMENT PLAN

Under the security coverage plan to protect the premises, a total of One (01) security personnel, comprising of One (01) Security Officer (SO) in the Day Shift. They will be deployed from 0700hrs to 1900hrs, Monday to Friday, and 0700hrs to 1700hrs, Saturday (excluding Public Holidays).

S/N	Location	Requirement	Daily
1	<b>SPRO</b> Monday – Friday (excluding Public Holidays)	One (01) SO	0700hrs – 1900hrs
	<b>SPRO</b> Saturday (excluding Public Holidays)	One (01) SO	0700hrs – 1700hrs

## FOR DAILY DEPLOYMENT SCHEDULE REFER TO ANNEX

### 1.6.3. REQUIREMENT FOR OFFICERS

- 1.6.3.1. All security personnel must be screened and PLRD approved prior to deployment.
- 1.6.3.2. They should be physically and mentally fit.
- 1.6.3.3. They should be able to converse and write simple reports in English.
- 1.6.3.4. They should be dressed in the proper agency attire.
- 1.6.3.5. They should not wear accessories such as necklace and earrings.
- 1.6.3.6. They should always maintain their cleanliness and grooming, be neat and tidy in appearance, and with proper hair/beard length.



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## 2. SCOPE OF WORKS

### 2.1. MAIN SECURITY GUARDHOUSE

- 2.1.1. Must be familiar with all types of security systems (access control systems, CCTVs systems and fire alarm system)
- 2.1.2. Operate and maintain a smooth security system.
- 2.1.3. Maintain the following books to record movements and activities:
  - 2.1.3.1. Occurrence Book
  - 2.1.3.2. Visitors' & Contractors' books
  - 2.1.3.3. Vehicle movement book
  - 2.1.3.4. Attendance book
  - 2.1.3.5. Key movement book
- 2.1.4. Manage the security guardhouse, fire alarm, lift panels and to operate the systems as and when required by management.
- 2.1.5. Prevent people from loitering around the building premises.
- 2.1.6. Monitor and control outsider entering into the premises after office hours.
- 2.1.7. Prevent misuse and mishandling of equipment.
- 2.1.8. Answer telephone calls during and after office hours.
- 2.1.9. Take care of the keys entrusted to the SOs for the purposes of carrying out their jobs.
- 2.1.10. Check and prevent the occurrence of any illegal activities.
- 2.1.11. Must be familiar with the names, appointment and telephone numbers of key personnel of the management in case of emergency.
- 2.1.12. Perform 2 times patrolling per shift and prowler rounds as directed from time to time.
- 2.1.13. Should not leave the place of duty unless relieved.
- 2.1.14. Ensure that all sensitive areas, rooms, and facilities are lock all as per instructions given.
- 2.1.15. Ensure that all keys and SPRO properties kept at the security guardhouse are in order and accounted for before handing over of duty.



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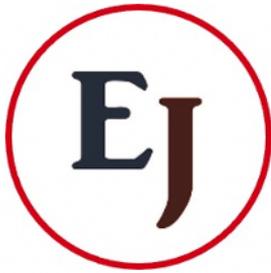
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### **2.2. PATROLLING/CHECKS**

- 2.2.1. Patrol the internal perimeter of SPRO.
- 2.2.2. Ensure no illegal parking or unauthorized parking in SPRO.
- 2.2.3. Prevent any suspicious persons from loitering in or around the premises.
- 2.2.4. Question on the purpose for being in and around the premises. Observe their movements and order them to leave in a firm manner. If refuse to leave, advice on law of trespassing and call authority if required.
- 2.2.5. Prevent and detect fire hazards and security lapses.
- 2.2.6. Report findings.
- 2.2.7. Check walls, doors, windows and ceilings for forced opening.
- 2.2.8. Check lighting & CCTV cameras and ensure they are in working fine.
- 2.2.9. Meter readings to be taken at specific timings (if required).
- 2.2.10. To perform routine checks on the facilities and equipment of the property and report defects to the Duty Manager.
- 2.2.11. Ensure all apartment doors are not left ajar, and should it be left ajar, assist to close it and take a picture/video for record purposes.

### **2.3. HANDING AND TAKING OVER DUTY**

- 2.3.1. The security officer will ensure that there is proper handing and taking over of duty at the end of each shift. Outgoing security officer is to ensure that all security equipment and keys are accounted for before handing over duties.
- 2.3.2. The outgoing security officer will ensure that all inventory items are in good and working condition before handing over duty to the incoming shift.
- 2.3.3. The outgoing security officer will brief the incoming Duty Manager on any outstanding matters that requires follow-up or instructions.



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## 2.4. SECURITY PERSONNEL

2.4.1. A total of One (01) Security Officer will be deployed at SPRO. He/ she is to perform static duties and patrolling duties in and around the premises.

## 2.5. BUILDING SECURITY PROCEDURES

2.5.1. Ensure smooth human traffic flow in SPRO and optimize car park space.

2.5.2. Ensure all vehicles are parked in proper parking lots and no illegal parking.

2.5.3. Keeping peace and order within SPRO. Stop and question any suspicious persons found loitering in or around the premises.

2.5.4. Maintain cleanliness of the guard house, keeping it clean and tidy.

2.5.5. Record all incidents in the occurrence book and keep the management posted on all matters and aspects of security interest.

## 2.6. DUTY POSTS

Functions	No. of guards deployed	Remarks
Manning security guardhouse	One (01) SO	One (01) SO per shift – 12 hours shift.
Patrolling	One (01) SO	Two (02) times per shift



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## ANNEX A – DAILY DEPLOYMENT SCHEDULE (DAY SHIFT)

### Day shift

	0800-0900	0900-1000	1000-1100	1100-1200	1200-1300	1300-1400	1400-1500	1500-1600	1600-1700	1700-1800	1800-1900	1900-2000
SSO	Report Duty @ GH	GH	Patrol	Break	GH	GH	GH	GH	Patrol	GH	GH	GH – End Shift

## ANNEX A – DAILY DEPLOYMENT SCHEDULE (NIGHT SHIFT)

### Night shift

	2000-2100	2100-2200	2200-2300	2300-0000	0000-0100	0100-0200	0200-0300	0300-0400	0400-0500	0500-0600	0600-0700	0700-0800
SSO	Report Duty @ GH	GH	Patrol	Break	GH	GH	GH	GH	Patrol	GH	GH	GH – End Shift



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## ANNEX B – SITE CHECKLIST

CHECKLIST FOR SITE/PREMISE: \_\_\_\_\_

AS ON: \_\_\_\_\_

S/N	Description	Check Box
1.	Dress Code observed at the site	
2.	Standard Procedures are present in the Security Guardhouse	
3.	Key Management adhered to as per standards laid down	
4.	Attendance Register/Clocking machine is maintained properly	
5.	Occurrence Book present at the site and maintained as per standards laid down	
6.	Daily Roster file is present at the site	
7.	Deployment charts are current	
8.	Clocking Collector equipment is maintained properly	
9.	All clocking points are visible and in a working position	
10.	Visitors and Contractor Passes are arranged properly in sequence	
11.	CCTV or video cameras are in a working position	
12.	Video Tape Recorders and other monitoring equipment	
13.	Video Tape Register is maintained at the site	
14.	Air Conditioner and Lighting at the Security Guardhouse	
15.	Fire Panel System located at the Security Guardhouse is well taken care off and maintained regularly by the vendor	
16.	Equipment in the guardhouse is well taken care off	
17.	Telephones provided by Management are in a workable condition and not misused.	
18.	Torch or any portable light is present at the site	
19.	First Aid Box is available and complete with necessary items	
20.	Area Condon Tape is available	
21.	Fire extinguishers are present at the site	



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## ANNEX C – CONTIGENCY PLAN

### CONTINGENCIES

1. In the event of a maintenance breakdown (during office hours), inform the person in-charge of SPRO to dispatch the maintenance personnel to attend to the issue immediately.
2. In the event of a fire emergency or any other form of emergencies, follow the existing SOPs to handle the emergencies and carry out evacuation, if necessary.
3. If any incident that concern the security of the premises, staff, residents, and/or security personnel of SPRO, notify EJ CMCC for instructions.
4. Security personnel will take the appropriate actions and contact any of the under-mentioned persons for further clarification and instructions:

#### SPRO:

S/N	NAME	DESIGNATION	CONTACT NO.
1		Duty Manager	
2		Operations Manager	

#### EJ Security Pte Ltd:

S/N	NAME	DESIGNATION	CONTACT NO.
1	Command Centre	Ops Control	6568 1059
2	Ian Lee	Managing Director	8952 6995



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## ANNEX D – PATROL ROUTE/CLOCKING POINTS

S/N	PATROL ROUTE/CLOCKING POINTS
1	Guard House - START
2	Main Lobby - FCC
3	Level 22 – SC B Roof Access
4	Level 22 – SC C Roof Access
5	Level 21 via SC B
6	Level 20 via SC C
7	Level 19 via SC B
8	Level 18 via SC C
9	Level 17 via SC B
10	Level 16 via SC C
11	Level 15 via SC B
12	Level 14 via SC C
13	Level 13 via SC B
14	Level 12 via SC C
15	Level 11 via SC B
16	Level 10 via SC C
17	Level 9 via SC B
18	Level 8 via SC C
19	Level 7 via SC B
20	Level 6 via SC C
21	Level 5 via SC B
22	Level 4 via SC C
23	Level 3 via SC B
24	Level 2 via SC C
25	Fitness Corner
26	BBQ Pit
27	Gym
28	Swimming Pool
29	MDF Room



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30	Consumer Switch Room
31	Domestic Water Tank
32	Sprinkler Pump Room
33	Guard House – END

***\*Subjected to further review & changes***