



1. Introduction

The purpose of this document is to establish standard operating procedures (SOPs) for security officers providing security services at residential properties. These guidelines ensure a consistent and professional approach to maintaining the safety and security of residents, visitors, and property.

2. Roles and Responsibilities

Security officers are responsible for:

- Monitoring and controlling access to the property.
- Conducting regular patrols/clocking.
- Responding to emergencies.
- Documenting incidents and reporting to supervisors/MA/Command Centre.
- Maintaining professional conduct at all times.

3. Turnout and Bearing

- Officers must wear the company's uniform, clean and neatly pressed.
- Name tags and company identification must be displayed at all times.
- Personal grooming should adhere to professional standards.

4. Access Control

- Verify the identity of all visitors and contractors before granting access.
- Maintain an accurate log of visitors, including names, vehicle details, and purpose of visit.
- Ensure that unauthorized individuals do not gain access to restricted areas.
- Use visitor management systems where available.
- Escort contractors (transporting bulky items/loads) to designated work area if required.
- Issuance of parking slips/contractor/visitor passes as required.

5. Patrol/clocking Procedures

- Conduct patrols at regular intervals as specified in the property's security plan.
- Use both physical and electronic tools (e.g., clocking points, mobile devices) to document patrols.
- Check all entry points, common areas, parking lots, and other sensitive locations for security breaches or safety hazards.
- Report and address any suspicious activities immediately.
- Report any defects seen during patrol/clocking.

6. Incident Response

- Respond promptly and professionally to emergencies such as fire, medical incidents, and security breaches.



- Notify emergency services when necessary.
- Evacuate residents according to the established evacuation plan if required.
- Document incidents thoroughly using the incident reporting system.

7. Communication Protocols

- Maintain clear and professional communication with residents, visitors, and supervisors.
- Use radios, phones, or other communication devices as per guidelines of the estate or MA.
- Ensure communication devices are charged and in good working condition at all times.

8. Surveillance Operations

- Monitor security cameras and alarm systems regularly.
- Respond to any alerts or anomalies detected during surveillance.
- Report malfunctions in surveillance equipment to the appropriate personnel.

9. Emergency Preparedness

- Familiarize yourself with the property's emergency plans, including evacuation routes and assembly points.
- Participate in regular drills and training sessions.
- Maintain a basic understanding of first aid and CPR.

10. Professional Conduct (Code of Conduct)

- Treat all residents and visitors with respect and courtesy.
- Avoid any form of discrimination, harassment, or misconduct.
- Adhere to confidentiality guidelines regarding resident information and property operations.
- Security Officers are to maintain integrity of themselves. They are not to accept gifts, favors, or bribes from residents, visitors, or contractors.
- Security Officers are to report 15 minutes prior to their shift to ensure proper handover and takeover procedures are carried out between the incoming and outgoing team.

11. Reporting and Documentation

- Complete daily activity logs detailing patrols, incidents, and observations.
- Submit detailed incident reports within the required timeframe of 1 hour.
- Keep all records organized and accessible for review by supervisors.

12. Key Management

- Safeguard all keys assigned to security officers.
- Maintain a log of keys issued and returned.
- Report lost or missing keys immediately.



13. Additional Duties

- Provide assistance to residents and visitors as needed, such as directions or basic property information.
- Support property management in enforcing by-laws and house rules.
- Conduct regular checks on lighting, locks, and other security-related equipment.
- Ensure that there is no illegal parking.
- Ensure that there is no case of residents illegally dumping things.

14. Review and Compliance

- Adhere to all legal and regulatory requirements applicable to security operations.
- Participate in periodic performance reviews and training updates.
- Follow all updates to company policies and procedures as communicated by management.



Appendix A: Contact List

Verdale	
Management Office	6320 0323
Condominium Manager – Mr. Ong	8916 8190
Security (Site Phone)	8949 5372
Electrical M&E Systems – Mofizul	8801 4750
Aircon, ACMC System – Seeni/ Feng	8571 3251/8926 7981
Access Control Systems & CCTV – Wang	9271 1573
Lift – Hotline	6748 2066
Fire Protection Systems – Hotline	8799 3768
Swimming Pool & Water Features – Bennis	8118 0081
Pump – Allen	8720 0128
Detention pump – Dickson	9169 8920

Emergency Hotline	
Singapore Police Force	999 (Emergency)/ 1800 255 0000 (non-emergency)
SCDF	995 (Emergency)/ 1777 (non-emergency)
Dengue Hotline	1800 933 6483
AVA Hotline	1800 226 2250
SP PowerGrid (power failure)	1800 778 8888
NEA Hotline	6225 5632
BCA	6325 7191/ 6325 7393
City Gas	1800 752 1800



Appendix B: Clocking Route

S/N	Points
1	Guard House
2	Gastronomy Room
3	Blk 8 Rooftop
4	Reading Hammock
5	Water Spa
6	Fire Engine Access Gate
7	Blk 10 Rooftop
8	Changing Room
9	Outdoor kitchen
10	Gym
11	Bus stop side gate
12	Adventure playground
13	3G Fitness corner
14	Blk 12 Rooftop
15	Blk 14 Rooftop
16	Main entrance side gate
17	Bin center
18	Blk 16 Rooftop
19	The Retreat – Outdoor Lounge
20	The Retreat – Access Gate
21	Sky Garden – Roof access gate
22	Sky Garden – Teppanyaki
23	Sky Garden – Grill Pavilion
24	Sky Garden – Sky Lounger
25	B1 – Blk 6 Lift Lobby
26	B1 – Staircase 11 Lot 30
27	B1 – Consumer Switch Room
28	B1 – MDF Room
29	B1 – Blk 2 Lift Lobby
30	B1 – Blk 16 Lift Lobby
31	B1 – Ramp to Lot 61

Day shift: 1500hrs/ 1800hrs

Night shift: 2200hrs/ 0600hrs



Appendix C: Deployment Plan

Day Shift:

Rank/Hour	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000
Security Supervisor	GH	GH	GH	GH	GH	Break	GH	GH	GH	GH	GH	GH	GH
Security Officer	ME	SG	ME	ME	ME	GH	Break	Clocki ng	ME	ME	ME	ME	ME
Security Officer	SG	ME	ME	ME	Break	ME	ME	ME	ME	ME	Clocki ng	ME	ME

Night Shift:

Rank/Hour	2000	2100	2200	2300	0000	0100	0200	0300	0400	0500	0600	0700	0800
Security Supervisor	GH	GH	GH	GH	Break	GH	GH	GH	GH	GH	GH	GH	GH
Security Officer	ME	ME	Clocki ng	ME	GH	Break	ME	ME	ME	ME	ME	ME	ME
Security Officer	ME	ME	ME	ME	ME	ME	Break	ME	ME	ME	Clocki ng	ME	ME

GH – Guard House
 ME – Main Entrance
 SG – Side Gate