





## 1. Introduction

The purpose of this document is to establish standard operating procedures (SOPs) for transit security officers (TSOs) providing security services at **SMRT (Train Stations)**. These guidelines ensure a consistent and professional approach to maintaining the safety and security of commuters, employees, and infrastructure.

## 2. Roles and Responsibilities

Transit Security officers are responsible for:

- Access control duties at gantries.
- Conducting regular patrols/clocking.
- Responding to emergencies.
- Documenting incidents and reporting to supervisors/Station Manager/Command Centre.
- Perform bag checks and person search.
- Customer/public fronting.
- Take instructions from station manager.
- 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.
- Luminous vest with "Transit Security Officer" logo must be worn at all times.
- Luminous gloves must be worn at all times.
- Personal grooming should adhere to professional standards.

## 4. Access Control

- Manage access to restricted areas within train stations to prevent unauthorized entry.
- To man a security counter located at gantries to look out and assess for threats.
- To conduct bag checks and search of person to any person of concern or suspected threat.

## 5. Patrol/clocking Procedures

- Conduct patrols at regular intervals as specified in the security plan.
- Use both physical and electronic tools (e.g., clocking points, mobile devices) to document patrols.
- Report and address any suspicious activities or persons 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.
- Document incidents thoroughly using the incident reporting system.

## **7. Communication Protocols**

- Maintain clear and professional communication with station manager, supervisor, and command center.
- Use radios, phones, or other communication devices as per guidelines of the client.
- Ensure communication devices are charged and in good working condition at all times.

## **8. Passenger Assistance**

- Assist passengers and staffs with safety-related concerns and provide guidance during emergencies.
- Assist passengers should they encounter difficulty or any issues within the train station.
- Assist passengers with disabilities or mobility issue.

## **9. Emergency Preparedness**

- Participate in regular training and drills on emergency response, including fire drills, evacuation procedures, and first aid.
- Stay updated on safety protocols and station emergency procedures.

## **10. Professional Conduct (Code of Conduct)**

- Treat all passengers and staff with respect and courtesy.
- Avoid any form of discrimination, harassment, or misconduct.
- Adhere to confidentiality guidelines.
- Security Officers are to maintain integrity of themselves. They are not to accept gifts, favors, or bribes from anyone.
- 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. Enforcement of Rules**

- Enforce SMRT's safety and security regulations, such as ensuring passengers do not engage in prohibited activities like drinking, eating, or smoking in the train station.
- Issue warning or report violations to station manager for further actions.

## **13. Additional Duties**

- Provide assistance to passengers as needed, such as directions or other basic information.
- If required, work closely with authorities in investigations or security operations.
- Ensure orderly passenger movement during peak hours, special events, or disruption.
- Manage queues and direct passengers to alternative transport options during service interruptions.
- Maintain a visible presence to deter crimes such as, vandalism, theft, trespassing, or other criminal activities to occur within the station premises.

## **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**

<b>SMRT</b>	
Certis Supervisor – Vicky	8552 0274
Certis – SE	9119 6772
Certis – OM	9003 8959
EJ – Ops	8952 6995

<b>Emergency Hotline</b>	
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