





## 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.
- Ensure that Gym air-conditioner is turned OFF when not in use. When it is not in use, security officer to snap a picture (with timestamp) of the air-condition control panel and sent it to WhatsApp group chat to update on an hourly basis.

### **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**

BUSINESS UNIT HEAD-IN-CHARGE: **MR CHUA JIN GHEE**

1 In case of any emergency, where a life-threatening incident has taken place, you are required to activate all steps without waiting for a response:

**2 STEP 1: Call Group 1 immediately every ONE minute.**

S/N	Name (Group 1)	Note Order of Calling		Initials
		Handphone No.	Office No	
1	Security Guard House	8922 9754	6636 0221	Security on duty
2	Condominium Manager	9645 9191	6444 7694	Jeffrey Phan

**NOTE: If the estate DO NOT have a Condo/Estate manager, you are to go to STEP 2 to activate head office Executive or Team Manager of KNIGHT FRANK ESTATE MANAGEMENT P/L**

**3 STEP 2: Call Group 2 immediately every ONE minute if there is no response after 5 minutes from Group 1**

S/N	Name (Group 2 – OE/OM)	Handphone No.	Office No.	Initials
1	Command Centre	8949 3646		Ms Tiffany
2	Operation Management	8952 6995		Mr Ian

**STEP 3: Call Group 3 every ONE minute if there is no response after 5 minutes from Group 2.**

S/N	Name (Group 3 – KFPAM STAFF)	Handphone No.	24-hrs No.	Office No.	Initials
1	Team Executive	8309 9881			Ms Melanie Low
2	Business Unit Head	9106 0511			Mr Chua Jin Ghee
3	Duty Manager	<b>Service Support Tel: 6848 5656 (After Office Hours)</b>			

**STEP 4: Call Group 4 of the RELEVANT service providers/contractors ONLY as instructed by Group 1, 2 or 3**

S/N	Name (Group 4 - SERVICE PROVIDERS/ CONTRACTORS)	Handphone No.	24-hrs No.	Office No. / Fax No.	Initials
1	<b>ACMV</b> -Star Delta	9675 9116 9760 6389	-	-	Andi Jefry
2	<b>Cleaner</b> -Green Garden	9062 9162	-	-	Muthu
3	<b>Fire Alarm</b> -Ademco (Far East) Pte Ltd		-	<b>6305 3000</b> <b>6305 3013</b>	John Ong
4	<b>Fire Protection</b> -B.S. Engineering	-	-	<b>6565 9822</b>	-
5	<b>Generator</b> – Crank Power	6755 6529	-	<b>6755 6529</b>	Peter Ong
6	<b>GYM</b> -United Lifestyle			<b>6580 7373</b>	
7	<b>Handyman</b> -Star Delta	9675 9116			Andi
8	<b>Insurance</b> -Sherwood Agency Pte Ltd	9369 2666 9692 2666	-	-	Johnny Ang
9	<b>Landscape</b> -Green Garden	9839 9507	-	-	Rajiv
10	<b>LEW</b> -ADA electrical Engineering Pte Ltd	9450 2912	-	<b>6747 0548</b>	Sherman Yap
11	<b>Lift</b> -Kone Pte Ltd	-	1800 2585388	<b>6424 6246 / 6424 6346</b>	-
12	<b>Pest Control</b> -DUFT Pte Ltd	9851 0135	-	<b>6763 4778</b>	QY Kuek
13	<b>Pump</b> -E&M Building Services Pte Ltd	9066 4600	-	<b>6904 4765</b>	Subba
14	<b>Security</b> -EJ Security Pet Ltd	8952 6995		<b>6568 1059</b>	Ian
15	<b>Security System</b> -Cis-Tronics	-	-	<b>6253 8852 / 6253 8815</b>	-
16	<b>Swimming Pool</b> -Voda Pool Pte Ltd	9475 4299 8371 3155	-	<b>6612 5063</b>	Glen MJ
17	<b>Waste Disposal</b> -SembWaste Pte Ltd			<b>1800 278 6135</b>	



				6861 2288	
--	--	--	--	-----------	--

<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

**Appendix C: Deployment Plan**

Day Shift:

Rank/Hour	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000
<b>Senior Security Officer</b>	GH	GH	GH	GH	GH	GH	Break	GH	GH	GH	GH	GH	GH

Night Shift:

Rank/Hour	2000	2100	2200	2300	0000	0100	0200	0300	0400	0500	0600	0700	0800
<b>Senior Security Officer</b>	GH	GH	GH	GH	GH	GH	Break	GH	GH	GH	GH	GH	GH