



A BLAST OF BRUTAL HONESTY ABOUT SINGAPORE SECURITY INDUSTRY

And A Security Agency Boss “Sneaky” techniques to Retain
Security Officers Despite Tough Manpower Crunch

You Changed the agency and paid higher prices. However, the change doesn't seem to have an instant effect. Instead, the problem seems to have gotten worse. So you are stuck paying for the same or crappier services at a higher price. Is there anything that you do about it?

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Foreword

We understand, you hate this.

You hate everything there is about choosing another security agency to take over the current one. From the empty promises to lack of communication and support from the security agency, it's truly awful.

Sadly, our industry promotes itself similarly to car tires and car batteries, and conversely you only think about security needs when you need to change. Just like when your car won't start or when you have a flat tire.

Our goal here at SMS Investigation & Security Pte Ltd is to give you the best information we can about the security industry, and how to improve the triangle relationship of the Estate, Security agency and Security Officers, for the better.

With the exception of the next page, this guide is not about us, it is about you. And should you decide to work with us we will be very excited that you trust us enough to secure your estate.

But if not, we hope that helping you understand the realistic picture of the security industry, you can make better-informed choices.

To your health and happiness, and security from ALL of Us here at SMS Investigation & Security Pte Ltd.

ABOUT US:

Who is SMS Investigation & Security Pte Ltd

Hey! I'm John Sng, Director of Marketing of SMS Investigation & Security Pte Ltd. If you're reading this, you probably know a little bit about SMS Security, but I'd love to share a bit more of our story

SMS Investigation & Security Pte Ltd was set up on Sep 1996 to the provision of Security manpower services and private investigation services. We started from a tiny startup of two people in the office with eight security officers to more efficiency twelve people in the office (sorry we are keeping our private investigation a secret) and over two hundred security officers island-wide in Singapore.

We are in partnership with over 30 condo, service apartments, Warehouses and shopping complex in Singapore with an average working relationship of 4 years.

How are we able to do this, firstly we survived the early storms of the business (What does not kill us, makes us stronger). Secondly, we follow a set of successful guiding principle.

- Keep our operating overheads low
- Pay our staff on time
- Treat them fairly
- Pay them as well as we can to the current market conditions
- Innovation and experimenting

We still focus on our core competence of security manpower provision, delivering the experience that successfully took us from ten staff people to two hundred over people working with SMS Investigation & Security.

Clients also recognize the things we do well and trusted us with their business. By us doing

- Discussing the solutions not by arguing but by level headed discussion
- Having a lower than average manpower turnover over the course of the project
- Responsive management team
- Knowing the fundamentals of the security estate

It's been an honor to service both our clients and our staff, and they in turn have enriched us with their trust and respect. Building SMS Investigation & Security Pte to the respectable position that we have today.

If you are interested in working with us after reading upon the information that you have receive and digested. Then you can reach us at contact, fax or email.

Contact: 6 734 7588

Fax: 6 734 3588

Email: security@smsis.com.sg

Sometimes when times are tough—

You're Got to Do some pretty Drastic Things....

Your Security Agency is due for change because of these common scenarios

- Sleeping guards on duty
- Lack of manpower issues
- Complaints from the council members
- Complaints from residents in the estate
- Carpark issues
- Indiscipline and uncooperative guards and agencies

The Security Dilemma For Estate Ownership Without A Stable Security Agency

You changed the agency and paid higher prices. However, the change doesn't seem to have an instant effect. Instead, the problem seems to have gotten worse. So you are stuck paying for the same or crappier services at a higher price. A few months to a year later, you decide to change again and more often than not the situation repeats itself.

So you are thinking to yourself that all security agencies are all the same. Then this could be the most important letter that you will even read, and this is the reason why:

The Reality Of The Security Manpower Market In Singapore

The Security Industry Market is an interesting market because we are all fighting for the same amount of manpower to fill our already depressed manpower shortage. The officers know this, so while they sing about their loyalty to you while they are reading the newspaper for jobs in the security market that they can hop onto if they don't like where they are working anymore, and any security agency that needs manpower (which is all) will readily welcome them in with open arms. And they repeat the process all over again.

I don't fault what they are doing because it's both a defensive and reactive strategy on their part plus they have the bargaining power because of the supply and demand issue in the industry. And not recognizing this, is like sticking your head in the sand like an ostrich and pretending by not seeing the problem, the problem isn't there.

This is just accurate thinking.

However, I believe that most Singaporeans that work in Singapore or is involved with contracts with estate ownership (like the MCST/Warehouse/Factory/Commercial Complex) knows about the manpower crunch. However, they don't really know how to deal with it so they apply the simplest way that they know to deal with the problem by raising the Liquidated damages on their contract and hopefully strong arming the security contractor into compliance.

Why Threatening The Security Agencies Seldom Work

However, something else happens instead, the security contractor instead of complaining because higher LDs means there is better reason to fear the stick that the client wields...right....Wrong!!!

The security agency terminate the contract, the shortage of manpower goes from bad to worse to awful...is just some of the common scenarios that clients are working with security agencies.

Either way, causes the reaction of the buyer of security contract to scramble to find another security agency normally at higher prices that they have paid for the previous security contractor. Sometimes the situation improves, sometimes it doesn't; roll the dice because we don't know what is going to happen.

You must be asking yourself why is this such a common scenarios that I just describe. There are several reasons. One the security agencies don't only have one worksite, most of them have ten or more, and in some projects the manpower shortage can be from mild to severe. So the moment, they find the worksite is not economically viable, or the worksite relationship is stretched to the point that neither party is happy. The security agency takes whatever manpower is ready to move with them to another worksite and hopefully patch the hole in another ship.

For you as the person who hire security services or for that matter maybe even your other vendors that you use in your estate. However, I am only qualified to let you see from my view as a security service provider on my observations with hundreds of customers that I deal with and the employer of thousands of officers that is employed by me.

Four Expectations For The Security Officers That They Value To Stay In One Estate....Longer!

There are four expectation from the security officer that when it's met will help him decide if they are going to stay in this company and work site for as long as they are willing to work. And three condition will make them work harder for you and your residents that I call REC (like the record function on any recording device), as that recording device the security officer, is reinforced the positive aspect of his work that they will go to any length to get an REC again.

And here we go

The expectation of the company – The Psycho Therapist Loan Officer

The security officer that works in any security agency has an expectation of the security agency that they are working for. Because in their mind they know that if they are not happy with the company, they can remove their uniform and look through the newspaper and be employed by another agency.....the next day or the security agency is really in need, that very hour.

They expect to be paid fairly for the work that they are doing. They expect to be paid on time. They expect loans to be readily available to them when they have an emergency. They need an ATM that will help them during their course of their work, and that's what the security agency is supposed to do on their agenda.

They also have an expectation that the operations people and the bosses are easy to talk to and approachable. Gone are the days that you can scream at security officers and for them to tremble at your fury and bend to your will. They expect a security agency to be psychotherapy and part loan shark.

Expectation of the officer – Why Some Working Environments Matters

I will like to think that all security officers can cut from the same cloth and that they will function and perform their duties as inserting a battery into a device and working peerless immediately. The reality is they are not like that, they are human being, some motivated and some unmotivated, some motivated to work but not motivated to come to work(my favorite story is that I called the security officer to go to work, but he replied that he got no money to go to work, I told him go to work, and you will get the money, he didn't go to work).

Through our thousands of interviews with security officers, there is always three things that go through my mind. My expectation of the officer, can he work, will he work, can he work in this environment.

We place officers at the estate for their four-day probation where they are subjugated to “real work”. And the end of the probation, I will ask the “hard questions” about the officer, and there are only three questions to see if he is suitable for an officer.

1. Can he work?
2. Will he work?
3. Will he work in this environment?

And more often than not, the answers are discouraging. Normally question two and three are the trickiest one.

Can he work is the question of physically capable of working, mentally prepare to work as a security officer (due to stigma and the long hours).

“Will he work” is questions of attitude if they are looking for a place just to stare into space and look like a piece of the estate. Or some security officers act like drones without any battery life in them.

“Will he work in this environment” is a question of preference, some officer like to move around actively and quickly to pass their time. Or officer that prefer to stay in certain areas and do recording of the visitors and vehicles. Sometimes, they are just not cut out for the condo’s work and have to be moved to another environment where they can perform better.

Security Officer Work Location Hierarchy

I honestly learned about this security officer hierarchy of work location about only these few years even though I have been in the security industry for since 2008. That there are hierarchy of the desired location for security officers.

1. *Hotel because of the eight hours shift and free meals and laundry.*

2. *Warehouse because fewer people no need to face too many complaintees, and the work let you be alone most times.*
3. *In-house security because normally there is bonus every year, and some places offer eight hours shift.*
4. *Officer buildings, normally air-con environment, better than average pay and sometimes lunch is provided and has low complaints rates.*
5. *Shopping center, normally accessible, air con environment and not too much complaints from tenants.*
6. *Residential estate (condos), most complaints, twelve hours shift, normally no bonus, accessibility varies from good to “how the hell to get there”. Sometimes even there is air con that usage is taken away from them.*

So you can see that if you are not in one, two, three or four. Looking for security officers that will work for your estate is an extra challenge.

Expectation of the council members – Are They Kim Jong Un Or Lee Kuan Yew Of The Estate

The expectation of the council members could have the most significant impact of all for the estate. I likened the council members now with the country statesmen, which they plan and control almost every aspect of the estate that they are living in. All of them are working towards to make the estate towards how they perceive is better; unfortunately this is where the line goes gray in my opinion.

They are some who plays the power struggle game whose agenda is to kick out the current group because they don't like what they are currently doing, or sometimes they don't like who they are and the thought of them controlling what they can do in the estate makes them want to kill somebody. If their main objective is to overthrow the current government, then that is just sad. Because they are no consistency of the expectation of direction of the estate.

Others do it because they are bored, they believe that running the estate is a piece of cake. They are split into two groups.

The fault-finders, they are the ones that moves around the estate in the hunt of mistakes of the vendors; if it's the security, are they sleeping on the job, are they chasing and ridding the area of some noisy group, 52 seconds after they called the security post, is the security putting on violation notices of vehicles in error and are they clamping them...and the list goes on, and on and on.

The other group is the improvement group; they are the ones that if a problem comes to their attention, they are thinking of a solution to the problem. They are problem solvers thinking of innovative solutions to the estates problems, some simple and others overly complicated. However, they are seldom the people to seek out problems.

The thing is that the estate needs both groups of fault finders and problem solvers in the group working in tandem to resolving issues. However there are two challenges, one they mostly don't see eye to eye on many issues, secondly, the fault finding group sometimes think they are problem solvers by finding fault. Finding fault is the easiest thing in the world to do, however, to look for the right problem with the right solution and cost is the toughest challenge for the group. I believe that right question to ask is what is right not who is right to resolving the issues within the estate that you are working at.

Expectation of the management – Why Estate Managers Are Like Football Managers?

The expectation of the management is quite thankless because if you are doing a good job, everything is quiet, and you get no applause; however if you make the slightest of mistake even if it's not of your own doing. You get a fire breathing people that help you confess the sins of others for you, and you got to fix everything up. Phone calls that comes to you from biggest of matters to the most minor of concerns from all angles of the day.

I compare the present estate manager to Modern Day Football (EPL, SERIE A, Spanish league and French League). You come into the estate on day one and shareholders of the estate

expecting you to fix every possible problem by week two. You haven't established a relationship with your staff, your vendors and the vendor's personnel that is working with you to maintain the estate. And you expected to get results, there are a few that can do that...keyword is few. However, that is few and far between; the rest of us mortal humans have to build trust and understanding of the working patterns of the council members, the staff, your vendor's and their personnel working with you.

Your expectation when working with the security is that you are fair, you may not be nice but at least the security officers know that you are consistent with your instructions and not giving in everything when someone bang on the table for some that the security did (wheel clamping normally produces the biggest reaction). They want to know that you got them covered if they are placed in a situation that they will meet with an adverse reaction. Mostly, they want to treat fairly and know you got their backs when enforcement is carried out.

Three Conditions When Done Properly Will Got Security Officers Stick To You Like Flies On Fly Paper

Security officers like it or not, have options not to work, not to work in this security agency or estate. There are is a small percentage of really really bad ones, a large percentage that is adequate but not really proactive and a smaller percentage of the really good ones that combines police officers standard with great PR communication skills.

This is the problem; group one gets kicked out from almost any estate that they enter within a matter of weeks. Group two of the adequate officers will normally stay if the four expectation of the security officers' is met.

However, group three of the extraordinary officers will mostly leave even if the four expectations of the security officers are met. However, if we apply these three things, we might get them to stay and be motivated to give their best.

Our objective is to help group two and three to stay then stabilize over time with the four expectations and three conditions to keep security officers contented with working with us.

Reward and recognition – Everyone Have A Sign That Say “Make Me Feel Important.”

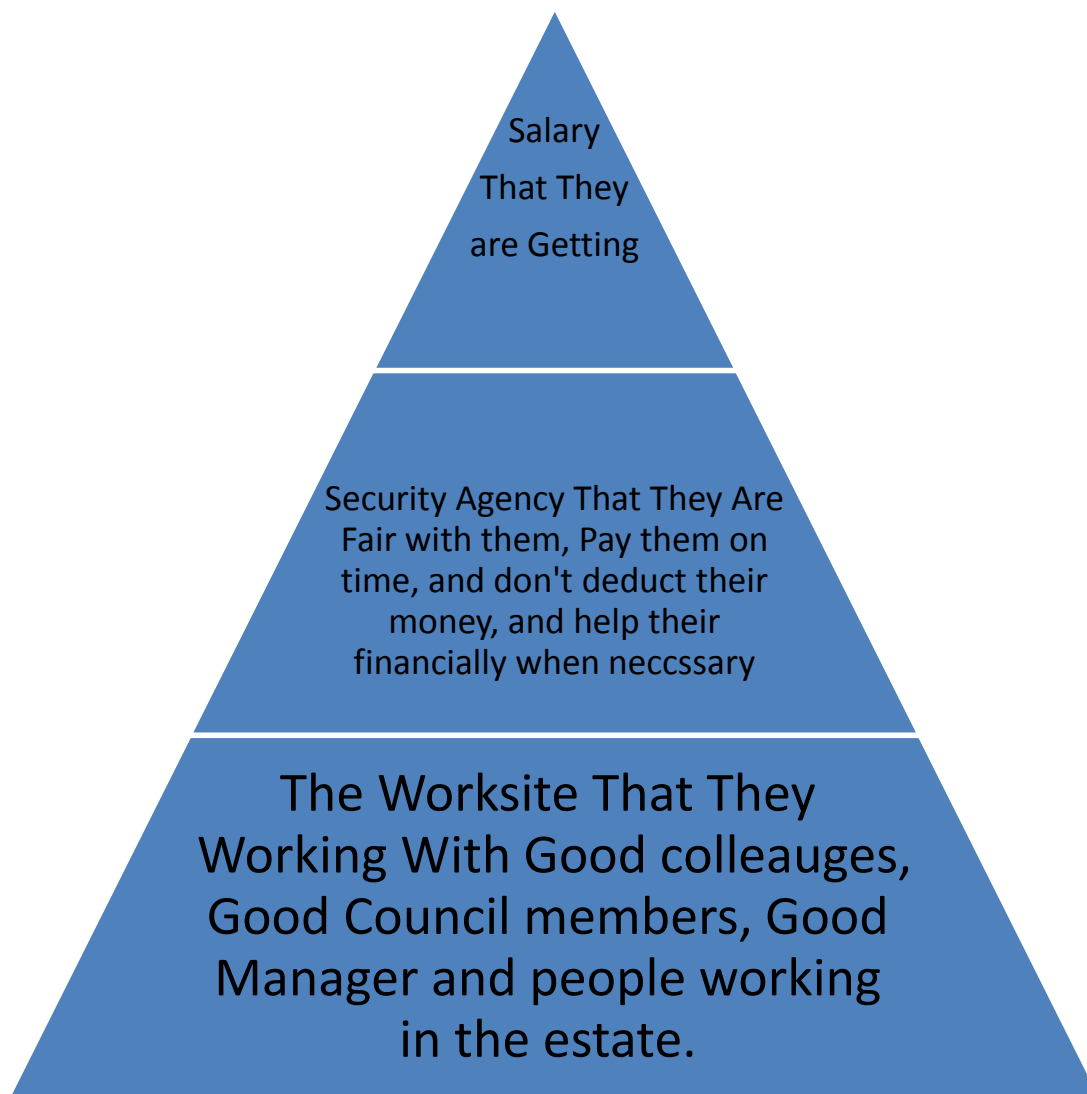
Reward and recognition are the oil that keep the officers happy at their respective work site. The typical worksite is like this, if everything goes well, nobody whispers a word of appreciation but when things goes wrong the finger pointing and emails starts flying at the speed of light. And sadly the security officer is knowingly expecting such a culture.

Imagine this, you are the security officer, you are possibly working in the last possible job that you want, and working long hours, ordered around all day and getting only complaints from the people in the estate. But suddenly, someone from the management or the security agency boss tells you “Because of your faithfulness in recording the vehicles and getting accurate information, a resident that lost their laptop, wallet and handphone in a taxi, manage to retrieve their items, they wrote a letter note and include a reward for you, nice work.”

Your previously shitty day just became a lot brighter and value of what you previously thought of as boring and insignificant work has suddenly become significant. You feel better, you work better. Believe me, that security officer needs to know that they are important in their area of importance. It will reduce turnover and create a better-working culture, and you will be the few estate that has a stable security team.

Economics – Keeping A Security Officer 101....Actually Its Just One

If you are to look at the security officer's hierarchy of needs. It will look something like this



Maybe I am taking a complicated subject and pasting a simple solution over it. Don't talk about security officers, even the government realize this and implemented the Progressive Wage Model

to help the security officers (in the process, help themselves) achieve better salary. This generalization that I am speaking from is mostly for new projects that the security agency takeover.

Every day 1 in 3 security officers opens the newspaper, check the internet or ask friends if another agency is paying better than they are currently getting. They will then call and find out if the pay is indeed better and the location is convenient enough for them.

Then a mental checklist goes through their mind, is the current company treating them fair, is the working at their current site a positive experience with managing agent, council members, and colleagues. The weightage might be different by if they deter there is more negative than positive. They change the company and this isn't a secret; security officers like the rest of us is really thin skin. If they are ever dissatisfied, they can walk out of site and into another security agency and instant employment.

Currently, the most effective strategy is to make the walking out of the site part is to pay more salary. My research shows if by keeping a security officer at the site for more than five months, the likelihood of the security officer leaving is reduced by more than seventy percent. In short, we are buying time for retention of talent and creating a stable base; and that can only be achieved by compensating them better.

Consistency of the instruction – The Laws Of The Estate That Officers Know That You Have To Understand

The consistency of the instruction to the security officer is an understated but important part of the security job. The consistency of instruction is like playing any sports game. Which are the rules are guidelines that the security have to operate in but instead of being the player, they are more like the referee?

Like in football is when the ball is out of bounds, the offside rule and determining when the contact is illegal. Like it or not, all people will push the limits of what they believe they are allowed to do until you say stop, and then they will challenge you why they cannot do, and that because they are not bothering anybody and blah blah blah(all the excuses).

The job of the security officer is to stop the play, however, the job of the managing agent is to ensure that rules can be bent but not broken. The scope of it is determined by the council members and yourself, the managing agent. It will show that you are empathic and flexible however you are not a doormat.

The security officer using your guideline will exercise their rights to enforce the laws of the estate and at the same time they look like they are helping the people in the estate. So you should be firm in your resolve to the consistency of the instructions, and you will look in control and on top of most situation because the security team knows the expectations.

Misconception of Security Officers and Agencies

There is some dangerous ideology floating around for the security industry that I am going to expose that you might or might not know about. Your estate might be guilty of some of it, this is normally conceived will people that have narrow understanding of the security industry and no data to back it up. My goal is to raise your awareness of these misconceptions and help you to see the problem for what it is.

More CCTV means I don't need more security officers.

CCTV are great tools for any estate. However, you must remember that they are only tools to assist the officers. You have to think of the CCTV not as a deterrent but as a post-crime capturing device that gets you the necessary evidence AFTER the offense has been committed.

Higher LDs means the security agencies will be more committed

How you wish that this was true. However, the truth of the matter is that security agency is likely to withdraw from the assignment if the project proves to be unprofitable. You have to remember that security agency mission, like all another business, is to make money first with the service that they provide.

More and more agencies are reading the contracts and rejecting the contracts with unusually high LDs amounts. It's better to set LDs amounts that if the security agency committed the offense, the reduction of the amount is fair for the offense.

Security agencies that go into contracts with high LD amounts usually are the companies that are desperate for cash flow, and cash flow issues equal to manpower issues. And manpower issues equals to cash flow problems cause by the unbearable weight of the LD; equal to the estate changing security agency, equal to higher contract prices for another security agency.

High LDs restricts your options because security agency with better infrastructure will look at your contract and its clauses, and will not take on the contract that they are unfair for them if mistakes occur.

All security guards all the same so I go for the lowest quote can already

Like all car can go from point A to Point B so I will just buy the cheapest one. Most security company faces the same dilemma, where to get manpower and how to manage the manpower. However, the different company handles the situation differently, my experience with how different security agencies handle manpower.

Apathetic approach: No manpower means no manpower; penalize me for whatever amount you have to penalize me with. Likelihood the cheaper of quotes

Stand By Approach: Some security company has many security executives with vehicles ready to drive to wherever the shortage occurs. However, this is a costly approach because of the large overhead to employ this strategy. Because executive cost more the normal security officer, the more vehicles on the road; the more expensive the overall operation plus the cost of employing someone to drive the officers around. Likelihood the more expensive quotes.

Ad Hoc Approach: Others will just ask the relief officers to take a taxi to whichever worksite needs security, officers. Overall is slower, but it helps keep overheads reasonable because most of it is ad hoc expenses to the company.

There is no one way to overcome this manpower replacement challenge, a just different strategy to tackle it; your responsibility is which approach that fits your strategy and budget.

A Grade A Security agencies means they must have Grade A services.

If you are thinking that Security grading is like hiring a graduate from the University base on the best results, then you are in for a shock. The PLRD grading process is a basically paperwork heaven that if you provide them the right paper the right way, they allocate points; get enough points and they assign you a Letter – A, B, C or D.

Is it a useful indicator? Yes

Should you solely rely on it? Nooooo

Since you are a business person, what you wish to see is practical results that apply to you. The best approach that I can advise you, is to ask for some reference to other estates and pay them a visit, if they do what they are capable of doing, and that meets your expectations then make your decision to take on this agency or not. It will save you in the long term for this practical research that you have done.

Lower Headcount means easier to find man

I was with a client that recently reduce the manpower strength by 1, and he remark that it should be easier to find security officers now however a two months down the road; he said that why we couldn't fulfill the manpower despite the reduction. So he said maybe he should reduce to only two people (and this is a shopping cum condo project, so considerable manpower is needed).

It's part mystery and part logic to me. For me personally for certain worksite is a mystery that we are always lack of one person (the relief security officers goes in of course) and surprisingly I am learning that other agencies have this same mystery too. But logically, because security officers are not ignorant of the workload. Workload, if shared among more people, will make life easier, and security officers know that they want manageable workload too.

I can only assume that you're still not sure it's right for you and still have some questions. So, I've taken the liberty of answering the eight most common questions we receive at SMS Investigation & Security Office.

...and I'll do it by sharing with you a simple 3-step formula; **ANY condo manager can use to INCREASE** their efficiency and effectiveness. Fair enough?

Here it is:

Step 1: Tell them (security agencies or council members) What Problems You Have (describe your problem)

Step #2: Tell them what solution that you have in mind, it will do for them (What BENEFITS will they receive from your analysis)

Step #3: Tell them what to do next and the consequences of not solving this problem (This is VITAL. Way too many condo managers WIMP OUT at the end and don't dare to take action. Is this mistake preventing the site problems from being resolved?)

Now how about a real-life example of how to attack the situation?

Here we go....

Eight questions that if you read and take action could change the way you work.....better

Question 1: The economic is bad, and you are charging more than most of the quotation that we are looking at now?

The axiom “if you pay peanuts, you get monkeys” couldn’t be a more honest statement in the security industry. Security officers, in general, will move from one company to another company base on which gives better wages. It varies from two dollars to ten dollars per day.

So I have to pay the security officer above market rate to recruit firstly them, and then to retain them. If the company were to cut their pay or pay them below market rate, they would run away like fishes caught in a net.

I have to highlight this to you because my ability to fairly compensate my staff has allowed me to say proudly that we have reduced our staff turnover way below the industry norm. Ensure only quality staff not only comes but stay in your estate.

Question 2: How do you ensure the regular familiars faces at our estate, we are uncomfortable at having different faces all the time?

Our company has developed a systematic approach to ensure the officer knows the scope of his work and the estate. This will reduce the overwhelm factor, helping the staff adjust to the work and reducing turnover.

I pay my security officer on a specific time for their loans which is once a week without fail, so they can pay for their day to day expenses. So they are secure that the company isn't "hiding" their money.

My staff has open communication with us if they have problems; they will call us up, and we will answer. This ensures a sense of community with the staff and the head office.

Also, we have a permanent relief officer in place to take over the regular officer that goes on off/leave. So there is no excuse for us to say that the relief officer knows nothing about your estate.

All these factors combined will ensure familiar faces at your estate at all times.

Question 3: How can we ensure that when the security officer is not performing, we will get instant response and feedback from the support of the head office?

The underperforming officer will be dealt with firstly with a warning letter, and if they do not mend their ways, they will be asked to be transferred or to leave the company. The operation team will acknowledge your feedback by email within two working days. Serious offenses like fighting, stealing and affair will be sacked from the company immediately.

Question 4: How often should a company conduct checks on the security officer to see if they are performing or underperforming?

Spot checks are conducted at random parts of the day and night; we conduct a minimum of two checks in the day and two in the night in a week. Checks are recorded in the occurrence book and internal security audit forms.

Question 5: I am swamped in carpark issue problems, residents have more cars than they are suppose to have, visitors are parking in the resident lots, and my security guards have no record of it, people claim that they are dropping people off but end up parking in lots, and we have no record of it. I am swamped and what should I do about it?

I have to give you the short answer to this question. Firstly, you must have the cars to units listing. If not, create one. Deny all third cars labels and transponder, this will ensure consistency with your house rules.

Security to check and place carpark violation slips on unauthorized vehicles; if ineffective, the unauthorized car is to be clamped and settlement with the management.

Visitor dropping off excuse, all the security have to do, is to take down the car and unit number. Call the unit and ask the driver to move out or the action will be taken against them.

This is my short answer to this, by may vary from the estate to estate. So call us if this is bugging you badly.

Question 6: I have a bad guard issue; I have called the company to have them remove; why are they not doing anything about it? And what should I do next?

I will go to my three step example

Step 1: Tell them security agencies What Problems You Have (describe your problem).

Step #2: Tell them what solution that you have in mind, it will do for them (What BENEFITS will they receive from your analysis)

Step #3: Tell them what to do next and the consequences of not solving this problem most probably the LDs or not- renewal of the contract.

Simple as that and the most company is willing to listen if you frame the problem properly and ask assertively.

Question 7: What kinds of managing agents benefit the most from working with SMS Investigation & Security Pte Ltd

I value managing agents that are both new and experienced ones, new condo managers might have questions that they need answers too, and I will deliver solutions and workable ideas to you like delivering pizza to your doorstep. Like some of the problems in this question and answer segment and how to answer and manage council members expectations.

Experience ones know that response to their demand is critical to ensure that estate runs well, and I provide that.

I believe that managing agent and the security should have a real hands-on relationship to overcome obstacles instead of having a “me against you” attitude for the betterment of your estate.

Question 8: What makes your security manpower strategies so effective?

Firstly, I am my lab rat to solutions that I have given to you based on complaints, situation and events that I have successfully overcome. It's based on practical, sound and straight to the point advice that we have accumulated over many years.

The team spends time going down the estate to talk to the men, managing agents, and council members to establish solutions to problems that keep them awake at night; they are anger about and have an itch that needs to be scratched.

We documented these and brainstormed over how to resolve every single one of them. We might not have all the answers, but I am sure, we have more gold nuggets of the solution than 85% of the condo managers in all the estates in Singapore.

Progressive Wage Model and Future Trends For The Security Industry

The Progressive Wage Model has finally made its way into the security industry, and 40,000 active working security officers are secretly cheering that the Progressive Wage Model has finally landed on Planet Security.

And with it brings hope, which more money will flow without doing anything differently. The idealistic hope for the security officer is “More Money with Less Working Hours with No Extra Training” was almost realized. They almost nailed it, almost but not yet.

However, Security agencies reaction to the news is mixed with disbelief and disgusted, and hopeful at the same time. Disgusted because it's almost like everything that we spoke about in the meetings prior to the launch of the Progressive Wage Model was totally ignored (at least mine).

Client’s Mostly Clueless and only Thing they know “Die ah, Must Pay More”.

How does it affect Everyone that needs security Services

So you must be asking your “How does affect me.” Let me reveal to you the impact of the PWM for three most affected parties; the security officer, the buyer of services and the security agencies.

The security officers: There is not that much downside for the security officers; in fact they benefit the most from the PWM. The only downside is that they are required to take more courses to “upgrade” themselves from one pay scale to the next. And the realization that more pay comes with more responsibilities.

The Buyer of Security Services Aka Client: They will likely curse and swear when they receive the new renewal from their vendors, and they will call for a tender or a quotation review from three or more security agencies to see what is around.

If they are unprepared, they might go into a cardiac arrest, and an AED shock should be administered when the blood is drained from their faces. About the new and improved prices in security quotation. I am estimating a 10% to as much as 20% increase in costing.

They will likely have to communicate and increase maintenance fees to their shareholders, and prepare for some backlash from the increased fees. So better to start early and gradually for communication and educational process.

Security agency: I am what you call the whipping dog of this whole saga. The sandwich of circumstances and The bearer of bad news.

I call myself the horrible middle because I am caught between; satisfying and explaining to the security officers with their expectation of better pay but lower take-home pay because of higher CPF.

The government because of their expectation of PWM to be followed almost to the letter so that they can prove to the ministers “Look, my plan worked and patted me on the shoulder, Thank you”.

The clients; that my services fees just increased by X percent for no other reason than “the government said so”. While they are thinking “No changes in the standard, No changes in the problems we are facing, No changes in the ways security has been done. How to justify the increase to my shareholders in the estate?”

No Instant Problem Solving

Israeli Defense Minister, **Moshe Ya'alon** said in an interview in Bloomberg magazine “We want instant food, We want Instant Peace, We want Instant democratization.”

I want instant good salary and shorter working hours for the security, I want instant manpower so that I can satisfy the government love for training in Singapore, I want instant solutions to help my clients navigate the choppy of this PWM. However, this will take the time to happen.

I going to express my opinion on future trends in the security industry

Five Future Trends For the Security Industry

Short working hours for security officers: One of the objectives of the government is to give Singaporeans work life balance, to spend more time with loved ones. They are trying to achieve using the PWM and reducing the work time exemption that is given to security agencies.

Technology changes to improve security or partner them to secure more effectively:

Automation is a big word in Security but rarely implemented because of the enormous up-front cost and the viability of the processes. Robots might be soon among us like the movie “Elysium”.

More aggressive pushes to raise wages: You think that “this is it, the ceiling of the PWM”, I think not because if it proves successful to got more unmotivated Singaporeans to work in the areas that previously shun by Singaporean. By making the carrot bigger and sweeter, if this helps more Singaporeans work then less foreigner talent is needed. The government will move more aggressively to make this happen.

More manpower issues in the industry : In five years, The security industry will face a transition period when the “pioneer generation” will be exiting the workforce in waves, leaving a “hard to fill” gap in the security industrial. So attracting the younger workforce is key to filling the gap.

Less security agencies serving this industry: PWM is forcing many security agencies to make economic adjustments quickly, and it is also a money game when we might be forced to make losses while making the adjustments in our economies to continue to stay in business. Those that bleed cash and can't make those adjustments in time will perish.

This is the situation you and I are stuck with, so might as well make the best of it by doing what we can with the resources that we got. The path to greatness isn't for the weak-hearted so I believe that we will achieve a triple win (win for officer, win for the client and win for the agencies) if we give PWM a try.

What Type of Grants Can The MCST Tap Into

John Does An Infernal Affairs For MCST

I actually posed as a buyer and asked the question "Can the government assist the MCST in getting grants to either mitigate some of the cost of the heightened security service contracts or to implement technologies to help with the betterment of the estate." And "What the government plans to help get younger workers into the security workforce in the future because a large pool of security officers is old and might not continue for long."

Got my reward with a slap on the face by the representative of Union of Security Employee(USE) (partly my fault for saying to that older security officer pose to be a physical liability if unfortunate events happen).

However, sadly they answered that MSCT should not be relying on grants from the government to achieve security efficiency and as, for the younger workforce, the USE representative cleverly step in before that question could be answered. (Sneaky Guys)

They wouldn't be inviting me to any union parties for awhile, but I did what I believe what I had to do to let them know that buyers of security services are hurting. And these are some of the issues that they should look into. Plus I did it so convincingly that others industries buyers came

up to me and thank for addressing their concern in that area and shared with me their set of challenges as security services buyers.

Even though it ended up as a disappointment in my opinion in terms of getting the authorities to know the real concerns and buyers speaking out. As a speaker, I heard once said

“If Life Gives You Shit, You Turn it into Fertilizer To Grow.”

Fertilizer 1:

Progressive Wage Incentive

Security and Landscape Services buyers can get back up to 10% of the contract value if they adopt Progressive Wage Model into their contract. So you are working with a security or landscape buyer, and if you pay \$400, 000 in contract value; you can get back \$40,000 in value. I don't know about you but if paying more, might end up saving more then this is worth to take a look.

Fertilizer 2: Inclusive Growth Programme (IGP)

Even though, its more for the security vendor but might benefit you too. So this is how it looks, in short, boosting productivity using equipment or technology to boost productivity, or I prefer automation. And this in turns will increase the wages of the security officer. The company gets up to 50% funding for this.

How does apply to you, if you automate some mechanic work process in the security like monitoring a certain troublesome spot in the estate using CCTV? But you don't stop there; you build in some intelligence in the CCTV, like it will pop out when an incident is happening in the area, and you can scream into the mike to stop what they are doing and the CCTV will also save the facial of the offender and create a database and cross reference to the people in the estate and highlight their details for the people that manage the estate to have all the incidents of the previous night with details and people involve without the security officer leaving his post.

Stay Ahead Or You Might Be Left Back

You can work with the agency to implement such advanced intelligence into the estate and pay for the cost or create an agreement to rent this technology for a fee and reap all the benefits.

I hope that you can take advantage of this because it's going to come anyway but it just that you are responding faster, and this is not wine, it doesn't get better with age. Be Ahead or Left Behind its choice you make, or sometimes it's made for you.



Management Office:

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#02-36 Singapore 346113
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NL/CORR 0135/11

10th June 2011

SMS Investigation & Security Pte Ltd
Blk 165 Bukit Merah Central
#08-3675
Singapore 338728

Attention: Mr. Mickey Kwek/Mr. Jayakumar

Dear Sir/Mdm

**OUTSTANDING PERFORMANCE FOR CSO PRAKESH, SO KALAI AND SO TEO
IN THE RIVERVALE CONDO**

We refer to the fire outbreak incident occurred on 9th June 2011 at #02-36 Lobby 7 in our estate.

We would like to express our sincere gratitude to CSO Prakesh, SO Kalai & SO Teo for the job well done on helping the resident putting out the fire during the incident.

Thank you.

Yours faithfully,

Nelson Lee
NEWMAN & GOH PROPERTY CONSULTANTS (PTE) LTD
For and On Behalf of
Management Corporation S T Plan No. 2586

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75 Bukit Timah Road
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Property Consultants, Property Tax Advisors, Estate Agents, Valuers, Property & Facilities Managers and Investment Sales

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Dear Sir,

I boarded Lydell bus on Friday evening 7:30pm from Tiber back to my date. I had peacefully left my laptop on the bus. When I reached my home the same day, I quickly rushed to the security guard house to check if anyone had returned my laptop. To my relief and bus captain had passed my laptop to the guard house earlier.

I am joyful and grateful to the bus captain and the security staff, thank you for their honesty.

In fact the incident had first time. In another occasion, my school bus had left by forgetting at the college and we were surprised that our



PROTECTOR OF EARTH

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security officer had returned it to our class stop.

I am glad to have them here. Please help to pass this message to the bus captain and security officers. I want to say a BIG THANK YOU to them!

Sincerely,

Ms An

Lydell road

10th May 2012



PROTECTOR OF EARTH

John Sng

From: High Oak <highoakmanagement@gmail.com>
Sent: Wednesday, June 25, 2014 4:45 PM
To: security@smsis.com.sg
Subject: High Oak - Commendation Letter For Supervisor Nehru and team

Dear Sir,

I would like to commend Mr. Nehru, our security supervisor, for his honesty and kindness.

I lost my wedding ring and left it inside the toilet. I honestly can't remember where I placed it until he approached me and asked me whether it was mine. He returned it to me without a doubt an act of good leadership and with full integrity in his heart.

Kudos to him and his team here in High Oak. Looking forward of more years working with this kind of team in the future.

I truly appreciate their commitment and hard work.

Yours faithfully,

Christopher Reyes
Strata Residential Manager
SavillsCKH Pte Ltd

For and behalf of
The Management Corporation Strata Title Plan, No. 2575
High Oak

Dear Peggy:

I would like to **give a compliment** each to:-

- (1) **Security Officers, Anthoni, Roslan & Lim Kay Kiat** for so promptly responding to my call for help when I fainted in my house yesterday (16 Sep '14). I was alone in my house. They helped me to be seated comfortably & even offered to call for ambulance service for me which I told them I would wait for my brother to do when he reached my house. They only left my place when I was feeling better. The trio in their assistance to me had displayed efficiency, kindness & professionalism.
- (2) Condominium Officer, Ong Shi Yan & **Security Supervisor, Kalista** for taking the time to visit me this afternoon to find out how I was feeling. The kindness & concern they gave me showed we are indeed living as a family in Glendale Park.

Thank you Peggy for all your good, kind & praiseworthy staff!

Warmest regards

Lily Sln
沈莉莉

To Rachel, Tiara Condo Manager

Please forward this email to SMS Security .

To SMS Security

I want to give commendation to Security Supervisor Peter at Tiara site.

For a 72 year old man, Peter does his duties diligently. He is alert at all times, keeping his eyes on the security screens.

In my last 24 months term as Tiara ChairLady, I found Peter to be matured and honest.

I appreciate his frankness to me about the B2 room that the previous chairman had personally allowed him to use in the past. I applaud his courage to ask me as the current ChairLady if he could continue to use the room. I respect his humility to accept Council's decision to discontinue to use the same room for his personal use. I also appreciate his understanding and maturity on this matter. This is manifest in his continued commitment to serve Tiara.

I appreciate his initiative to help to put out quickly a minor fire at Tower 1 a few years ago. His initiative to place pylons quickly during rainy days to alert residents of the slippery floor areas shows that he cares for the safety of the residents. I appreciate this attitude. I am sure our residents appreciate that too.

I want SMS to convey my commendation , appreciation and thanks to Peter accordingly.

I respect Peter and am proud of him. I hope SMS shares the same thoughts as me.

With Best Regards,
Joy Toh
ChairLady
Tiara

Subject: Compliment

Attention to Mr John Sng

Dear Mr Sng,

I would like to compliment your security services rendered to Twin Heights @ Shaw Plaza.

My friend had lost his wallet containing cash & cards & driving license on 28 Jan 2015 evening.

Only this afternoon did we decide to try our luck and check with the security guards at Shaw Plaza (Mr Yeo, Krishna & a Malay colleague - I forgot to get his last name). They have been extremely helpful & provided me with the police report reference numbers & details so we can go retrieve the wallet.

We are deeply thankful to have such honest & helpful security guards in this neighborhood. I happen to stay at Prestige Heights which is just next block :)

Hence, I would like to extend my warmest thank you to the mentioned 3 security guards whom had been so helpful this afternoon; as well as to the staff who had taken good care of the wallet on 28 Jan 2015.

Thank you for the wonderful experience & I would strongly recommend SMS Security to any organizations who seeks similar services.

Thank you once again!

Cheers

Lara

Hi MA,

We the Sub security members, would like to commend SMS for their good work performance .

Overall, many residents are familiar with the security system and commended our guards for their dedication and positive work attitude for change in Haig Court as compared to previous years.

A very positive change is that the guards are working independently without much supervision from MA and are able to function as a team , which of course under supervision of Hussein (morning shift) & Alan (night shift). Even though at times, there is a shortage of guards the team is still able to function efficiently. However, hope that SMS can rectify this issue accordingly and achieve even better standards in the future.

Special thanks to Mr Harry for his cooperation and understanding to our requirements and please do render our appreciation of thanks to all your permanent guards for their good work.

Regards,

Security Sub Com

We thank you for your effort and hard work put in.

Warmest Regards

*Andy Wan
Strata Residential Manager
SavillsCKH Pte Ltd
For And On Behalf Of
The Management Corporation Strata Title Plan No. 2903
Haig Court Condominium*



**MANAGEMENT CORPORATION STRATA TITLE PLAN NO.2648
FABER CREST**

Blk 50N Faber Heights #01-92, Management Office, Singapore 129207
Tel: 67745138/ 67773175 Fax: 67771948 Email: fabercrest@live.com.sg

Via Email: smsis@singnet.com.sg & johnsng@smsis.com.sg

29 April 2014

M/s SMS Investigation & Security Pte Ltd
165 Bukit Merah Cenral #08-3675
HDB Bukit Merah, Singapore 150165

Attention: Mdm Sng
Director

Sirs

SECURITY OFFICER KESAVAN S/O RASALINGAM (G7487610U)

This letter serves as a Letter of Commendation for the subject who was attached to Faber Crest Condominium as a Security Officer.

During my observation in Faber Crest Condominium, the subject has performed his job assiduously and discharged all assignments given by the Management Office diligently. His job performance has met beyond my expectations as a Security Officer.

In view of the above, I am recommending the subject to be given an opportunity to under-go a Security Supervisor course so that he could further advance his career with your company.

Thank you

Yours faithfully
The Managing Agent



Lionel Loh
Condominium Manager
For and on behalf of The MCST Plan No.2648
PropNex Property Management Consultants Pte Ltd



Managing Agent
PropNex Property Management Consultants Pte Ltd
625 Lorong 4 Toa Payoh #04-01 General Magnetic Building Singapore 319519
Tel: 6590 8880 Fax: 6590 8877

Dear Sirs/Madam,

LETTER OF APPRECIATION

On 1 August 2013, my family and I boarded a taxi at Lobby 5. Our destination was Changi Airport. Ten minutes into our journey, we received a phone call from Chief Security Officer (CSO) Rajoo Prakash. He asked if I had forgotten my briefcase and travelling bag at the porch area of Lobby 5.

I realised that I had indeed left behind my briefcase containing my laptop, passport and air tickets. We immediately turned around and returned to The Rivervale to collect these valuable items.

CSO Prakash told me that Security Officer Hassan Bin Rahmat had been on his rounds when he noticed my briefcase and bag at Lobby 5 and immediately alerted him. Because of S/C Hassan's timely action, I was able to return to the condominium, collect the two bags and make it to the airport on time.

I greatly appreciated S/O Hassan's alertness, integrity and prompt action, and would like to commend him and our security service in general for the high standard of professionalism shown.

I shall be grateful if you would convey my thanks to the two officers concerned and the security services company.

Thank you.

Yours faithfully,

Rajiv Chaudhry