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CORPORATE PROFILE



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1. ABOUT US

SecureGuard Security Services Co-operative Ltd was formed in May 1999 and is owned by TCC Credit Co-operative Limited, one of the largest Thrift and loan co-operatives in Singapore with more than 42,000 members.

The Secureguard Security Services Co-operative Limited is overseen by the following Board of Directors, who are responsible for its governance:

Chairman: Mr. Shareef Bin Abdul Jaffar, PBS (Polis)

Directors:
1. Mr. Tan Geok Seng
2. Mr. M. Lukshumayeh
3. Mr. Daniel Cher Choong Kiak, PBM
4. Ms. Maria Bte Amril
5. Mr. Hamzah Bin Hj Abdul Karim
6. Mr. Joshua Benjamin, PBM
7. Mr. M. Baskaradas

Mr. Shareef Bin Abdul Jaffar, PBS (POLIS)

Mr. Shareef is the Chairman of the Board of Directors and the Licensee of Secureguard Security Services Co-operative Limited. He is also the Chairman of the Board of Directors of TCC Credit Co-operative Society Limited, Singapore's largest Credit Co-operative Society.

Mr. Shareef serves as the Secretary-General of the Management Development Institute of Singapore and as Chairman of the Board of Directors of MDIS (Malaysia) Sdn Bhd, and as Chairman of MDIS Unicampus (Malaysia) Sdn Bhd. He is also a Member of the Board of Governors of MDIS Unicampus, Malaysia.

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In addition to the above, Mr. Shareef is the Executive Chairman of Service Quality Centre (SQC), and Vice-President of the Service Quality Centre (Indonesia). Additionally, he also serves as a Member of the Board of Directors of MDIS@Tashkent, Uzbekistan and MDIS@Dushanbe, Tajikistan.

With Mr. Shareef's extensive experience, he is excellently positioned to deliver Security Services that align with client's needs and surpass their expectations.

Mr. M Baskaradas

He holds the position of General Manager at SecureGuard Security Services Co-operative Ltd. He is retired Senior Officer with 37 years of combined service in both SPF and Auxiliary Police Force. Additionally, he serves as one of the Licensee of SecureGuard Security Services Co-operative Limited and is well equipped to leverage his extensive expertise, knowledge and skills within the security oriented industry.

With Chairman and General Manager's vast experience behind them, Secureguard is well placed to provide the level of Security Services that meet the requirements and expectation of clients.

Police Licensing Regulatory Department (PLRD) has approved SecureGuard to carry on the following licenses:

- License to Operate as Security Agency
- Awarded Grade 'A' in 2021

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- ***1.1 Our Values***

- Our operating principles revolve around our "**ADDES**" **values which are simply put:**
- **A**dvancement: **We constantly upgrade our services to stay relevant in the current security environments.**
- **D**ependability: **We deliver what we promise.**
- **D**edication: **We are committed to our customers.**
- **E**fficiency: **We provide prompt and efficient services.**
- **S**incerity: **We function on trust, integrity and professionalism**

- ***1.2 Our Clients***

- Presently our clientele base covers the residential, commercial and industrial Sectors. Some of our Major clients served and serving include:

- Management Development Institute of Singapore (MDIS Campus)
- Management Development Institute of Singapore (MDIS Residence)
- Management Development Institute of Singapore (MDIS Changi)

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RESIDENTIAL

Nassimville Apartment
Nova 88 Condominium
Robin Residences
The Cape Condominium
The Aberdeen

COMMERCIAL / INDUSTRIAL

2Connectt @ TS
Chek Hong Leather Pte Ltd
EDMI Limited
Golden Bridge Foods Manufacturing Pte Ltd
Golden Wall Flatted Factory
Khong Guan Limited
Kuan Aik Construction Pte Ltd
MCST 685 (Foo Wah Industrial Building)
Premium Automobiles Pte Ltd
Tong Yuan Industrial Building

HDB Projects

1. Seletar
2. Punggol
3. Lower Seletar Site
4. Lor Halus

INSTITUTION

MDIS Campus 501 Stirling Road
MDIS Hostel 503 Stirling Road

SENTOSA COVE SINGAPORE

ONE 15 Marina Club

2. RANGE OF SERVICES

2.1 Manned Guarding

Trained security officers and security supervisors on 24-hour basis to a range of clientele from:
Residential
Commercial
Institution
Industrial
Warehouse

2.2 Mobile Patrol Team

As part of our security management services, we offer mobile patrol service. Our operations staff will conduct random visits to our clients' premises at intervals throughout the day and night to provide "extra eyes" in ensuring that the premises remain safe and secure and that the assets are being protected.

3. PERSONNEL

Of the numerous companies providing both Security Services and other specialized services in Singapore, the major differences are the type of persons that the Company is willing to accept into its employment and the management of those persons thereafter.

The Company recruits personnel between the ages of 21 to 62 years, but allowing individuals to serve up to the age of 75 years, subject to doctors' certification of their health and fitness.

The care of an individual's welfare and the on going supervision and support in the performance of their duties on an assignment highlights the caring yet disciplined approach the Company adopts to its biggest asset-its people.

3.1 Benefits

- Medical Consultation
- Hospitalization
- Death and Incapacitation
- Progressive Annual Leave scheme
- Child Care Leave
- Maternity Leave
- Paternity Leave

Opportunity to be TCC ordinary members which include;

- Education loan
- Bursary & Scholarship
- Housing Loan
- Savings Incentives
- Medical Incentives
- Personal Loan
- Dividend on Savings

4. SCREENING PROCEDURE

We screen all our Security Personnel with the Police Licensing and Regulatory Department (PRD) before they are recruited. All Security Officers deployed to any assignment shall possess a valid Police Regulatory Department (PRD) Security License and identification required by the Government of Singapore

Individuals who apply for a position with the Company and who do not have a continuous employment history are also checked to ensure that they are found to be suitable for employment.

5. TRAINING FRAMEWORK

All personnel selected for employment will receive "**On-the-Job Training**" as an introduction to the company and work site. In addition, all security officers' training records will be checked and monitored upon employment to ensure they have fulfilled the minimum requirements set out by the PRD regulations. If requirements are not met, our Company will send them to our partnered training centers, who are with us for 5 years: ETANN Consultants Pte Ltd, Security Industry Institute and Apro Training Centre.

Appropriate WSQ courses like customer service are also sponsored to ensure that all personnel are fully conversant with the site deployment requirements.

We also partnered with WOW! Works Pte Ltd to provide blended and in-house learning for all our Security Officers to be up-to-date with the current Standard Operating Procedures – Fire, Suspicious Vehicle/Person/Object and Bomb Threat. To enhance their learning, real case studies and continuous training are also provided in the e-learning system by WOW! Works Pte Ltd.

Red teaming, physical exercises, and table top exercises are also conducted to be in line with the annual Security Agencies Grading Exercise.

6. ASSIGNMENT SUPPORTS

The Company's Control Room (Call Centre) operates 24 hours daily, including Sundays and Public Holidays.

The Control Room co-ordinates the duties and activities of all ground personnel. Additionally the Control Room provides "**Tele-Protection Services**" to all our assignments. The Control Room makes unscheduled telephones calls to assignments to ensure that personnel are alert and performing their duties correctly. Should any of the officer's deployed at the assignment fail to respond to a call or the Duty Controller is concerned for any reason, he will direct the Duty Patrol/Compliance Officer to proceed and check the security officer concern.

The Company has Patrol /Compliance Officers on duty for twenty-four hours daily. Not only, do they respond to instruction from the Control Room but have a site visit programme that required them to check all the assignments over a specified period. They visit duty post to ensure that the officers deployed on site are performing their duties diligently and also to check on their welfare, if any

For assignments that have unusual requirements and specific needs, we monitor the site closely to ensure that these requirements are complied with in accordance with assignment instructions.

The Company also operates a "**Client Management**" system that ensures all assignments are visited by senior management staff to review the services provided by the Company and to advise on any improvements that can be made to the services.

7. ASSIGNMENT INSTRUCTIONS

For every assignment a set of **"Assignment Standing Instructions"** is prepared. These documents spell out the duties to be performed or carried out by our security personnel. The contents are discussed and agreed with the client prior to the commencement of the assignment. The "Instructions" are specific to each location.

One copy is kept on the assignment site at all times and the security personnel are required to be fully conversant with its contents. Our Patrol/Compliance Officers also provide "**On The Job**" training, using the "**Instructions**" as the basis to train security personnel on the duty specific to the assignment.

A second copy is kept in our twenty-four hour Control Room, so that all Controllers and Management can refer as and when needs arise.

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8. VALUE-ADD

Our aim is to provide value-added cost-effective and holistic risk management and advice.
As a security service firm, we are able to propose and implement full- featured solutions, ensuring an interaction between technology and manpower input that provides the most effective solution as per clients' requirements.

8.1 Technology

SecureGuard has an in house technical support team and has introduced security management software to be used by our security officers through a IREP system installed at all work sites. The system captures real-time attendance of security officers reporting for duty and off duty, emergency guide and access to e-learning portal. Secureguard has also collaborated with WOW! Works Pte Ltd for 5 years now to provide us with advanced technologies such as video analytics, vehicle recognition barriers, facial recognition etc. Our in house services also include:

a) CCTV cameras
b) Live Guard Tour Clocking System (IREP)
c) Incident Reporting and Management (IREP)
d) Online Attendance Reporting System (IREP)

9. INSURANCE COVERAGE

9.1 Workmen's Compensation

We provide **Workmen's Compensation** for our personnel in accordance with the Law of Singapore, The Workmen's Compensation Act (Chapter 354)

9.2 Public Liability

We provide comprehensive **Public Liability** up to the value of S$1,000,000.00 for any one claim.

10. EMPLOYEE RECOGNITION PROGRAMME

We recognize our employee's good service through:

1. Cash Vouchers For Performance Excellence
2. Long Service Award
3. Productivity Incentives
4. Exceptional Performance Award
5. Attendance Incentive

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11. GENERAL

Our security personnel will adopt a firm but polite presence on site, and will be professional at all times when dealing with all parties. They will present a smart appearance at all times. They will report all incidents to Client and/or to the Authorized Agent appointed by the Client. They will also carry out any other security procedures introduced by Client from time to time.

