

SECURITY MASTERS PTE LTD

SECURITY SERVICES



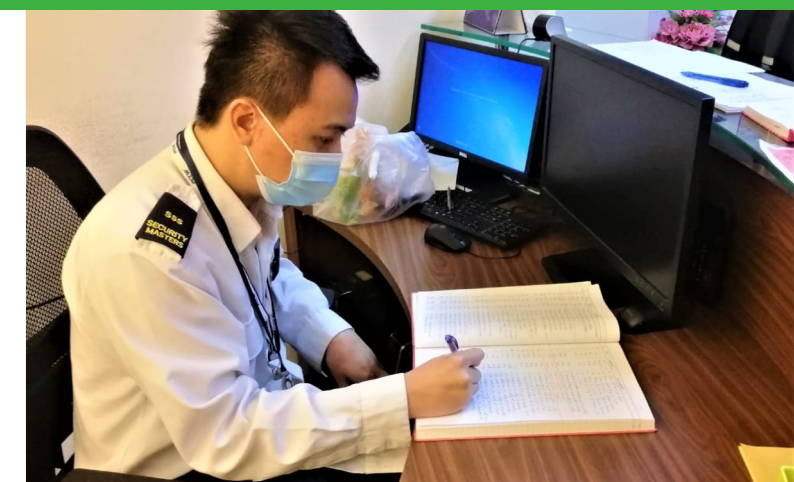
SECURITY MASTERS PTE LTD

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VISIT OUR WEBSITE
www.securitymasters.com.sg



SECURITY GUARDS SERVICES

These are some must-haves in security services that will ensure the client's interests are well looked after and without any 'hiccups' in the clients' business.



Management Support

Full support from Management team at all times with effective hierarchy of operational staff to provide support to both the frontline staff as well as to coordinate with the clients effectively.



Well Trained Officers

Other than the normal Security Officers' training, they are also trained in Customer Service as well as in Fire Safety and Crisis management. Customised training is also provided depending on the clients' need.



Proper Documentations

We provide a full set of documentation according to the different assignment and the type of client's business. We presently use the software system to digitalise our reports and records.



Timely Reports

Incident Reports and After-Action Reviews will be submitted within 24 hours of any incident. Any recommendations will also be implemented immediately with all officers acknowledging them.



Proper Follow-Ups

There will be proper follow-ups to feedbacks and complaints with monthly meetings, and daily social media group chat. Using this chat, we can convey information as quick as possible.



Trained Relief Officers

There is more than enough officers trained at the client's site to ensure smooth replacement coverage during festive and special occasions. All of our relief officers are trained to handle a variety of duties.

SERVICES

Contract Security Officers Services

- Cash Escort
- Vehicle Escort
- Patrol Car Visit
- Security Audit & Survey
- Customised Security Training
- Security Consultancy
- Security Management Services
- Setting Up and Commissioning of Security System & Operations

Temporary Security Officer Services

- Exhibitions and Conventions
- Events Marshalling
- Road Shows
- Private Homes
- Premises under Renovation



Other Services

- Access Control – Proximity Cards, Thumb Print, Biometrics Security Clearance, etc.
- Installation of CCTVs, Electronic Surveillance, Video Analytics, etc.
- Remote Alarm Monitoring and Respond Team.
- Executive Protection, Special Regional Guide and Protection Detail.
- Outcome-Based Solutions.
- Fire Safety Management and CERT.

VALUE ADDED SERVICES



OFFICER-IN-CHARGE

The officer assigned to oversee your assignment will be responsible for all security policies and operational matters relating to your assignment. He will liaise with you regularly and will attend to any discrepancy found. He will provide on-site training for officers on the various security procedures, as well as conduct regular drills on the Emergency Procedures. Reports on the drills conducted will be submitted to the client upon request.



PATROL OFFICER DEPLOYMENT

Our patrol car, which operates round the clock, will make regular checks at the assignment, and will also respond to all emergency situations and provide assistance when required.



CONTROL ROOM

We have a control room at our Headquarters that is manned by a Duty Officer 24 hours/365 Days. There is therefore a responsible decision maker always on duty. This Duty Officer can be contacted at our main telephone line. He is responsible for checking on the attendance of the officers at the various assignments regularly by phone. He also activates the CERT and coordinate all emergency activities after office hours.



EMERGENCY RESPONSE

We have a team of management staff who act as the Emergency Response Team. If any emergencies occur at the premises, our security officers will ensure that the emergency is properly controlled until the arrival of the client at the premises. They will also ensure that the security at the client's premises is not compromised during this period.



VISITOR MANAGEMENT SYSTEM (VMS)

We provide Visitor Management System, complete with the PC, software, scanners and the printer. We also have online VMS using iREP.



FIRE EVACUATION DRILL

As we have a Fire Safety Manager, we are able to assist in conducting your annual Fire Emergency Evacuation Drill. All our security officers, who are trained in firefighting and evacuation procedures are able to assist in the fire drills too.



COMPANY EMERGENCY RESPONSE TEAM (CERT)

All premises with fire safety management are required to set up CERT. We will guide you along when you are setting up the team. We will make sure that the team you set up will comply to the requirements set by the SCDF. This mean that there will be at least six trained personnel at the premise at working hours.



FIRE SAFETY MANAGEMENT

We help our clients to set up evacuation routes, and also make sure that there is no fire hazards in the building. If we found any potential fire hazard, we will raise this issue up to our client and fix the problem with them. Our team will ensure that your premises is kept up-to-date with the SCDF requirements.

Gate Pass Procedure



GATE PASS

Samples of Authorised Signatures

Authorised Signatures Distributed at all exits

All Officers trained in recognising the items that need Gate Passes

Gate Pass enforced without fear or factor



YES

NO

Count the numbers of items or palettes

Check authorised signature

if OK, chop and sign and indicate date & time

if not OK, Detain vehicle or personnel and call the Sup or Client

Check the goods

Count the numbers of items or palettes

OK

Record the vehicle number as outgoing

OK

indicate Date and Time

FIRE ALARM Activation

Call DECAMS
Tel: 740040
Record Time/ ID

Check Main Fire Indicator Board (MFIB) for activated zone

Turn the enable key switch to ON
Silence the Alarm after 3 mins

Check the Sub-Indicator Board (SIB) for activated zone

Turn the enable key switch to ON
Silence the Alarm after 3 mins

Check affected zone



YES

NO

Trigger the Alarm bell and inform DECAMS immediately

Make Announcement through the PA system

Fight Fire with extinguisher, hosereel

Assist Civil Defence Officers

Inform DECAMS the situation
Record Time / ID

Reset Sub-Indicator Board (SIB)
Press the Reset button

OK

Reset Main Fire Indicator Board (MFIB)
Press the Reset Button

OK

Make Announcement through the PA system

Unable to Reset

Open inner door at SIB Panel & push isolation switch to right side

Press Black Button inside SIB to silence the buzzer

Press Silence & Reset buttons

Turn enable key to OFF

Do the same for Main Fire Indicator Board

Immediately inform CMO staff

Record Incident in Occurrence Book

Immediately inform CMO staff

Record Incident in Occurrence Book

Record Incident in Occurrence Book

Fire Alarm Activation

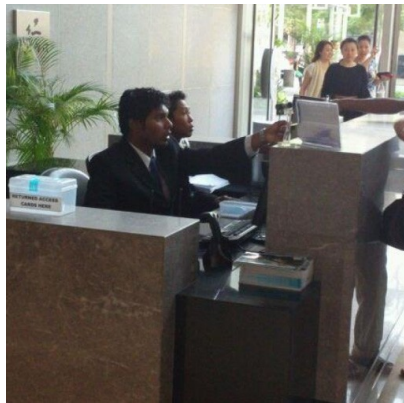


RESOURCES



Special Events

Additional security officers can be provided for special events like Fire Drill or VIP Visits. Such officers will come equipped with the necessary equipment to carry out the task as required.



Orientation & OJT

New officers deployed to the site will undergo Orientation and On-Job-Training as required. Only upon a successful interview by the client, will the officer be deployed at the site as one of the manpower strength.



Table-top Exercises

Periodic table-top exercise is conducted to ensure the officers on duty are kept updated and reminded on the Emergency Procedures as well as the Standard Operating Procedures (SOP). eLearning form part of these refreshers.

PORTFOLIO

Company	Assignments
ExxonMobil Asia-Pacific PTE LTD	35 Shipyard Road, Singapore 628132
	39 Shipyard Road, Singapore 628132
NCS PTE LTD	Cambridge Trust Building, 9 Butik Batok Street 22, Singapore 659585
	NCS Hub AMK, 5 Ang Mo Kio Street 62, Singapore 569141
	NCS Hub Block C Level 7, 5 Ang Mo Kio Street 62, Singapore 569141
PSA VISTA	NCS Hub Block B, Data Centre 5 Ang Mo Kio Street 62, Singapore 569141
	1 Maritime Squad #12-26, HarbourFront Centre, Singapore 099253
QUALCOMM CDMA TECHNOLOGIES ASIA-PACIFIC PTE LTD	No.6 Serangoon North Ave 5, Singapore 099253
ROBSON (CP) INVESTMENT PTE LTD	Robinson Centre, 61 Robinson Road, Singapore 068893
Surbana Jurong PTE LTD	Edward Boustead Centre, 82 Ubi Ave 4, Singapore 408832
Changi Logistics PTE LTD	Changi Logistics, 12 Changi North Way, Singapore 498791
SC Aetas Holdings PTE LTD	Orchard Hills, 30 BideFord Road, Singapore 229922
TUV SUD PSB PTE LTD	60 Tuas South Street 1, Singapore 639925
	10 Tuas Avenue 10, Singapore 639134
World Scientific Publishing Co PTE LTD	5 Toh Tuck Link, Singapore 595224

PORTFOLIO

Company	Assignments
Singapore Lube Park (Dovechem Industries)	160 Tuas South Ave 5, Singapore 636991
Suntec City	Suntec City, 3 Temasek Boulevard, Singapore 038983
Singtel Shop Comcentre	31 Exeter Road, Singapore 239732
DBS	Mapletree Business City 10 Pasir Panjang Road, Singapore 117438
Mapletree	1 Maritime Square 13-01, HarbourFront Centre, Singapore 099253
Pan Asia Logistics	Pan Asia Logisitcs Centre, 21 Changi North Way, Singapore 068893

REVIEWS



“..Excellent and reliable security services..”
-SINGTEL (SRN NORTH AVE5), 2012-2014



“..Efficient and reliable services provided to us for the past 5 years..”
-Pan Asia Logistics Singapore, 2016



“..Reliable and excellent security services for the past 14 years..”
-City Pacific Resources Pte Ltd, 2014



“..Professionalism and commitment..”
-MCST Title Plan No 2197 (Suntec City), 2014

MANAGEMENT PROFILE

Sundramogan R (Morgan), Director

Served as a Naval Officer in the Republic of Singapore Navy for 8 years, before working for a Prominent Security Company for 11 years. Mr Sundramogan R not only earned a CPP, Dip in Management Studies, but also topped the Hotel Security Management Exam conducted by SHATEC. He is also a qualified Fire Safety Manager.

Abdul Aziz Abdul Hamid, General Manager

He has close to 36 years of experience in security, fire safety, crime prevention, emergency response, business continuity management, crisis management, WSH and 9 years in carpark operations. Abdul Aziz was the recipient for the Most Outstanding Security Practitioner Award in 2004 by the Asian Professional Security Association (Singapore) and a certified International Crime Prevention Specialist (ICPS), graded member of CiiSCM (now named ASIRS) and a qualified Senior Fire Safety Manager.

Darmendran Muruyah (Darvin), Head Security Operations

Has been working in the security industry for 12 years overseeing all aspects of security initiatives. He has successfully work with various managers of our clients for a better security operation. Presently he is pursuing and improving his skills is the emergent use of security-related technologies and systems including developing and implementing emergency preparedness procedures as well as training personnel to ensure optimal readiness in the event of any emergency.

VISION

To be Singapore’s Preferred Security Company

MISSION STATEMENT

Enable business to operate smoothly without any disruptions

Develop upon Best Security Practices in pursuit of Excellence in Security Management

Manage the security issues of our clients with a level of service that add value to the client’s organisation


Provide strong and effective support to our front-line staff to maintain a high standard of security service.

Exceed customer’s expectations to establish long-term relationships based on trust and confidence

OUR PROMISE

We at Security Masters do solemnly swear that we will do our best to uphold the Peace and Security of our client to ensure a Conducive and Safe Environment to carry out their business without any “interruption”.

ABOUT US

Name:	SECURITY MASTERS PTE LTD
Company:	Incorporated on 3 March 2000
Address:	140 Paya Lebar Road #08-17 AZ @ Paya Lebar Singapore 409015 Tel : 6345 1011 Fax : 6348 7757 24 hrs Control Rm: 6345 9746 Email : hellosm@securitymasters.biz
GST Registration Number:	20-0001779-D
BizSafe:	BizSafe Level Star 
SAGE:	Graded B for 2021

MEMBERSHIP IN PROFESSIONAL ORGANISATION:



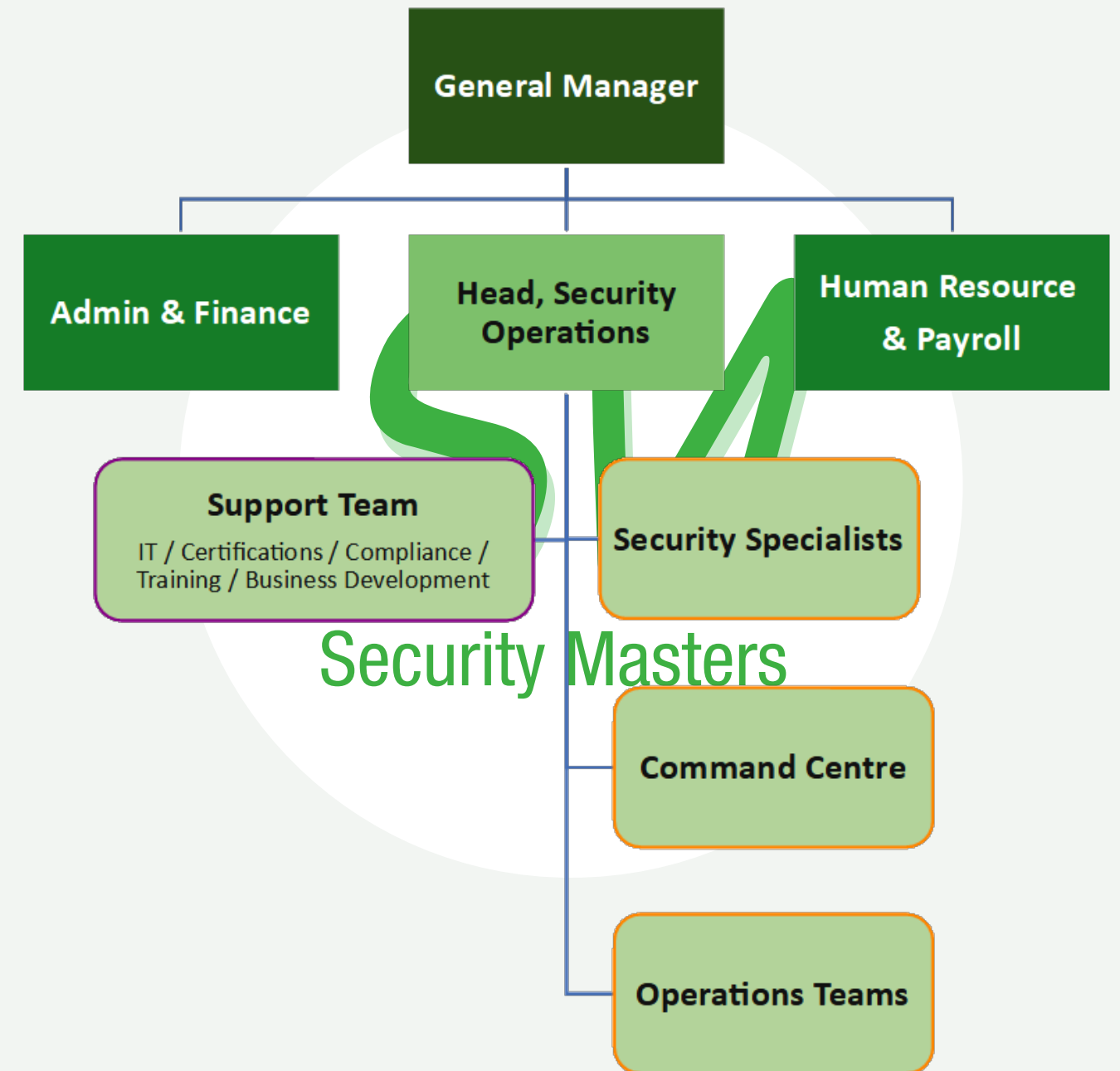
STRATEGIC GOALS



KEY INITIATIVES

- Regular training, specialised training and refresher courses to keep up-to-date with the latest and best practices for command centre, front-line and support staff
- Procurement of suitable security related IT systems with Artificial Intelligence feature and Video Analytic Software
- Improve and introduce the HR, Logistics, Finance and Admin software system
- Improve marketing, enhance branding and introduce recruitment program

ORGANISATION STRUCTURE



JOIN US NOW!

Email us: hellosm@securitymasters.biz



PERSONAL NOTE

Thank you for giving us this opportunity to introduce our organisation to you.

Security Masters is managed by a team of professionals who together, have a combined security experience of more than 30 years. Prior to this, members of the management team have worked with the Government of Singapore in various departments relating to the country's security and defense.

The day to day operational and management experience gain whilst working with the government and private sector have provided is an in-depth understanding of all matters relating to security. Security Masters was established base on the strength of this understanding and expertise.

Today at Security Masters, we push the frontier of security in Singapore by providing a level of professionalism, quality of service and responsibility to clients that is second to none.

