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Caldecott Broadcast Centre,
Andrew Road, Singapore 299939
Tel: 6236 4888 | Fax: 6534 4217

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Closer look at security industry needed to raise standards

FROM **PAUL ANTONY FERNANDEZ**

Presently, a licenced private security officer has the option of being registered with separate security agencies.

In such cases, there is no full-time permanent employment contract and these part-timers are often paid as daily rated employees, without the benefits that are offered to full-time staff.

This means there is no commitment or responsibility on the part of the security agency with regard to the security officer.

Likewise, the officer is usually not bound by any code of ethics whereby he will be taken to task when he breaks rules or professional ethics.

And when a client reports cases of

“When a client reports cases of non-compliance by the assigned part-time officer, the officer is simply ... deployed elsewhere, and any disciplinary issue is not tackled at all.”

non-compliance by the assigned part-time officer, the officer is simply taken off that assignment and deployed elsewhere, and any disciplinary issue is not tackled at all.

Such cases disadvantage the client the most, as they pay for security services and yet have to put up with unprofessional service.

There is no recourse for these clients except to terminate their contracts, and look for another service provider. There are also cases of officers who lack the relevant qualifications being assigned to act as officers.

Clients should not be shortchanged in this manner. The Police Licensing and Regulatory Department (PLRD) should do more to address the various issues, and providing more information on the experience of the agencies and what services they provide is also important.

Can the PLRD also impose strict penalties on errant security agencies, to deter bad practices? Changes are needed in the security industry, and this can only be achieved if the PLRD, being the regulatory body, does its part judiciously.

Mahathir should not sow discord among S'poreans

FROM **JEFFREY LAW LEE BENG**

Former Malaysian Prime Minister Mahathir Mohamad seems to derive pleasure in creating animosity and suspicion between the people of Singapore and Malaysia (“Malays could suffer fate of Singapore Malays if Najib stays on: Dr M”; June 22).

Instead of playing a pivotal role in strengthening bilateral ties, he is driving a wedge between two countries that have made a concerted effort to work together for mutual benefit.

He should not indulge in sowing discord among Singaporeans whenever he is disenchanted with social and political reforms in Malaysia. Singapore has always respected other countries’ sovereignty (when it comes to domestic policies and issues), and we desire the same.

The two countries under the present leadership have much to gain in the climate of trust and openness. Irrational sentiments should take a back seat.

Various initiatives introduced to improve accountability of charities

FROM **GERARD EE**
Chairman of Charity Council

AND **SIM GIM GUAN**
Chief executive officer of National Council of Social Service

We thank Mr Kwan Jin Yao for his letter “Increase size of fund-raising pie” published on June 25.

Transparency and accountability are the cornerstones of building a well-governed and thriving charity sector with strong public support. With this in mind, the Charity Council, together with the Office of Commissioner of Charities, have introduced various initiatives to help the sector improve their accountability and transparency.

Most recently in June, the Char-

ity Council introduced the Charity Transparency Framework which serves to help charities enhance their disclosure and governance practices.

In addition, the Council plans to recognise charities with good disclosure practices through a new award to be introduced in 2016. More information on the Charity Transparency Framework and our initiatives can be found

on the Charity Portal (www.charities.gov.sg) and the Charity Council website (<http://www.charitycouncil.org.sg/>).

Good governance is a continuous journey — the Charity Council and National Council of Social Service will continue to provide the necessary support to equip charities with the relevant knowledge and skill sets to be

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