

Security Industry Transformation Map (ITM)

Innovative Companies | Better Jobs | A Secure Singapore



OVERVIEW OF THE SECURITY INDUSTRY

INDUSTRY FIGURES



47,000

Active Security Officers
Deployed at industrial, commercial,
residential & government premises



240

Security
Agencies



600

Security Service
Providers

INDUSTRY CHALLENGES



Heightened terrorism threats



Shrinking local workforce &
rising manpower costs



More educated workforce with
higher aspirations

OPPORTUNITIES



Potential new demand for security
services & push for buyers to
explore smarter security solutions



Paradigm shift to use technology
& redesign processes to optimise
resources



Better-skilled manpower to enable
new technology & services

ABOUT THE SECURITY INDUSTRY TRANSFORMATION MAP (ITM)

The Security ITM is a tripartite effort to develop a vibrant, technologically advanced & competitive security industry that delivers better security outcomes for Singapore & provides good jobs for Singaporeans.

To achieve this, four key strategies are in place to enable security companies to move away from a headcount-based model & deliver integrated security solutions.

Integrated Security Solutions:



Combine skilled
manpower, technology,
design & processes



Implemented through
outcome-based
contracts

STRATEGIES

TECHNOLOGY & INNOVATION:

Push for
technology &
innovation to
transform
operating models



BEST SOURCING:

Promote best
practices in
procurement of
security services,
with Government
taking the lead



REGULATIONS:

Align regulatory
criteria with ITM
objectives to
raise standards



SKILLS:

Invest in skills to
support career
advancement



INITIATIVES

- Security Industry Digital Plan to provide step-by-step advice to Security small & medium-sized enterprises (SMEs) on digital tech solutions to use at each stage of their growth
- Support for industry-led pilot projects with potential to uplift the industry
- Call for Innovative Solutions for co-development of innovative solutions between buyers, security agencies & tech companies
- Funding support for job redesign & technology adoption through Security Productivity Initiative

- Tripartite guide on best practices in procuring security services
- Skills training on best-sourcing for procurement officers & service providers
- Buyer outreach efforts by industry
- Government to adopt outcome-based contracts
- Funding support for buyers – Smart Sourcing Initiative & Security Productivity Initiative

- Revamped assessment criteria for Security Agencies Grading Exercise to better differentiate agencies that invest in training & technology, & deliver high quality services

- Skills Framework to support career development & training
- Enhanced skills training to train officers in relevant & emerging skills – SkillsFuture Series, Work-Learn Technical Diploma in Security Systems Engineering, SkillsFuture Study Awards
- Introduction of Specialist Diploma in Security Consultancy

JOINTLY DEVELOPED BY:



The goals, strategies & initiatives of the Security ITM have been developed in consultation with security industry stakeholders & the union to address the main challenges faced by the industry. These plans go beyond addressing manpower needs to address root issues by strengthening organisations & optimising resources.

For more information, visit www.mha.gov.sg/SecurityITM.