



One Home Team - Together we keep our Home Safe and Secure

# SECURITY INDUSTRY TRANSFORMATION MAP (ITM)

Outreach Session for Security Agencies  
6 December 2018



# Security ITM aims to develop a vibrant, technologically advanced and competitive security industry

## Current State



- Manpower-intensive, long working hours
- No integration of manpower and technology
- Headcount-Based Security Contracts

## Security ITM Strategies

## Security ITM Vision



- Technology-enabled, innovative companies
- Smart buyers who procure with outcome-based contracts
- Better skills and jobs
- Better security outcomes

# Four Key Strategies to transform the security industry from being manpower-reliant to delivering effective solutions.

Launched on 13 Feb 2018

## Technology and Innovation

Decisive push for tech and innovation to transform operating models



## Best Sourcing

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



## Regulations

Align regulations to ITM objectives to raise standards

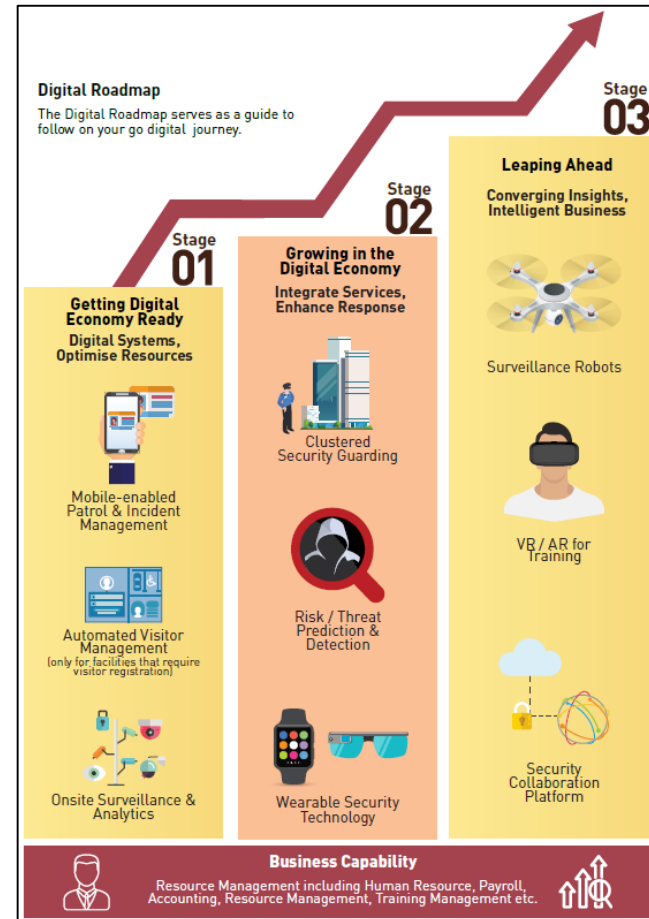
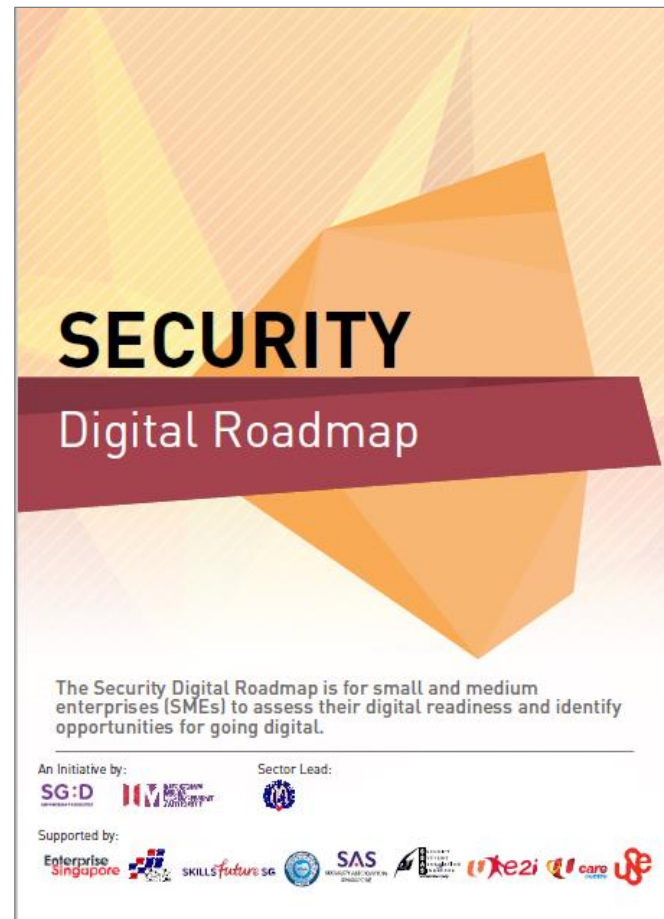


## Skills

Invest in skills to support career advancement



# Security Industry Digital Plan to guide Security Agencies to adopt technology



Available for  
download at



<https://www.imda.gov.sg/security-idp>



# \$7 million under Productivity Solutions Grant (PSG) for Security Industry to adopt technology.



Access the Tech Portal

@<https://www.smeportal.sg/content/tech-depot/en/psg.html>

**TechDepot.** HOME ABOUT PRODUCTIVITY SOLUTIONS GRANT

TECH SOLUTIONS CONTACT

Sector

Security

Type

IT Solutions

**Automated Visitor Management**

Automated Visitor Management records and collects visitor data for the purpose of knowing who is in the facility, who they are visiting and how long they spent there. The solution can enhance security and meet compliance mandates for the collection and auditing of visitor data.

**Mobile-Enabled Patrol and Incident Management**

Mobile-Enabled Patrol and Incident Management helps security agencies to track security teams in real-time, capture time and attendance, monitor guard tours, incident and activity. It allows security agencies to manage their workforce more effectively.

**Surveillance and Analytics**

Surveillance and Analytics solutions support and enhance the traditional use of CCTV as both a proactive and reactive security and public safety tools. From people counting, unattended object detection, face recognition, these solutions bring a higher level of intelligence to security monitoring.

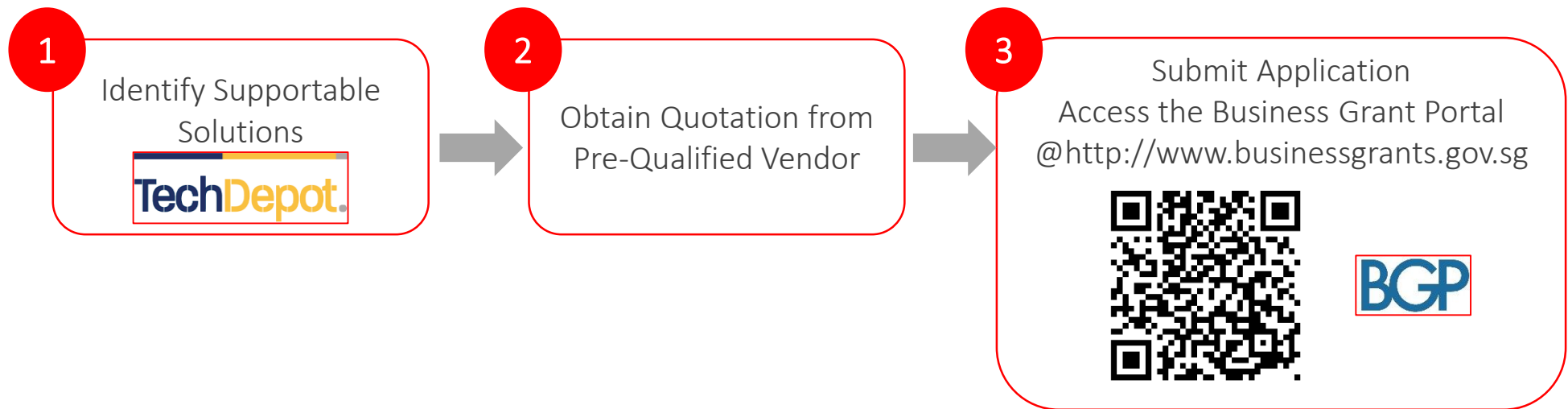
- ▶ PSG aims to **raise capability of Security Agencies** to offer integrated solutions
- ▶ Focus is on **technology which SAs should buy and own** to raise their capabilities
- ▶ Technology that is **market-tested** and suitable for **mass deployment**
- ▶ Build SAs' capabilities in providing **integrated solutions** that combines manpower with technology, based on an **assessment of the client's security needs**



# All licensed Security Agencies are eligible to apply for pre-qualified solutions on the PSG portal.

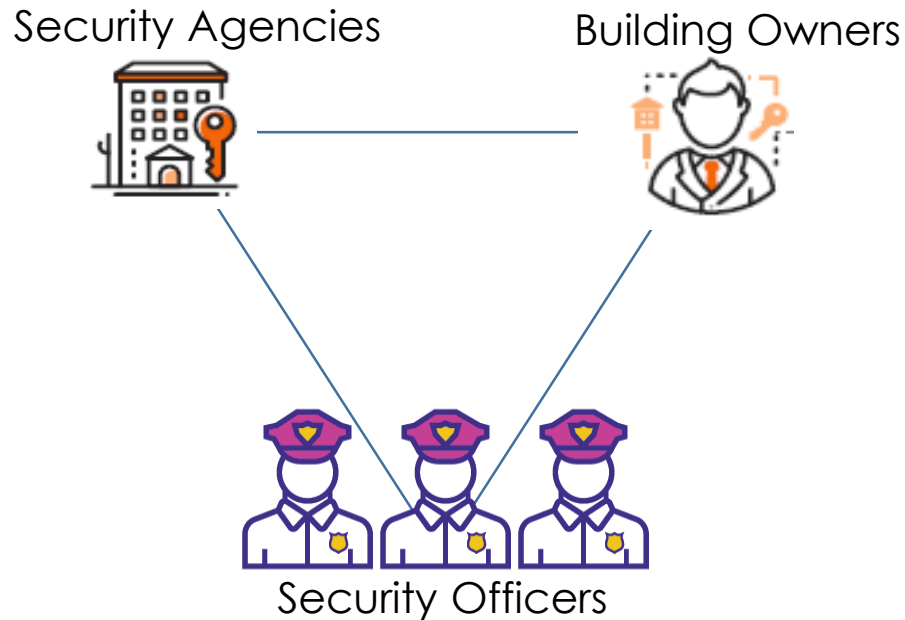
- ▶ Funding is capped at **\$30,000 per Security Agency per year** (April to March)
- ▶ Deployment of solution to **second location of business** can be supported
- ▶ Security Agency must own the solution and use it at the declared deployment site for **at least 1 year**

## Application Process





# Outcome based contracting for security services is important because:



- ▶ **Service buyers** enjoy higher quality services at lower long-term cost
- ▶ **Security agencies** are motivated to offer better solutions
- ▶ **Security officers** enjoy larger and more meaningful job scope, higher skills, better employment terms





# Guide on Outcome-Based Security Contracts for Service Buyers

- ▶ Serve as a reference and template for service buyers
- ▶ **Training course** on this guide is also available at the Security Industry Institute under Temasek Polytechnic

Available for  
download at



Or refer to MHA's website for  
more information

## GUIDE ON OUTCOME-BASED SECURITY CONTRACTS

Sector Lead:



Supported by:





# Security Productivity Initiative (SPI) - support companies to embark on Job Redesign to create better quality jobs



Access the Guide to Security  
Job Redesign @  
<https://bit.ly/SecurityJR>

 Transform & Grow

**Partner WSG In Your  
Transformation Journey**  
Integrated Security Solutions. Better Careers.

*"Through the Security Productivity Initiative (SPI), we were able to streamline work processes and introduce technology solutions such as Automated Visitor Management System, License Plate Recognition System and Mobile-enabled Patrol and Incident Management System to benefit our security officers and enhance operational effectiveness."*

**MR JAMES SOH**  
Director, Metropolis Security Systems Pte Ltd



## SECURITY PRODUCTIVITY INITIATIVE (SPI)

Kick-start your business transformation journey in line with the efforts under the Security Industry Transformation Map (ITM). Learn about job redesign, human capital practices, adoption of technology solutions, and explore manpower-lean operating models to prepare for growth in the new economy.

Sign up for our 2-day workshop conducted by Singapore National Employers Federation (SNEF), where you will acquire tips on how to plan and implement job redesign project(s) and learn the various funding support available. Applications under the SPI will be fast-tracked for approval.

**WorkPro**  
Job Redesign Grant  
Receive up to  
**\$300k**  
funding support

- ▶ Funding is capped at **\$300,000 per entity**, computed based on 80% of project cost or number of impacted workers\*, whichever is lower.
- ▶ Create age-friendly workplaces and **better quality jobs**.
- ▶ Strengthen **Human Capital Practices** to Attract, Retain and Develop Talent.

\*Aged 50 years & above

# Upcoming Event - Dialogue for SME owners with Minister Josephine Teo on 10 December 2018 (in Mandarin)



**打造智能保安  
提升产业前景**

人力部兼内政部第二部长杨莉明将和行业代表对话，了解保安业如何在数码化和科技化的过程中转型，提高生产力的同时减少对人力的依赖。与会者也能探讨渐进式薪金制度等如何帮助保安员改善事业前景。中小企业中心顾问将在场提供一对一咨询

- 日期：12月10日（星期一）
- 时间：下午2时至5时
- 地点：National Press Centre (1st Storey),  
140 Hill Street, Old Hill Street Police Station,  
Singapore 179369



诚意邀请从事保安业，包括提供保安服务和科技方案的公司参加，入场免费。

报名网址：<http://ZBFECSecurity.sph.events.com.sg>

询问详情，请电邮 [cengevent@sph.com.sg](mailto:cengevent@sph.com.sg)

主办单位：未来经济理事会 联合早报



立刻扫描报名!

**Visit our ITM micro-site for more details:**



<https://www.mha.gov.sg/SecurityITM>