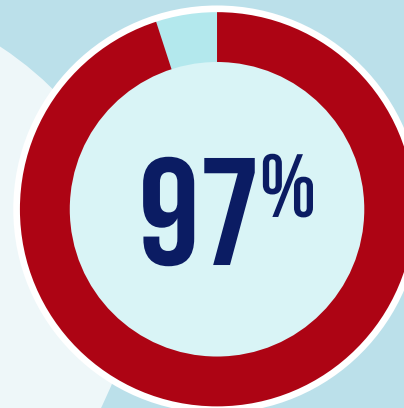


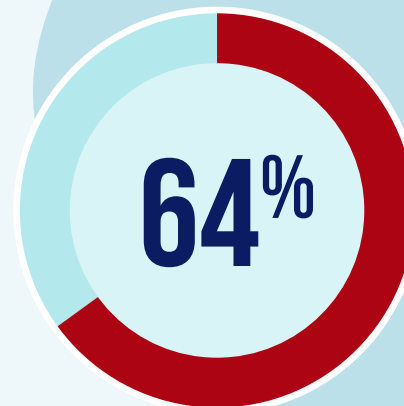
Progress of the Security Industry Transformation Map (ITM)

The Security Industry Survey 2020 results* show that key stakeholders are engaged with industry transformation. MHA will continue to review and refresh the Security ITM strategies and initiatives with tripartite partners.

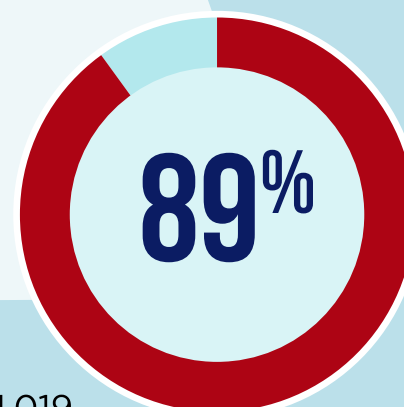
1. Strong uptake in adoption of technology in security operations



97% of security agencies use at least one Stage 1 or Stage 2 Industry Digital Plan technology solution, such as mobile-enabled patrol and incident management systems, and wearable security technology.



64% are likely to invest more in the next two years for the next wave of security technology solutions.

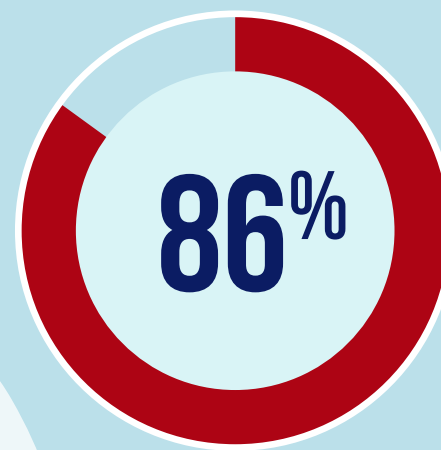


89% of security officers agree that technology has reduced mundane tasks.

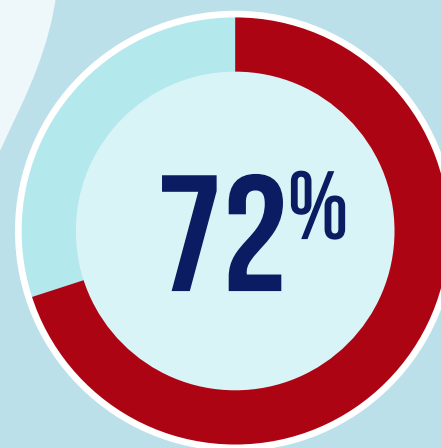
* 144 security agencies, 203 private sector security service buyers, and 1,019 security officers participated in the inaugural Security Industry Survey 2020.



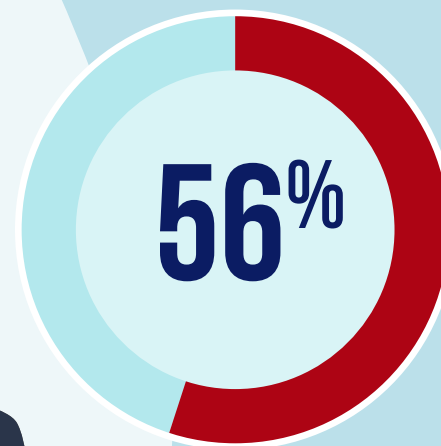
2. Continued support for skills upgrading and the Progressive Wage Model (PWM)



86% of security agencies actively plan and send their officers for training and upgrading programmes.



72% of security officers agree that the PWM mandatory courses improve their effectiveness at work and are keen to attend training to promote to a higher rank.

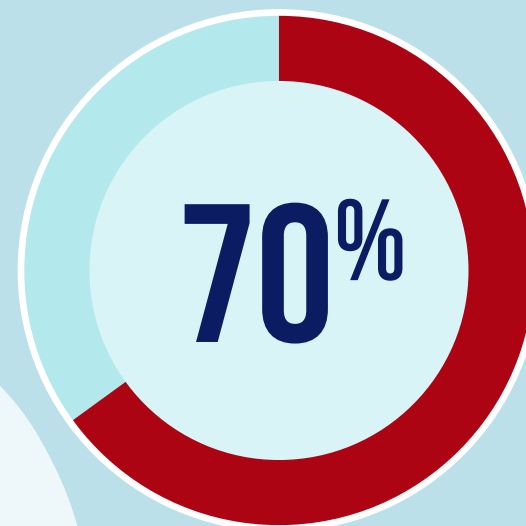


56% of service buyers are willing to pay more in contracts for officers who have undergone training that improves their effectiveness at work.

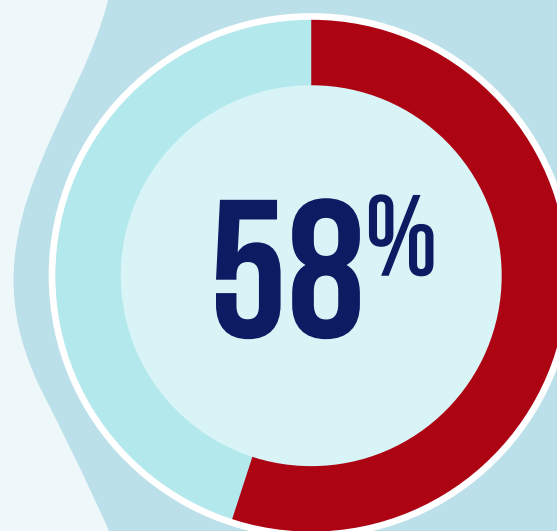
* 144 security agencies, 203 private sector security service buyers, and 1,019 security officers participated in the inaugural Security Industry Survey 2020.



3. Outcome-based contracts (OBC) have been impressed upon the industry



Over 70% of security agencies and buyers intend to adopt OBC in the next two years.

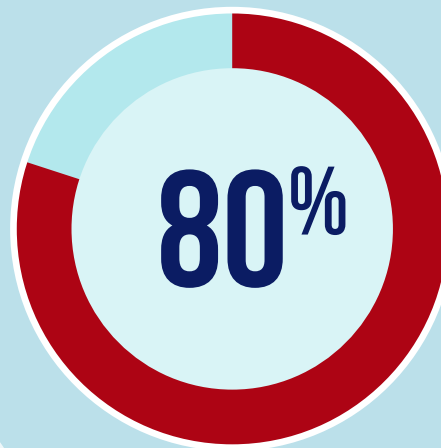


MHA will continue to facilitate the industry's transition to OBC by raising awareness and providing more training, as suggested by 58% of security agencies.

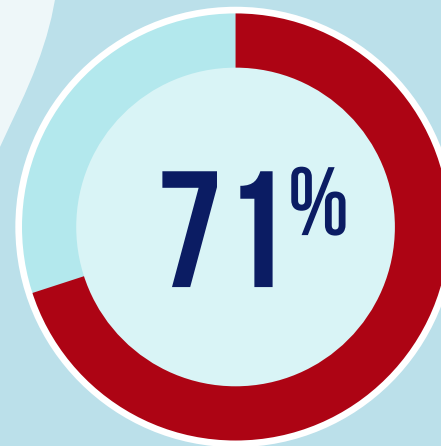
* 144 security agencies, 203 private sector security service buyers, and 1,019 security officers participated in the inaugural Security Industry Survey 2020.



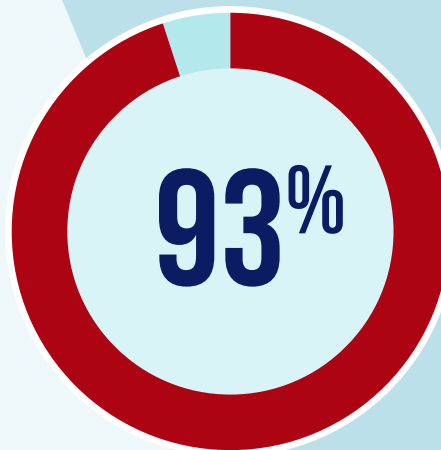
4. Security officers feel supported when they report abuse from members of public



Over 80% feel supported by the Police, their employer, and service buyers when they report abuse when performing their duties.



71% feel respected as a security officer.



93% intend to stay in the industry for the next two years, with the top reason cited as “satisfaction with current job scope”.

* 144 security agencies, 203 private sector security service buyers, and 1,019 security officers participated in the inaugural Security Industry Survey 2020.

