

THE

SECURITY BENCHMARK

REPORT 2023

BENCHMARKING SECURITY

This year's report offers security leaders insights into how they and their peers have matured their programs' role, technology, training and budget over the last year.



www.SecurityMagazine.com

The 2023 Security Benchmark Report

This year's report offers security leaders insights into how they and their peers have matured their programs' role, technology, training and budget over the last year.

By Madeline Lauver, Editor in Chief

Security magazine is excited to present The 2023 Security Benchmark Report, an editorial initiative that collects self-reported data from enterprise security programs across the globe and a wide range of market sectors to determine trends in security roles, responsibilities, technology, training and budget.

Our goal with The Security Benchmark Report is to provide a comparison of enterprise security programs across the security field and within market sectors. Each year we release the report, we aim to build a wider picture of how enterprise security programs change, grow and mature year-over-year.

The 2023 Security Benchmark Report is comprised of:

- **Main Report**, which includes data across all respondents and sectors they represent.
- **Sector Reports**, which include data broken down by sector.
- **The 2023 Benchmark Achievers**, a section which showcases a number of security programs excelling in training, technology, new initiatives and crisis management.
- **Benchmark Leader Profiles**, which provide an inside look into two enterprise security programs and their accomplishments in the past year.

The Security Benchmark Report is an editorial initiative that collects and reports on self-reported data from security leaders who are responsible, at least in part, for physical security in their organization.

While The Security Benchmark Report aims to offer security programs insights into what their peers are doing, we understand that the metrics important to one program may be completely different than another program.

Therefore, the biggest benefit to filling out The Security Benchmark Report survey is that each security executive respondent receives the raw, anonymized data from the survey to compare and contrast across the industry or specifically companies within their sector based on any metric they wish.

This year, we asked respondents to report on the roles, responsibilities and function of their security programs; the type and cost of security training they implemented last year; increases and decreases in their security budgets; metrics they and their leadership find most valuable; and more.

For even more insights, fill out The Security Benchmark Survey next year to receive the raw, anonymized data. The survey will be open from February to mid-July 2024. And don't forget to join us for a special webinar presentation on The 2023 Security Benchmark Report on November 29, where we discuss the report in-depth and reveal statistics exclusive to the webinar.

Read on for the insights unearthed by The 2023 Security Benchmark Report!

THE
**SECURITY
BENCHMARK**
REPORT 2023

TABLE OF CONTENTS

MAIN REPORT

- 4** SECURITY ROLES & RESPONSIBILITIES
- 10** SECURITY BUDGETS,
SPENDING & MORE
- 12** SECURITY GUARDING & OPERATIONS
- 14** SECURITY-RELATED
TRAINING & TECHNOLOGY
- 17** SECURITY TEAMS USING METRICS

SECTOR REPORTS

- 19** AGRICULTURE, FOOD & BEVERAGE
- 22** BANKING & INSURANCE
- 26** HEALTHCARE
- 30** HIGHER EDUCATION
- 34** HOSPITALITY & ENTERTAINMENT
- 38** INFORMATION TECHNOLOGY & MEDIA
- 42** MANUFACTURING
- 46** PHARMA & BIOTECH
- 50** REAL ESTATE, PROPERTY
MANAGEMENT, CONSTRUCTION
- 54** RETAIL & RESTAURANT
- 58** UTILITIES & DISTRIBUTION

2023 BENCHMARK ACHIEVERS

- 62** TRAINING
- 63** CRISIS MANAGEMENT
- 64** NEW INITIATIVES
- 65** TECHNOLOGY

REPORT METHODOLOGY

- 66** METHODOLOGY

SECURITY ROLES & RESPONSIBILITIES

Top 10 Biggest Issues / Concerns for Security Leaders

RANK	Issues / Concerns
1.	Workplace violence
2.	Business continuity and business resilience
3.	Cybersecurity
4.	Crisis management
5.	Staffing and training
6.	Risk and threat intelligence
7.	Theft (loss prevention / asset protection)
8.	Security budget
9. (tie)	Civil unrest / targeted protests
9. (tie)	Insider threats

The Security Benchmark Report respondents were asked about their top issues & concerns in 2023 and 2024 in regards to risk mitigation and enterprise security. The top 10 answers appear above in order. Workplace violence has been ranked as the top concern by respondents since 2021. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives Within the Enterprise

Function / %

Human Resources — 16%

Chief Risk or Legal Officer / Risk / Legal / General Counsel — 15%

Chief Administrative Officer / Shared Services — 13%

Other — 13%

CEO / President / Owner / Executive Director — 12%

COO / Operations — 12%

Facilities — 8%

CFO / Finance — 4%

GM / Business Unit — 3%

CIO / Information Technology — 2%

Chief Technology Officer — 1%

Internal Audit — 1%

The Security Benchmark Report participants were asked where their security function reports to or resides within. The majority of security teams responding to this year's Security Benchmark Report report to or reside within Human Resources, followed closely by Chief Risk or Legal Officer / Risk / Legal / General Counsel. Respondents who selected Other report into Public Affairs, Customer Service and the Chief Supply Chain Officer, among others. *SOURCE: The Security Benchmark Report, November 2023*

SECURITY ROLES & RESPONSIBILITIES

Title of Senior-Most Security Executive

Title / %

Vice President / General Manager — 38%



Director — 24%



Senior Director — 18%



C-Level Executive — 12%



Not Applicable — 4%



Senior Manager — 4%



The Security Benchmark Report respondents were asked to choose the level or title of their senior-most security executive within their enterprise. The choices, which are not exhaustive, are meant to generally group titles for comparison and include: C-Level Executive, Director, Senior Director, Senior Manager, Vice President / General Manager or Not Applicable (N/A). Respondents reported the Vice President / General Manager title as their senior-most security executive role at a higher rate than the previous year, increasing from 24% in 2022. *SOURCE: The Security Benchmark Report, November 2023*

Geographic Security Responsibility

Location / %

North America — 95%



Europe — 49%



Asia — 47%



South America — 40%



Oceania (including Australia) — 34%



Africa — 33%



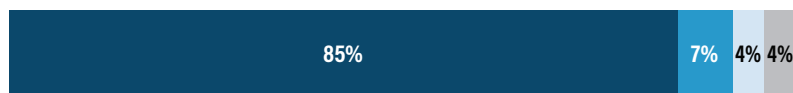
The Security Benchmark Report respondents were asked to report in which geographic areas their security organization provides risk and security services within their enterprise. Respondents chose as many geographic areas as applicable. *SOURCE: The Security Benchmark Report, November 2023*

SECURITY ROLES & RESPONSIBILITIES

Structure of Security

Area / %

- **Centralized – 85%**
- **Decentralized – 7%**
- **Other – 4%**
- **Regional – 4%**



The Security Benchmark Report respondents were asked if their security organization is Centralized, Decentralized or Regional. The majority of respondents reported their security organization as being Centralized. For this survey's purpose, the distinction between Decentralized and Regional security is that some Regional security programs may behave in a Centralized manner for their determined region, while Decentralized generally means there may be security organizations in multiple locations within an enterprise functioning independently from one another. Those respondents choosing Other reported a mix of partially Centralized and partially Decentralized structures. *SOURCE: The Security Benchmark Report, November 2023*

Security's Responsibilities

Top 15 Roles That Security Owns, Leads or Manages

1.	Security strategy
2. (tie)	Aligning security with the business
2. (tie)	Security audits / surveys / assessments
2. (tie)	Workplace violence / threat management / active shooter prevention
5. (tie)	Liaison with public-sector law enforcement agencies
5. (tie)	Security staff development & training
7.	Asset protection / facilities protection
8.	Security technology & integration
9.	Event security
10.	Civil unrest / targeted protests
11.	Security contract management: Guards / technology integrators / contract employees
12.	Investigations
13.	Security operations center management
14.	Hate crimes / terrorism / extremism
15.	Loss prevention / goods protection

The Security Benchmark Report participants were given a list of 36 roles and responsibilities that may fall under the security function at an organization and were asked for the level of responsibility the team has over that role within their enterprise. The above are the 15 most common job responsibilities that the security function owns, leads or manages, according to respondents. For this survey, owning or leading the responsibility means security both manages and funds the program, while managing means security manages the program, but another group funds it. *SOURCE: The Security Benchmark Report, November 2023*

SECURITY ROLES & RESPONSIBILITIES

Organizational Responsibilities: Security Roles & Functions

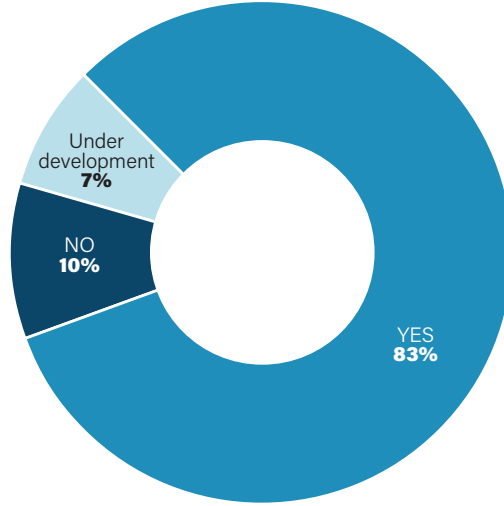
Respondents report on the responsibilities of their security programs, as well as the level of involvement they have in each role.

Function	Own / Lead	Manage	Support	Not Involved / Do Not Have / Do Not Know
Aligning security with the business	76%	16%	7%	1%
Asset protection / facilities protection	70%	21%	10%	0%
Brand protection / intellectual property / product protection / counterfeiting / fraud protection	15%	18%	53%	14%
Business resilience / business continuity / emergency management / disaster recovery	47%	14%	34%	5%
Business expansion support	8%	11%	67%	15%
Civil unrest / targeted protests	75%	12%	9%	4%
COVID-19 response	25%	18%	52%	4%
Corporate aviation security	14%	5%	27%	53%
Cybersecurity / information technology security / data protection	8%	4%	64%	24%
Drug & alcohol testing / background checks / other pre-employment screening	14%	12%	36%	38%
Duty of care / traveler protection & support / executive protection	58%	11%	16%	15%
Emergency notification	58%	14%	24%	4%
Emergency response and planning	53%	17%	30%	0%
Event security	67%	20%	8%	5%
Hate crimes / terrorism / extremism	66%	12%	13%	9%
Health and safety	21%	9%	50%	20%
International workforce protection and support	32%	10%	20%	38%
Investigations	64%	18%	16%	2%
Liaison with public-sector law enforcement agencies	82%	9%	4%	3%
Loss prevention / goods protection	60%	14%	16%	10%
Mergers & acquisitions (M&A) / business or site expansion / contraction planning & support	4%	2%	58%	36%
Parking & transportation security	40%	12%	25%	24%
Regulatory compliance / controls assurance, verification & validation	16%	20%	54%	11%
Risk & threat assessments / risk management planning / enterprise risk management	51%	23%	24%	2%
Security as a competitive advantage	45%	15%	16%	24%
Security audits / surveys / assessments	79%	14%	2%	4%
Security contract management: Guards / technology integrators / contract employees	65%	16%	9%	11%
Security operations center (SOC) management	73%	4%	2%	20%
Security staff development & training	83%	9%	5%	3%
Security strategy	90%	9%	2%	0%
Security technology & integration	71%	16%	10%	3%
Social media threat monitoring	37%	15%	36%	11%
Supply chain / logistics / distribution security	22%	8%	47%	24%
Vendor and channel partner vetting	14%	12%	41%	33%
Weather / natural disasters	41%	16%	38%	5%
Workplace violence / threat management / active shooter prevention	83%	9%	6%	2%

The Security Benchmark Report respondents were asked to report on the security team's roles and responsibilities within their organization. This year, we asked security leaders for the level of responsibility for each function within their organization with the following choices: Own / Lead Function: Security manages and funds the program; Manage: Security manages the program but another group funds it; Support: Security sets policy, consults on the program (or represents physical security perspective) but does not manage or fund the program; Not Involved: Company has the program but security is not involved in it; Do Not Have; Do Not Know. We have combined Not Involved / Do Not Have / Do Not Know responses for the purposes of this chart. SOURCE: *The Security Benchmark Report, November 2023*

SECURITY ROLES & RESPONSIBILITIES

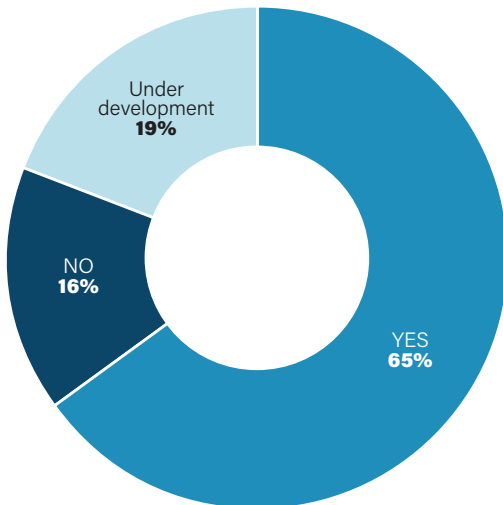
Do Security Teams Have a Charter or Policy / Policies Within the Enterprise that Clearly Define(s) the Role / Authority of Security?



- YES **83%**
- NO **10%**
- Under development / planned for this year / do not know **7%**

SOURCE: The Security Benchmark Report, November 2023

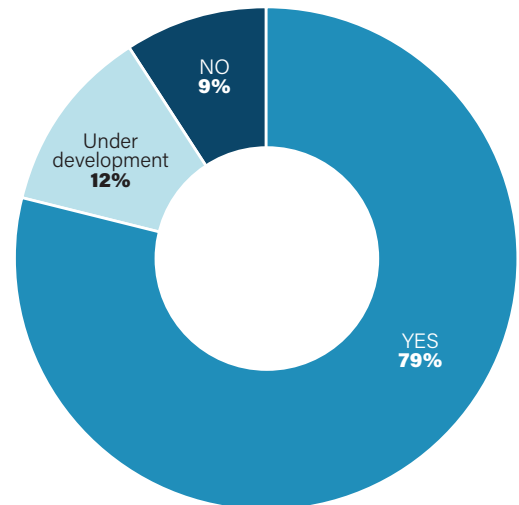
Do Security Teams Maintain a Security Metrics Program That Clearly Defines Productivity, Value Creation and Cost Avoidance?



- YES **65%**
- Under development / planned for this year **19%**
- NO **16%**

SOURCE: The Security Benchmark Report, November 2023

Do Security Organizations Track / Maintain Security-Related Metrics / Analysis or Data to Help Determine Incident Response, Proper Staffing, etc.?



- YES **79%**
- Under development / planned for this year **12%**
- NO **9%**

SOURCE: The Security Benchmark Report, November 2023

SECURITY ROLES & RESPONSIBILITIES

Pre-Employment Screening Conducted Across the Enterprise

Type of Check / Test — %

Criminal background — 85%

Employment reference — 80%

Drug tests — 63%

Personal reference checks — 59%

Credit checks — 44%

Social media reviews — 34%

Military background — 19%

Other — 11%

Don't know — 8%

None of the above — 2%

WEBINAR ONLY

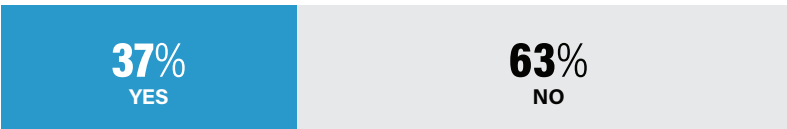
The Security Benchmark Report respondents were asked what security checks / testing the organization conducts as part of pre-employment screening. Respondents were allowed to indicate as many answers as applicable to their organization. Respondents were also able to choose Other (11%) or Don't know (8%). The Don't know answer is meant to give other security organizations knowledge into the roles, responsibilities and maturity of other security programs. For this question, other forms of screening indicated by respondents included media checks and DMV checks, and some respondents indicated that pre-employment screening procedures differed between employee level (junior vs. executive) and location. *SOURCE: The Security Benchmark Report, November 2023*

Security Executive Insights

Is your highest security-related role within the organization responsible for both **physical security and cybersecurity**?



Is your highest security-related role within the organization ultimately responsible for both **physical security and health & safety**?



In order to participate in The Security Benchmark Report, respondents must be responsible, at least in part, for physical security within their organization. We asked survey respondents for more insight into the ever-evolving and changing roles of security, including whether their program is responsible for both physical security and health & safety, as well as physical security and cybersecurity. This year's statistics represent decreases compared to 2022, when 22% of security departments reported being responsible for cybersecurity and 56% reported responsibility for health and safety as well as physical security. *SOURCE: The Security Benchmark Report, November 2023*

SECURITY BUDGETS, SPENDING & MORE

Average Security Budget as Percent of Revenue

2.3%

The average security budget as a percent of revenue among The Security Benchmark Report respondents was 2.3%.

The Security Benchmark Report captures information on security budgets and total reported revenue / operating budget in the overall organization. To calculate the security budget as a percentage of revenue across the enterprise, the security budget is divided by the total revenue. Companies that reported information on both security budget and total revenue are included in this number; however, if any numbers appeared inaccurately reported or incorrect, they were removed from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Average Security Budget as a Percent of Revenue by Sector

Sector / Average Security Budget as a Percent of Revenue

Utilities & Distribution — 4%

Healthcare — 3%

Pharma & Biotech — 1%

Banking & Insurance — 0.75%

Higher Education — 0.6%

Hospitality & Entertainment — 0.6%

Manufacturing — 0.4%

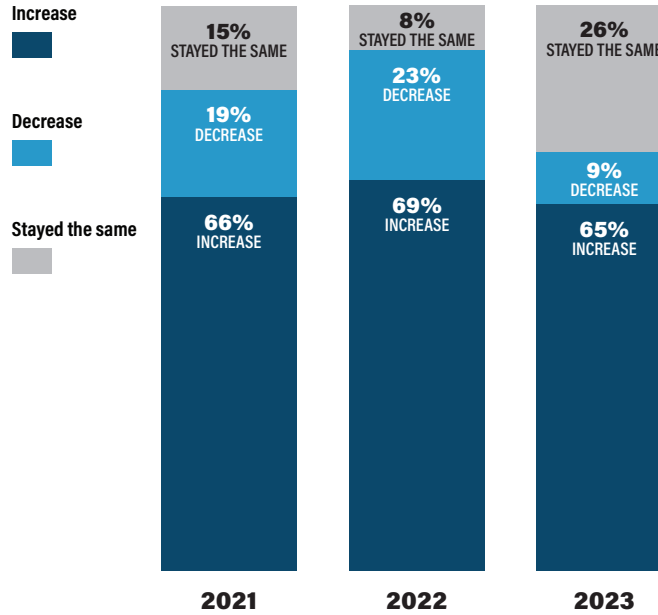
Information Technology & Media — 0.3%

Retail & Restaurant — 0.2%

Above is the average security budget as a percent of revenue by market sector. The Security Benchmark Report captures information on security budgets and total reported revenue / operating budget in the overall organization. To calculate the security budget as a percentage of revenue across the enterprise, the security budget is divided by the total revenue. Companies that reported information on both security budget and total revenue are included in this number; however, if any numbers appeared inaccurately reported or incorrect, they were removed from the calculation. If a given sector did not have enough accurate data to calculate an average, it was not included in the above reporting. *SOURCE: The Security Benchmark Report, November 2023*

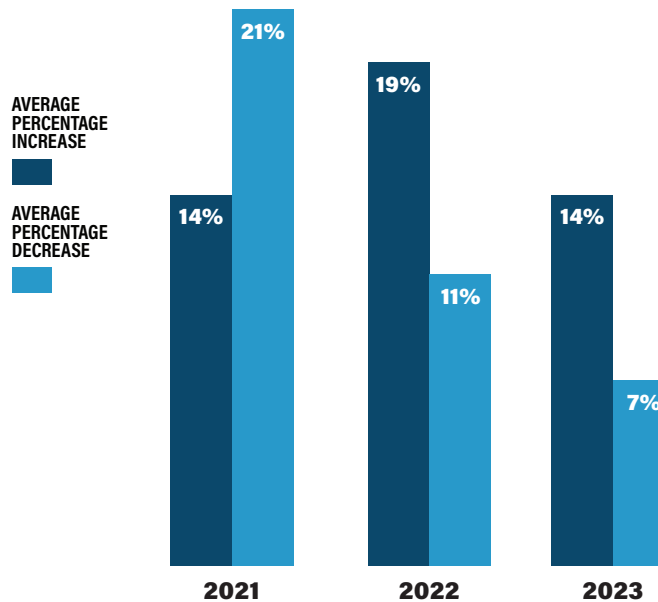
SECURITY BUDGETS, SPENDING & MORE

Security Budget Comparisons Year-Over-Year



A majority of The Security Benchmark Report respondents reported an increased security budget compared with the previous year's budget. However, fewer respondents reported an increased security budget in 2023 compared to 2022. In 2022, 69% of respondents reported an increased budget, while, in 2023, 65% of respondents reported an increased security budget year-over-year. *SOURCE: The Security Benchmark Report, November 2023*

How Much Did Security Budgets Change Year-Over-Year?



If The Security Benchmark Report respondents indicated an increased security budget in 2023 compared with 2022, they were asked what percentage that budget increased. The average increase reported by those respondents for 2023 was 14%. If respondents indicated their security budget in 2023 decreased compared with 2022, they were asked for the percentage decrease. The average decrease reported by those respondents for 2023 was 7%. In 2022, the average increase in security budget was 19% and the average decrease in security budget was 11%. *SOURCE: The Security Benchmark Report, November 2023*

SECURITY GUARDING & OPERATIONS

Use of Security Guards / Officers

Both proprietary and contract guarding – 48%



Contract guarding only – 34%



Proprietary guarding only – 18%



Of those The Security Benchmark Report respondents that reported using guard / officer forces at their organization, 48% of security leaders report using both proprietary and contract officer / guard forces, while 18% report having only proprietary guards and 34% reported having only third-party / contract guards. *SOURCE: The Security Benchmark Report, November 2023*

Do You Have a Security Operations Center (SOC)?

Yes – 67%



No – 33%



Security Operations Center Reach

Entire enterprise – 75%



Limited to a particular site or region – 25%

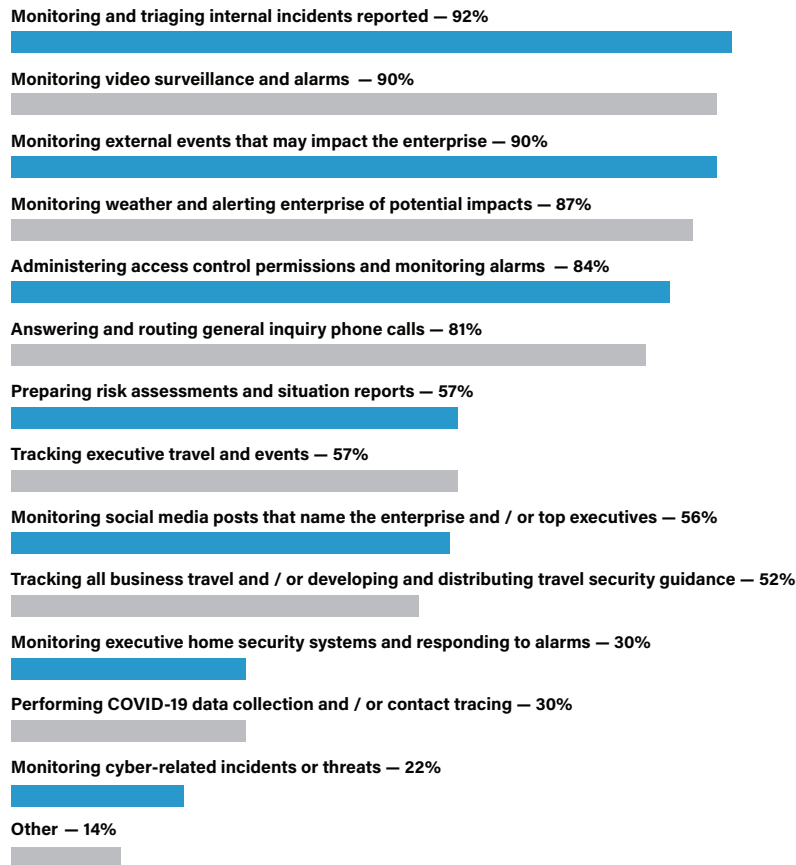


Overall, 67% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. Respondents that answered "Yes" to having a SOC were asked if their SOC provides security and risk services to the entire enterprise or just a particular region or site. Overall, among all sectors, 75% of respondents that reported having a SOC offer those services to the entire enterprise. *SOURCE: The Security Benchmark Report, November 2023*

SECURITY GUARDING & OPERATIONS

What Services Do Security Operations Centers Provide?

Function / %

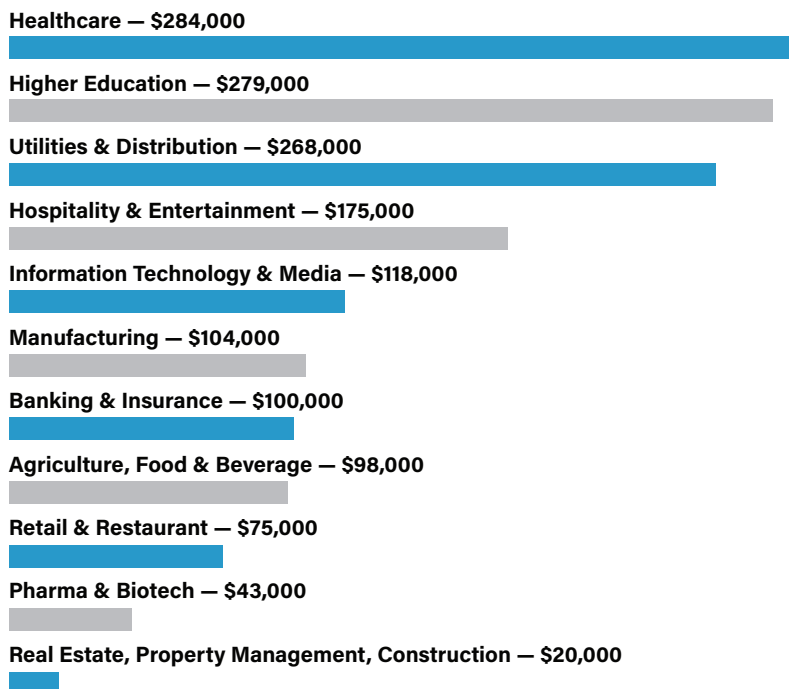


Among the 67% of The Security Benchmark Report respondents that reported having a global security operations center (GSOC) or security operations center (SOC), *Security* magazine asked respondents which services their SOCs provide to the enterprise, represented in the bar graph above. Respondents were able to choose as many responses as applicable. Respondents who selected Other reported SOC functions including monitoring for infant abductions, providing support for women's safety, and supporting building automation. SOURCE: *The Security Benchmark Report, November 2023*

SECURITY-RELATED TRAINING & TECHNOLOGY

Money Spent on Security-Related Training by Sector

Sector / Average Money Spent on Security-Related Training



Above is the average money spent on security-related training by sector, based on self-reported information from The Security Benchmark Report respondents. Information that appeared to be inaccurately reported was excluded from these calculations. *SOURCE: The Security Benchmark Report, November 2023*

Which of the Following Security-Related Training Did You Implement at Your Organization Last Year?

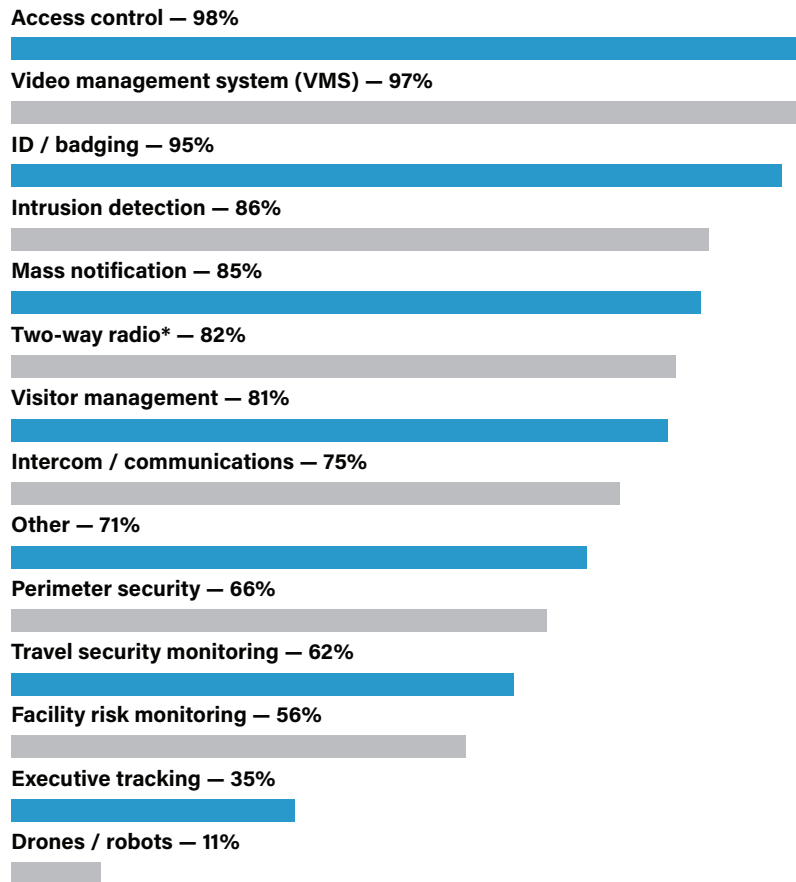
Type of Training	Security Staff	Enterprise-Wide	Targeted Cross-Functional Group	Not Applicable
Crisis management	58%	25%	55%	11%
Emergency response	62%	35%	48%	8%
Executive protection	57%	8%	26%	29%
Insider threat	45%	34%	34%	24%
Investigation-related	64%	11%	33%	24%
Leadership development	62%	21%	32%	14%
Security technology	67%	11%	36%	14%
Workplace violence	54%	75%	43%	8%

Caption: The Security Benchmark Report respondents were asked to report the security-related training they held within their enterprise in 2022. Respondents were able to choose multiple populations for each training if applicable. For example, with Workplace violence, some organizations implemented training for both security staff, as well as targeted cross-functional groups. Respondents were allowed to report using as many training types as applicable. "Not Applicable" refers to those organizations that did not implement that type of training in 2022. In addition to these responses, respondents were able to choose "Other." Some of those responses included: COVID-19 infection prevention; diversity, equity and inclusion; business continuity & resilience; active shooter; human trafficking identification & prevention; and de-escalation. *SOURCE: The Security Benchmark Report, November 2023*

SECURITY-RELATED TRAINING & TECHNOLOGY

What Physical Security / Electronic Security Systems Does Your Enterprise Currently Have in Place?

Type / %

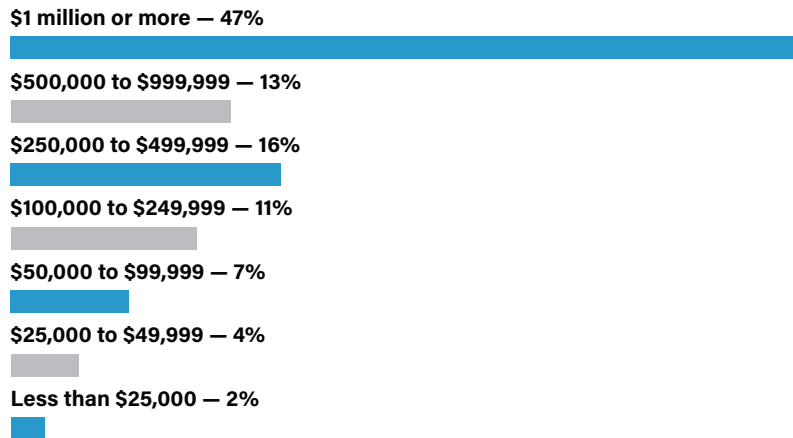


The Security Benchmark Report respondents were asked which physical and / or electronic security systems and equipment their enterprise currently has in place. Respondents were able to choose as many systems as applicable. Of those respondents who selected Other, additional security technologies they have implemented in their enterprises include: biometrics-based security solutions; gunshot detection; weapons screening; open-source intelligence monitoring; and duress technology. *Two-way radio systems are included here if reported for security personnel only. SOURCE: *The Security Benchmark Report, November 2023*

SECURITY-RELATED TRAINING & TECHNOLOGY

What Does Your Organization Plan to Spend on Electronic Physical Security Systems and Services in 2023?

Budget / %



Caption: The Security Benchmark Report respondents were asked how much their organization plans to spend on electronic physical security systems and services this year. Respondents were asked to choose the range that best describes their planned spending.
SOURCE: *The Security Benchmark Report, November 2023*

SECURITY TEAMS USING METRICS

Security Teams Emphasizing Metrics to Define Productivity

These security programs report maintaining a metrics program that clearly defines productivity, value creation and cost avoidance.

Company	Security Benchmark Leader	Title
Abercrombie and Fitch	Shane Berry	GVP, Asset Protection and Chief Security Officer
Adtalem Global Education	Robert Soderberg	Vice President, Chief Safety, Security & Resiliency Officer
Advocate Health	Randy Stephan	System Vice President for Security
AMBSE	Joe Coomer	Vice President, Security
American Electric Power	Steve Swick	Chief Security Officer
American Family Insurance	Jeff Wiegand	Vice President, Protective Services
Arthrex	Kevin Cliff	Director, Corporate Security Services
Associated Grocers of New England, Inc	Alan R. Cote	Director of Risk Management
AVANGRID	Brian Harrell	Vice President & Chief Security Officer
Baker Hughes	Kevin Wetherington	Chief Health, Safety, Environment, Security, & Quality Officer
Ballad Health	Ken Harr	Assistant Vice President / Chief Security Officer
Big Lots	Robert LaCommare	Vice President, Asset Protection & Safety
Bridgestone Corp	Josh Walker	Vice President, Corporate Security and Enterprise Risk
Casino du Lac-Leamy	Pierre Cote	Chief of Operations
Chico's FAS Inc.	Joe Biffar	Vice President, Asset Protection
Chubb	Richard M. Kelly	Senior Vice President, Chief Security Officer
CIP Corps	Karl Perman	CEO
Clarios	Robb Koops	Global Security Director
Cleveland Clinic	Gordon Snow	Chief Security Officer
Corning Inc.	Steve Harrold	Vice President, Global Security
County of Ventura	David Barley	Division Head
Duke University	John H. Dailey	Chief of Police
Ecentria - OpticsPlanet	Gary Stewart	Director, Corporate Security
Facebook	Nick Lovrien	Chief Global Security Officer
GE Healthcare	Shiva Rajagopalan	Senior Director of Infrastructure and Facilities
GoDaddy	Jason Veiock	Senior Director, Safety, Security & Resilience
Hamilton Health Sciences	Todd Milne	Director, Security Services and Emergency Disaster Management
HMPL	Sambit Nath	Head of Security
Keurig Dr Pepper	Ryan DeStefano	Director of Corporate Security
Kyndryl	Catherine Killian	Vice President & Chief Security Officer
Lexington County Health Services District Department of Public Safety	Justin McClarrie	Director of Public Safety

SECURITY TEAMS USING METRICS

Security Teams Emphasizing Metrics to Define Productivity

These security programs report maintaining a metrics program that clearly defines productivity, value creation and cost avoidance.

Company	Security Benchmark Leader	Title
Massachusetts General Hospital	Bonnie Michelman	Executive Director, Police, Security & Outside Services
McLeod Health	J. Wayne Byrd	Director of Security
Memorial Healthcare	Jeff Hauk, MBA, MSA, CPP, CHPA	Director, Public Safety and Police Authority Services
National Labor Relations Board	Raymond Hankins	Chief Security Officer
Nationwide Mutual	Jay C. Beighley	Senior Associate Vice President
Northwest Community Healthcare		CEO
NRG Energy, Inc.	Joe Walters	Sr. Director, Enterprise Security, Real Estate and Facilities
PepsiCo, Inc.	Michael Lee	Senior Vice President, Chief Security Officer
Petco	Steven J. Bova	Director, Loss Prevention
Power Integrations	Balu Balakrishnan	CEO
Regitt Consulting Services Ltd		General Manager, Security
Sabre	Jesse Campbell	Global Safety & Security Leader
San Antonio Water System	Steven Tijerina	Manager
Seattle Children's Hospital	Jim Sawyer	Security Director
State Street	Stephen D. Baker, CPP	Senior Vice President and Chief Security Officer
Synopsys, Inc.	Jim Fussell	Senior Director, Global Safety, Security & Resilience
Tampa General Hospital	Tony Venezia	Senior Director of Public Safety
Texas Biomedical Research Institute	Mark A. Hammargren, CPP	Director, Security & Emergency Preparedness
University of Alabama at Birmingham	Mike Hasselbrink	Director of Physical Security
University of Redlands	Stanley Skipworth	Associate Vice President / Chief
University of Pennsylvania	Kathleen Shields Anderson, J.D., MBA	Vice President for Public Safety
US DataVault	Marc Shaffer	CEO
University of Texas Police at Houston	William Adcox	Vice President, Chief of Police and Chief Security Officer
Victoria's Secret & Co	John Talamo	Senior Vice President, Asset Protection
Waters Technologies Corporation	Katherine Collins	Sr. Manager, Corporate Global Security
Xylem	Maribeth Anderson	Global Senior Director
Yale University Public Safety	Ronnell Higgins	Associate Vice President for Public Safety and Community Engagement
Yazaki North America Canton HQ	Bert Morales	Vice President, Corporate Security

The above list (in alphabetical order) are those security leaders that reported maintaining a security metrics program that defines productivity, value creation and cost avoidance. Respondents are allowed to remain anonymous from any listings or rankings within the published The Security Benchmark Report; therefore, any respondents choosing to remain anonymous are not included in this list. SOURCE: The Security Benchmark Report, November 2023

SECTOR REPORTS

AGRICULTURE, FOOD & BEVERAGE



This sector includes those organizations reporting agriculture, farming, food production & processing, or food & beverage services as their primary market sector of business.



Money Spent on Security-Related Training — Agriculture, Food & Beverage

\$98,000

Among the Agriculture, Food & Beverage sector, the average amount of money spent on security-related training in 2022 was \$98,000.

The Security Benchmark Report respondents in the Agriculture, Food & Beverage sector reported an average of \$98,000 in security-related spending last year. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 — Agriculture, Food & Beverage

Increased — 100%

The Security Benchmark Report respondents in the Agriculture, Food & Beverage market sector were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. All respondents in the sector reported an increase in security budget in 2023 when compared to 2022. *SOURCE: The Security Benchmark Report, November 2023*

5 Responsibilities Owned by Agriculture, Food & Beverage Teams

1.	Aligning security with the business
2.	Duty of care / traveler protection & support / executive protection
3.	Liaison with public-sector law enforcement agencies
4.	Hate crimes / terrorism / extremism
5.	Security strategy


The Security Benchmark Report participants within the Agriculture, Food & Beverage sectors were given a list of 36 roles and responsibilities that may fall under the security function at an organization and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities (in alphabetical order) that the security function within this sector reported as Owning / Leading. For this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

AGRICULTURE, FOOD & BEVERAGE

Where Security Lives – Agriculture, Food & Beverage

Function / %

Chief Risk or Legal Officer / Risk / Legal / General Counsel – 50%



COO / Operations – 25%



GM / Business Unit – 25%



We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Agriculture, Food & Beverage market sector, the highest percentage of security teams reported to the Chief Risk or Legal Officer / Risk / Legal / General Counsel. *SOURCE: The Security Benchmark Report, November 2023*

Structure of Security – Agriculture, Food & Beverage

Structure / %


Centralized – 25%



Decentralized – 50%



Other – 25%




In the Agriculture, Food & Beverage sector, 50% of Security Benchmark Report respondents reported a Decentralized structure of their security organization. Other in this data represents a security program structure comprised of both Centralized and Decentralized components. *SOURCE: The Security Benchmark Report, November 2023*


Geographic Security Responsibility – Agriculture, Food & Beverage

Location / %

Asia – 100%



Europe – 100%




North America – 100%



South America – 100%



Africa – 75%



Oceania (including Australia) – 75%



The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. *SOURCE: The Security Benchmark Report, November 2023*

AGRICULTURE, FOOD & BEVERAGE

0%

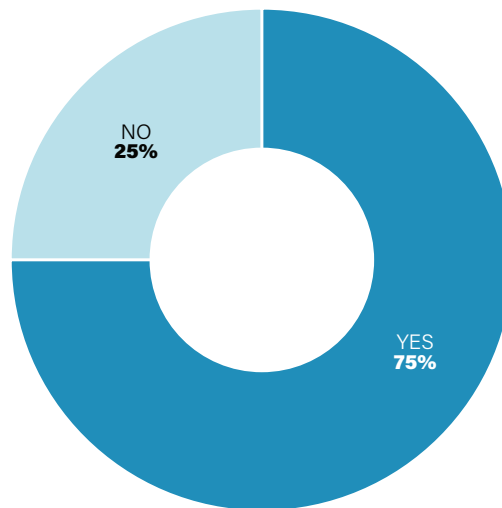
of Agriculture, Food & Beverage security leaders reported being responsible for **both physical security and cybersecurity.**

0%

of Agriculture, Food & Beverage security leaders reported being responsible for **both physical security and health & safety.**

SOURCE: The Security Benchmark Report, November 2023

Do Agriculture, Food & Beverage Organizations Have Security Operations Centers?



Within the Agriculture, Food & Beverage sectors, 75% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. SOURCE: The Security Benchmark Report, November 2023



3,047

Average number of enterprise-wide *contract* FTE security officers / guards within Agriculture, Food & Beverage sector organizations.



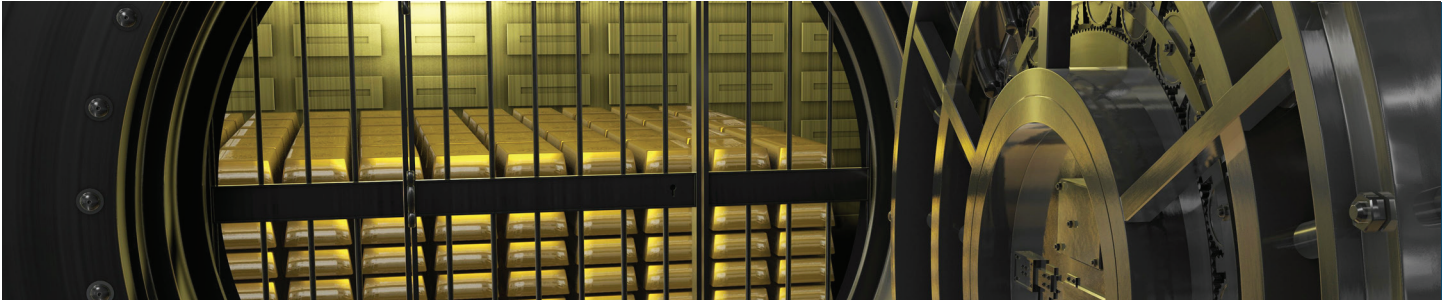
139

Average number of enterprise-wide *proprietary* FTE security officers / guards within Agriculture, Food & Beverage sector organizations.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Agriculture, Food & Beverage market sectors is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation.

SOURCE: The Security Benchmark Report, November 2023

BANKING & INSURANCE



This sector includes those organizations reporting banking, financial services, insurance or reinsurance as their primary market sector of business.



Security Budget as a Percent of Revenue — Banking & Insurance

0.75%

Among the Banking & Insurance sector, the average security budget as a percent of total revenue was 0.75%.

Among The Security Benchmark Report respondents choosing Banking & Insurance as their primary market sector, 0.75% was the average security budget as a percent of revenue. To calculate the security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Banking & Insurance

\$100,000

Among the Banking & Insurance sectors, the average amount of money spent on security-related training in 2022 was \$100,000.

The Security Benchmark Report respondents in the Banking & Insurance sectors reported an average of \$100,000 in security-related spending last year. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

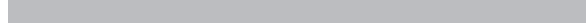
BANKING & INSURANCE

Security Budget 2023 vs. 2022 – Banking & Insurance

Increased – 50%



Stayed the same – 37%



Decreased – 13%



The Security Benchmark Report respondents in the Banking & Insurance market sectors were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. *SOURCE: The Security Benchmark Report, November 2023*

6 Responsibilities Owned by Banking & Insurance Security Teams

1.	Security audits / surveys / assessments
2.	Security strategy
3.	Security technology & integration
4.	Aligning security with the business
5.	Asset protection / facilities protection
6.	Security staff development & training

The Security Benchmark Report participants within the Banking & Insurance sectors were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Banking & Insurance

Function / %

CRO / Risk / Legal / General Counsel – 37.5%



Human Resources – 37.5%



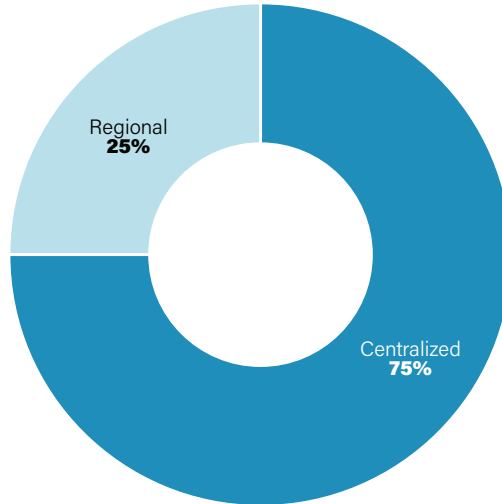
CAO / Administration / Shared Services – 25%



We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Banking & Insurance market sectors, the highest percentage of security teams reported to CRO / Risk / Legal / General Counsel and Human Resources. *SOURCE: The Security Benchmark Report, November 2023*

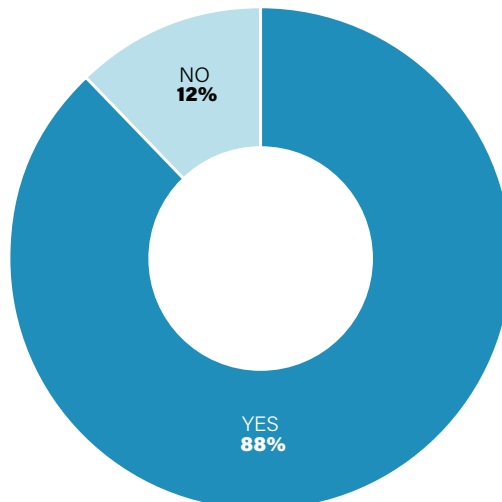
BANKING & INSURANCE

Structure of Security – Banking & Insurance



In the Banking & Insurance sectors, 75% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. One-quarter (25%) reported a Regional structure of their security program. *SOURCE: The Security Benchmark Report, November 2023*

**Do Banking & Insurance Organizations
Have Security Operations Centers?**



Within the Banking & Insurance sectors, 88% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

BANKING & INSURANCE



SOURCE: The Security Benchmark Report, November 2023

Geographic Security Responsibility — Banking & Insurance

Location / %

North America — 100%

Asia — 88%

Europe — 88%

South America — 63%

Africa — 50%

Oceania (including Australia) — 50%

The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. SOURCE: The Security Benchmark Report, November 2023



174

Average number of enterprise-wide *contract* FTE security officers / guards within Banking & Insurance sector organizations.



20

Average number of enterprise-wide *proprietary* FTE security officers / guards within Banking & Insurance sector organizations.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Banking & Insurance market sectors is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. SOURCE: The Security Benchmark Report, November 2023

HEALTHCARE



This sector includes those organizations reporting healthcare (hospitals, medical centers, etc.) as their primary market sector of business.



Security Budget as a Percent of Revenue — Healthcare

3%

Among the Healthcare sector, the average security budget as a percent of total revenue was 3%.

Among The Security Benchmark Report respondents choosing Healthcare as their primary market sector, 3% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget as a Percent of Revenue by Organization Size — Healthcare

Number of Employees	Security Budget as a Percent of Revenue
0 to 999	0.4%
1,000 to 9,999	0.6%
10,000 to 24,999	9%
25,000 to 49,999	0.5%
50,000 and above	0.3%

To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Here, the data is broken down by the total number of overall employees in the reporting organization. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Healthcare

\$284,000

Among the Healthcare sector, the average amount of money spent on security-related training in 2022 was \$284,000.

The Security Benchmark Report respondents in the Healthcare sector reported an average of \$284,000 in security-related spending last year. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

HEALTHCARE

Security Budget 2023 vs. 2022 – Healthcare

Increased – 55%



Stayed the same – 40%



Decreased – 5%



The Security Benchmark Report respondents in the Healthcare sector were asked whether their 2023 security budgets increased, decreased or stayed the same over 2022. The majority of respondents reported an increase in security budget over last year, with the average percent increase being 18%. *SOURCE: The Security Benchmark Report, November 2023*

7 Responsibilities Owned by Healthcare Security Teams

1.	Security staff development & training
2.	Security strategy
3.	Security audits / surveys / assessments
4.	Asset protection / facilities protection
5.	Workplace violence / active shooter prevention
6.	Civil unrest / targeted protests
7.	Liaison with public-sector law enforcement agencies

The Security Benchmark Report participants within the Healthcare sector were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Healthcare

Function / %

COO / Operations – 20%



CAO / Administration / Shared Services – 15%



CRO / Risk / Legal / General Counsel – 15%



Facilities – 15%



Other – 15%



CEO / President / Owner – 10%



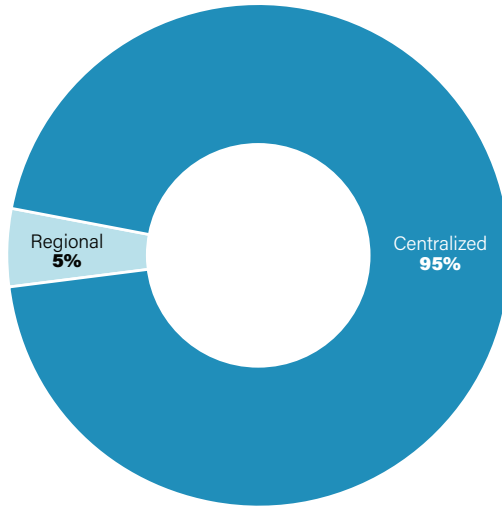
Human Resources – 10%



We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Healthcare sector, the majority of security functions reported to or resided within Operations. Those who selected Other report to Ancillary Services or Support Services. *SOURCE: The Security Benchmark Report, November 2023*

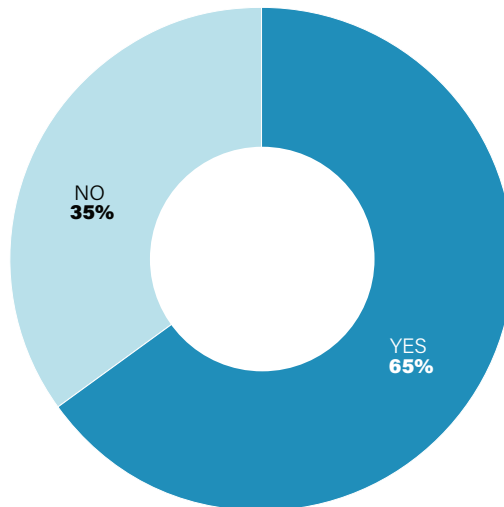
HEALTHCARE

Structure of Security – Healthcare



In the Healthcare sector, 95% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. *SOURCE: The Security Benchmark Report, November 2023*

Do Healthcare Organizations Have Security Operations Centers?



Within the Healthcare sector, 65% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

HEALTHCARE

5%

of Healthcare security leaders reported being responsible for **both physical security and cybersecurity.**

55%

of Healthcare security leaders reported being responsible for **both physical security and health & safety.**

SOURCE: The Security Benchmark Report, November 2023

Geographic Security Responsibility — Healthcare

Location / %

North America — 100%



Europe — 15%



South America — 15%



Africa — 10%



Asia — 10%



Oceania (including Australia) — 10%



The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. SOURCE: The Security Benchmark Report, November 2023



229

Average number of enterprise-wide *contract* FTE security officers / guards within the Healthcare sector.



145

Average number of enterprise-wide *proprietary* FTE security officers / guards within the Healthcare sector.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Healthcare sector is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. SOURCE: The Security Benchmark Report, November 2023

HIGHER EDUCATION



This sector includes those organizations reporting higher education, universities, colleges or technical institutions as their primary market sector of business.



Security Budget as a Percent of Revenue — Higher Education

0.6%

Among the Higher Education sector, the average security budget as a percent of total revenue was 0.6%.

Among The Security Benchmark Report respondents choosing Higher Education as their primary market sector, 0.6% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Higher Education

\$279,000

Among the Higher Education sector, the average amount of money spent on security-related training in 2022 was \$279,000.

The Security Benchmark Report respondents in the Higher Education sector reported an average of \$279,000 in security-related spending last year. Information appearing to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 — Higher Education

Increased — 62.5%



Stayed the same — 25%



Decreased — 12.5%



The Security Benchmark Report respondents in the Higher Education market sector were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. The majority of respondents this year reported an increase in security budget, which was a 7% increase on average. *SOURCE: The Security Benchmark Report, November 2023*

HIGHER EDUCATION

8 Responsibilities Owned by Higher Education Security Teams

1.	Investigations
2.	Security staff development & training
3.	Event security
4.	Hate crimes / terrorism / extremism
5.	Liaison with public-sector law enforcement agencies
6.	Security operations center management
7.	Security strategy
8.	Workplace violence / active shooter prevention

The Security Benchmark Report participants within the Higher Education sector were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Higher Education

Function / %

CAO / Administration / Shared Services – 25%



COO / Operations – 25%



Other – 25%



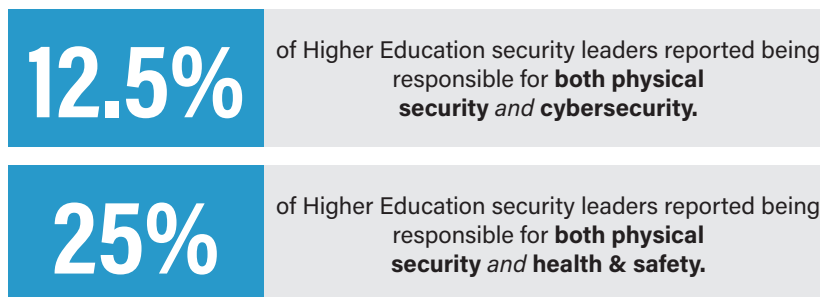
CEO / President / Owner / Executive Director – 12.5%



Human Resources – 12.5%



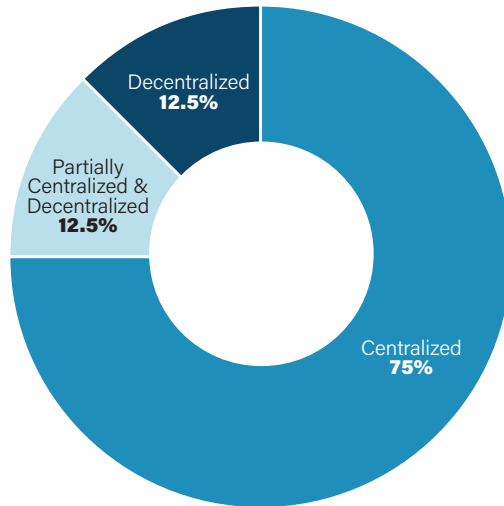
We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Higher Education sector, an even split of security teams reported to Operations, Administration and Other. The respondents who selected Other report into the Vice Chancellor or Public Affairs. *SOURCE: The Security Benchmark Report, November 2023*



SOURCE: The Security Benchmark Report, November 2023

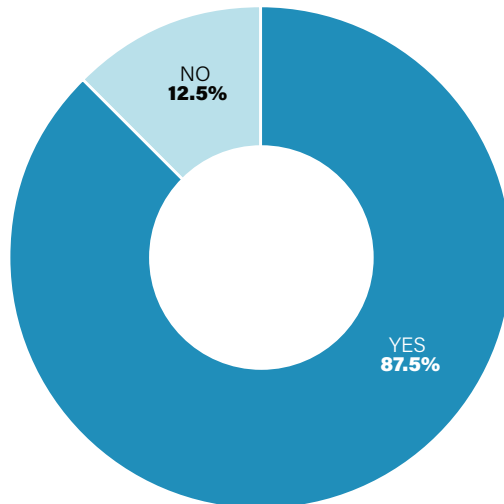
HIGHER EDUCATION

Structure of Security – Higher Education



In the Higher Education sector, 75% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. *SOURCE: The Security Benchmark Report, November 2023*

Do Higher Education Organizations Have Security Operations Centers?

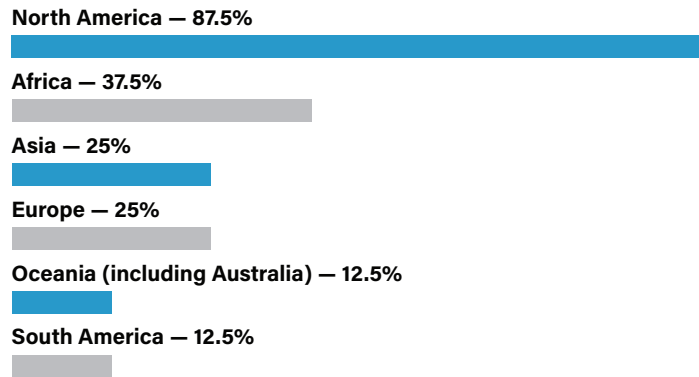


Within the Higher Education sector, 87.5% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

HIGHER EDUCATION

Geographic Security Responsibility – Higher Education

Location / %



The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. *SOURCE: The Security Benchmark Report, November 2023*



187

Average number of enterprise-wide *contract* FTE security officers / guards within Higher Education organizations.



78

Average number of enterprise-wide *proprietary* FTE security officers / guards within Higher Education organizations.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Higher Education sector is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

HOSPITALITY & ENTERTAINMENT



This sector includes those organizations reporting hospitality, hotels, casinos, entertainment, sports leagues & facilities, or recreation as their primary market sector of business.



Security Budget as a Percent of Revenue – Hospitality & Entertainment

0.6%

Among the Hospitality & Entertainment sector, the average security budget as a percent of total revenue was 0.6%.

Among The Security Benchmark Report respondents choosing Hospitality & Entertainment as their primary market sector, 0.6% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training – Hospitality & Entertainment

\$175,000

Among the Hospitality & Entertainment sectors, the average amount of money spent on security-related training in 2022 was \$175,000.

The Security Benchmark Report respondents in the Hospitality & Entertainment sectors reported an average of \$175,000 in security-related spending last year. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 – Hospitality & Entertainment

Increased – 100%

The Security Benchmark Report respondents in the Hospitality & Entertainment market sectors were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. All respondents reported an increase in their security budget. *SOURCE: The Security Benchmark Report, November 2023*

HOSPITALITY & ENTERTAINMENT

12 Responsibilities Owned by Hospitality & Entertainment Security Teams

1.	Security strategy
2.	Aligning security with the business
3.	Business resilience / business continuity / emergency management / disaster recovery
4.	Civil unrest / targeted protests
5.	Emergency response and planning
6.	Event security
7.	Liaison with public-sector law enforcement agencies
8.	Loss prevention / goods protection
9.	Security audits / surveys / assessments
10.	Security contract management: Guards / technology integrators / contract employees
11.	Security operations center management
12.	Weather / natural disasters

The Security Benchmark Report participants within the Hospitality & Entertainment sectors were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives — Hospitality & Entertainment

Function / %

GM / Business Unit — 50%



CEO / President / Owner — 25%



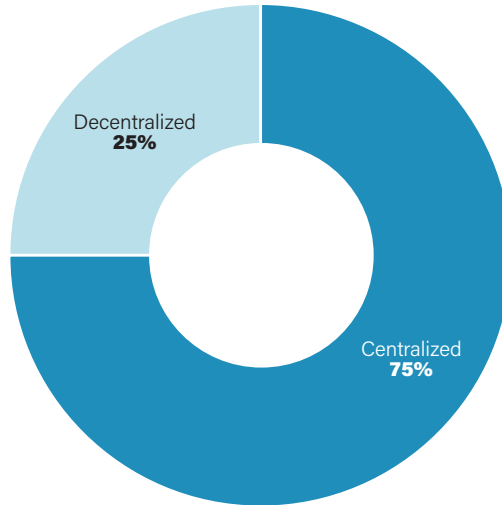
COO / Operations — 25%



We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Hospitality & Entertainment market sectors, the highest percentage of security teams reported to a GM / Business Unit. *SOURCE: The Security Benchmark Report, November 2023*

HOSPITALITY & ENTERTAINMENT

Structure of Security – Hospitality & Entertainment



In the Hospitality & Entertainment sectors, 75% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. *SOURCE: The Security Benchmark Report, November 2023*

Geographic Security Responsibility – Hospitality & Entertainment

Location / %

North America – 100%

Africa – 25%

Asia – 25%

Europe – 25%

Oceania (including Australia) – 25%

South America – 25%

The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. *SOURCE: The Security Benchmark Report, November 2023*

HOSPITALITY & ENTERTAINMENT

0%

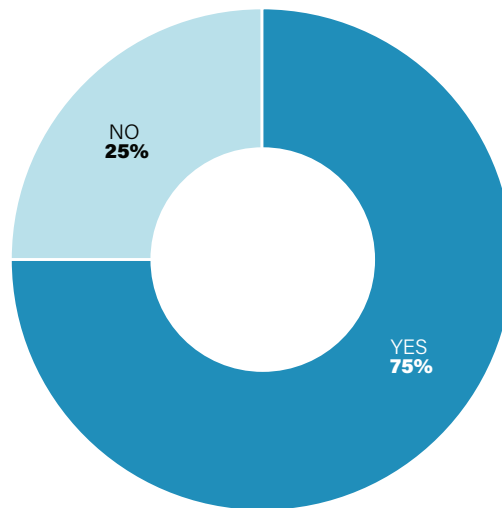
of Hospitality & Entertainment security leaders reported being responsible for **both physical security and cybersecurity.**

50%

of Hospitality & Entertainment security leaders reported being responsible for **both physical security and health & safety.**

SOURCE: The Security Benchmark Report, November 2023

Do Hospitality & Entertainment Organizations Have Security Operations Centers?



Within the Hospitality & Entertainment sectors, 75% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. SOURCE: The Security Benchmark Report, November 2023



483

Average number of enterprise-wide *contract* FTE security officers / guards within Hospitality & Entertainment sector organizations.



250

Average number of enterprise-wide *proprietary* FTE security officers / guards within Hospitality & Entertainment sector organizations.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Hospitality & Entertainment market sectors is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. SOURCE: The Security Benchmark Report, November 2023

INFORMATION TECHNOLOGY & MEDIA



This sector includes those organizations reporting information technology (equipment, software, services) or media as their primary market sector of business.



Security Budget as a Percent of Revenue — Information Technology & Media

0.3%

Among the Information Technology & Media sector, the average security budget as a percent of total revenue was 0.3%.

Among The Security Benchmark Report respondents choosing Information Technology & Media as their primary market sector, 0.3% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Information Technology & Media

\$118,000

Among the Information Technology & Media sector, the average amount of money spent on security-related training in 2022 was \$118,000.

The Security Benchmark Report respondents in the Information Technology & Media sector reported an average of \$118,000 in security-related spending last year. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 — Information Technology & Media

Increased — 43%



Stayed the same — 43%



Decreased — 14%



The Security Benchmark Report respondents in the Information Technology & Media sector were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. The majority of respondents reported an increase or no change in security budget over last year. *SOURCE: The Security Benchmark Report, November 2023*

INFORMATION TECHNOLOGY & MEDIA

8 Responsibilities Owned by Information Technology & Media Security Teams

1.	Duty of care / traveler protection & support / executive protection
2.	Security audits / surveys / assessments
3.	Security operations center management
4.	Aligning security with the business
5.	Liaison with public-sector law enforcement agencies
6.	Security strategy
7.	Security technology & integration
8.	Workplace violence / active shooter prevention

The Security Benchmark Report participants within the Information Technology & Media sector were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Information Technology & Media

Function / %

CFO / Finance – 29%



Human Resources – 29%



CIO / Information Technology – 14%



CRO / Risk / Legal / General Counsel – 14%



Other – 14%



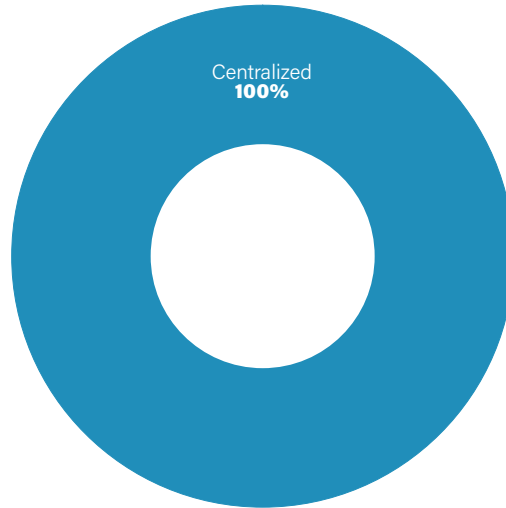
We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Information Technology & Media sectors, the majority of security functions reported to or resided within Human Resources or Finance. *SOURCE: The Security Benchmark Report, November 2023*



SOURCE: The Security Benchmark Report, November 2023

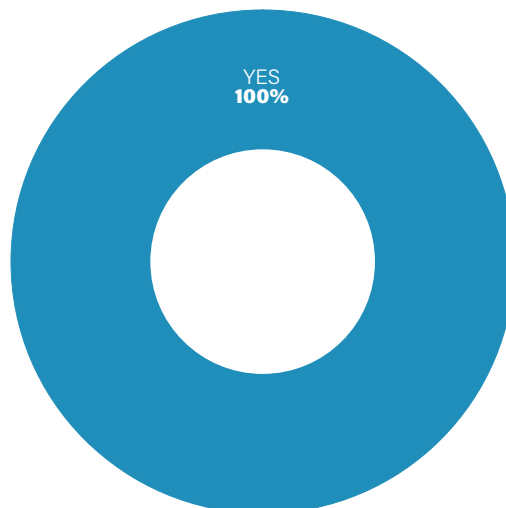
INFORMATION TECHNOLOGY & MEDIA

Structure of Security – Information Technology & Media



In the Information Technology & Media sectors, 100% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. *SOURCE: The Security Benchmark Report, November 2023*

Do Information Technology & Media Organizations Have Security Operations Centers?



Within the Information Technology & Media sectors, 100% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

INFORMATION TECHNOLOGY & MEDIA

Geographic Security Responsibility – Information Technology & Media

Location / %

Europe – 100%

North America – 100%

Oceania (including Australia) – 100%

South America – 100%

Africa – 71%

Asia – 71%

The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. *SOURCE: The Security Benchmark Report, November 2023*



921

Average number of enterprise-wide *contract* FTE security officers / guards within the Information Technology & Media sector.

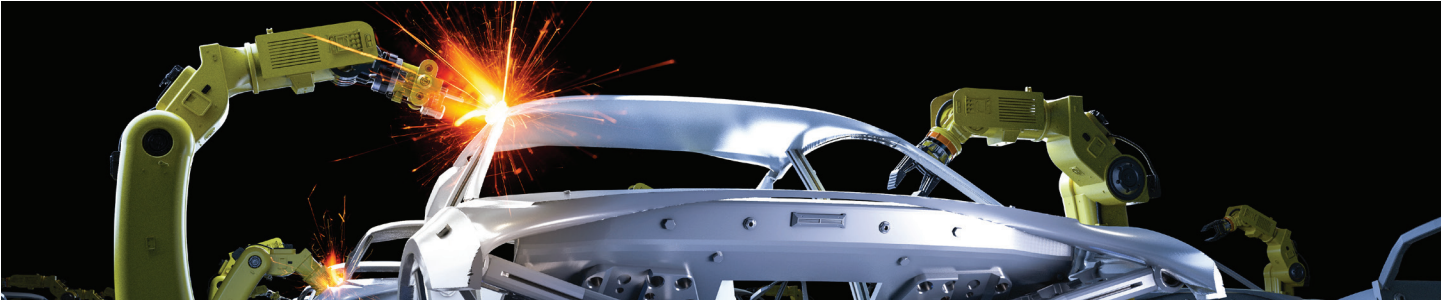


0

Average number of enterprise-wide *proprietary* FTE security officers / guards within the Information Technology & Media sector.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Information Technology & Media sector is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

MANUFACTURING



This sector includes those organizations reporting manufacturing as their primary market sector of business.



Security Budget as a Percent of Revenue — Manufacturing

0.4%

Among the Manufacturing sector, the average security budget as a percent of total revenue was 0.4%.

Among The Security Benchmark Report respondents choosing Manufacturing as their primary market sector, 0.4% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Manufacturing

\$104,000

Among the Manufacturing sector, the average amount of money spent on security-related training in 2022 was \$104,000.

The Security Benchmark Report respondents in the Manufacturing sector reported an average of \$104,000 in security-related spending last year. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 — Manufacturing

Increased — 57%

Stayed the same — 21%

Don't know — 14%

Decreased — 7%

The Security Benchmark Report respondents in the Manufacturing sector were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. The majority of respondents in this sector reported an increase over last year, with an average security budget increase of 15%. *SOURCE: The Security Benchmark Report, November 2023*

MANUFACTURING

7 Responsibilities Owned by Manufacturing Security Teams

1.	Liaison with public-sector law enforcement agencies
2.	Security audits / surveys / assessments
3.	Security staff development & training
4.	Security strategy
5.	Aligning security with the business
6.	Security technology & integration
7.	Workplace violence / active shooter prevention

The Security Benchmark Report participants within the Manufacturing sector were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Manufacturing

Function / %

CAO / Administration / Shared Services – 14%



COO / Operations – 14%



CRO / Risk / Legal / General Counsel – 14%



Facilities – 14%



Human Resources – 14%



CEO / President / Owner / Exec. Director – 7%



CFO / Finance – 7%



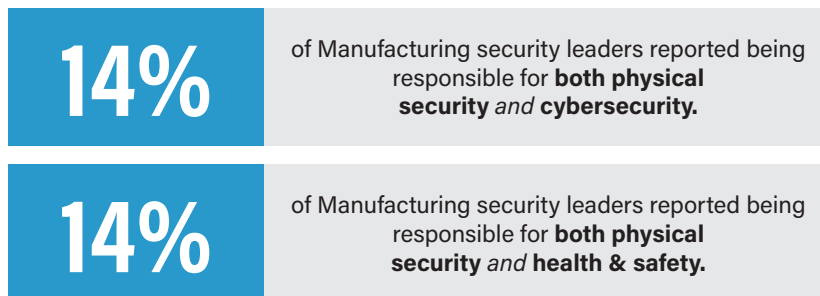
CIO / Information Technology – 7%



Internal Audit – 7%



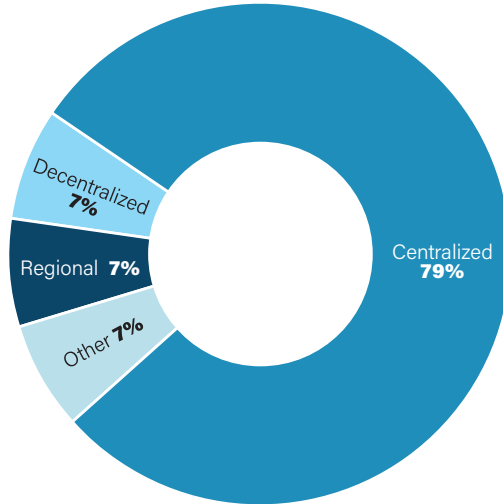
We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. In the Manufacturing sector, an equal amount respondents reported to the CAO / Administration / Shared Services, CRO / Risk / Legal / General Counsel, COO / Operations, Facilities, or Human Resources. *SOURCE: The Security Benchmark Report, November 2023*



SOURCE: The Security Benchmark Report, November 2023

MANUFACTURING

Structure of Security – Manufacturing



In the Manufacturing sector, 79% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. For this survey's purpose, the distinction between Decentralized and Regional security is that some Regional security programs may behave in a centralized manner for their determined region, while Decentralized generally means there may be security organizations in multiple locations within an enterprise functioning independently from one another. Respondents choosing Other in this sector reported a functionally Centralized structure with dotted line regional security managers. *SOURCE: The Security Benchmark Report, November 2023*

Geographic Security Responsibility – Manufacturing

Location / %

North America – 93%

Asia – 79%

Europe – 79%

South America – 50%

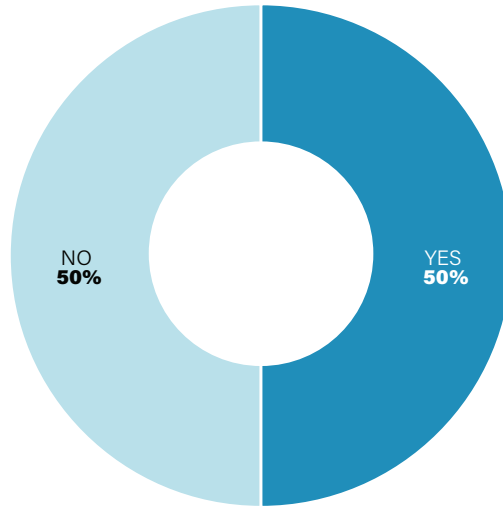
Oceania (including Australia) – 50%

Africa – 43%

The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. *SOURCE: The Security Benchmark Report, November 2023*

MANUFACTURING

Do Manufacturing Organizations Have Security Operations Centers?



Within the Manufacturing sector, 50% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*



719

Average number of enterprise-wide *contract* FTE security officers / guards within the Manufacturing sector.



101

Average number of enterprise-wide *proprietary* FTE security officers / guards within the Manufacturing sector.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Manufacturing sector is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

PHARMA & BIOTECH



This sector includes those organizations reporting pharmaceuticals or biotechnology as their primary market sector of business.



Security Budget as a Percent of Revenue — Pharma & Biotech

1%

Among the Pharma & Biotech sector, the average security budget as a percent of total revenue was 1%.

Among The Security Benchmark Report respondents choosing Pharma & Biotech as their primary market sector, 1% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Pharma & Biotech

\$43,000

Among the Pharma & Biotech sector, the average amount of money spent on security-related training in 2022 was \$43,000.

The Security Benchmark Report respondents in the Pharma & Biotech sector reported an average of \$43,000 in security-related spending last year. Information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 — Pharma & Biotech

Increased — 75%



Decreased — 25%



The Security Benchmark Report respondents in the Pharma & Biotech sector were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. The majority of respondents in this sector reported an increase over last year with an average security budget increase of 22%. *SOURCE: The Security Benchmark Report, November 2023*

PHARMA & BIOTECH

9 Responsibilities Owned by Pharma & Biotech Security Teams

1.	Aligning security with the business
2.	Asset protection / facilities protection
3.	Liaison with public-sector law enforcement agencies
4.	Security audits / surveys / assessments
5.	Security contract management: Guards / technology integrators / contract employees
6.	Security staff development & training
7.	Security strategy
8.	Security technology & integration
9.	Workplace violence / active shooter prevention

The Security Benchmark Report participants within the Pharma & Biotech sector were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Pharma & Biotech

Function / %

CAO / Administration / Shared Services – 25%



COO / Operations – 25%



Facilities – 25%



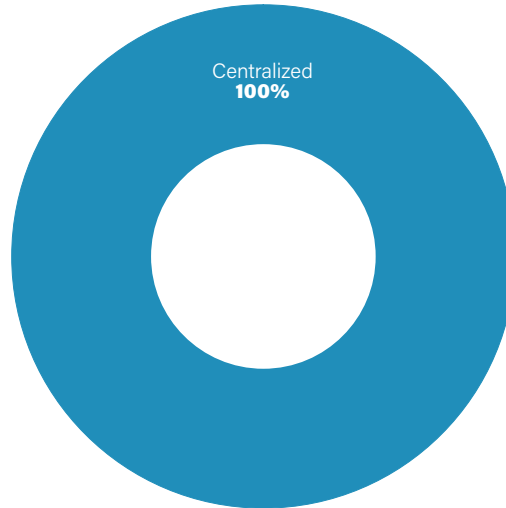
Other – 25%



We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. In this sector, those reporting Other included Chief Supply Chain Officer. *SOURCE: The Security Benchmark Report, November 2023*

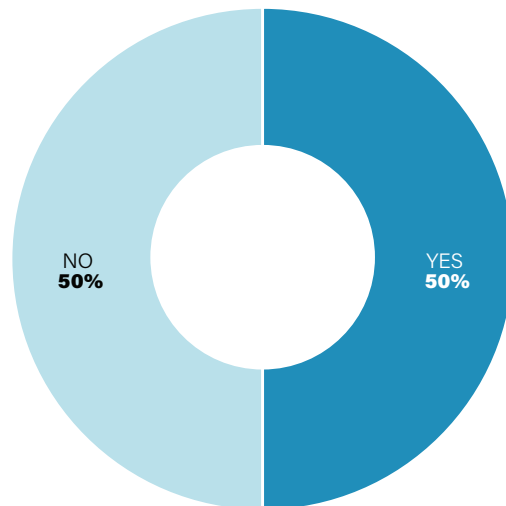
PHARMA & BIOTECH

Structure of Security – Pharma & Biotech



In the Pharma & Biotech sector, 100% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. *SOURCE: The Security Benchmark Report, November 2023*

Do Pharma & Biotech Organizations Have Security Operations Centers?



Within the Pharma & Biotech sectors, 50% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

PHARMA & BIOTECH



SOURCE: The Security Benchmark Report, November 2023

Geographic Security Responsibility – Pharma & Biotech

Location / %

North America — 100%

Asia — 50%

Europe — 50%

Oceania (including Australia) — 50%

South America — 50%

Africa — 25%

The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. SOURCE: The Security Benchmark Report, November 2023



20

Average number of enterprise-wide *contract* FTE security officers / guards within the Pharma & Biotech sector.



24

Average number of enterprise-wide *proprietary* FTE security officers / guards within the Pharma & Biotech sector.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Pharma & Biotech sector is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. SOURCE: The Security Benchmark Report, November 2023

REAL ESTATE, PROPERTY MANAGEMENT, CONSTRUCTION



This sector includes those organizations reporting real estate, property management, housing, or construction services & materials as their primary market sector of business.



Money Spent on Security-Related Training – Real Estate, Property Management, Construction

\$20,000

Among the Real Estate, Property Management, Construction sectors, the average amount of money spent on security-related training in 2022 was \$20,000.

The Security Benchmark Report respondents in the Real Estate, Property Management, Construction sectors reported an average of \$20,000 in security-related spending last year. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 – Real Estate, Property Management, Construction

Increased – 50%



Decreased – 50%



The Security Benchmark Report respondents in the Real Estate, Property Management, Construction market sectors were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. Fifty percent of respondents in this sector reported a decrease in security budget. *SOURCE: The Security Benchmark Report, November 2023*

3 Responsibilities Owned by Real Estate, Property Management, Construction Security Teams

1.	Civil unrest / targeted protests
2.	Investigations
3.	Security strategy

The Security Benchmark Report participants within the Real Estate, Property Management, Construction sectors were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above (in alphabetical order) are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

REAL ESTATE, PROPERTY MANAGEMENT, CONSTRUCTION

Where Security Lives – Real Estate, Property Management, Construction

Function / %

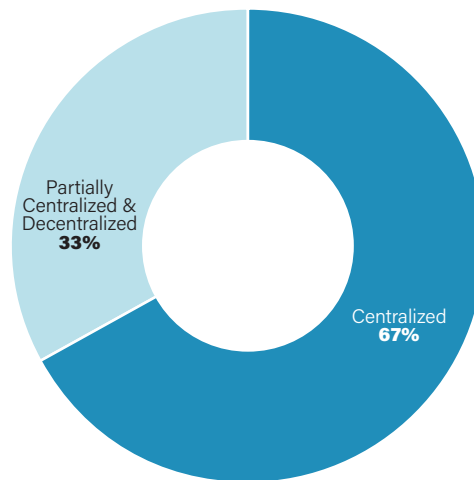
CEO / President / Owner / Exec. Director – 33%

Health / Safety / Security / Environment – 33%

Human Resources – 33%

We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Real Estate, Property Management, Construction market sectors, one-third of respondents report to the CEO / President / Owner / Exec. Director, Human Resources, and Health / Safety / Security / Environment, respectively. *SOURCE: The Security Benchmark Report, November 2023*

Structure of Security – Real Estate, Property Management, Construction



In the Real Estate, Property Management, Construction sectors, 67% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. *SOURCE: The Security Benchmark Report, November 2023*

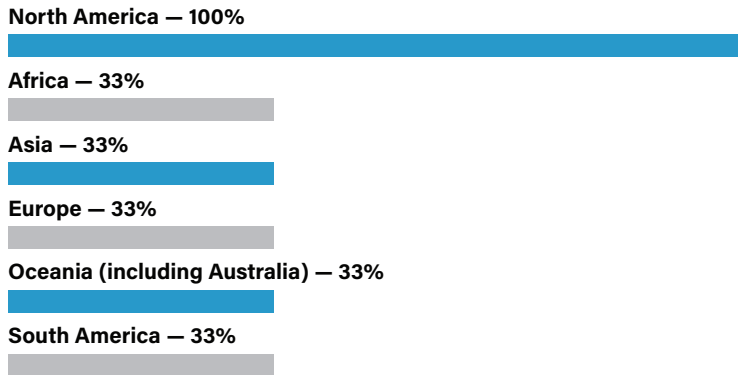


SOURCE: The Security Benchmark Report, November 2023

REAL ESTATE, PROPERTY MANAGEMENT, CONSTRUCTION

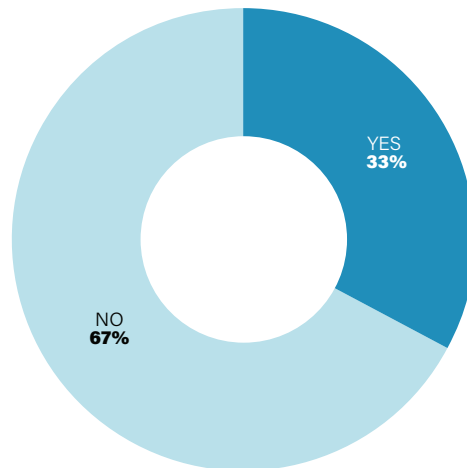
Geographic Security Responsibility – Real Estate, Property Management, Construction

Location / %



The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. *SOURCE: The Security Benchmark Report, November 2023*

Do Real Estate, Property Management, Construction Organizations Have Security Operations Centers?



Within the Real Estate, Property Management, Construction sectors, 33% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

REAL ESTATE, PROPERTY MANAGEMENT, CONSTRUCTION



164

Average number of enterprise-wide *contract* FTE security officers / guards within Real Estate, Property Management, Construction sector organizations.



16

Average number of enterprise-wide *proprietary* FTE security officers / guards within Real Estate, Property Management, Construction sector organizations.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Real Estate, Property Management, Construction market sectors is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

RETAIL & RESTAURANT



This sector includes those organizations reporting retail or restaurant as their primary market sector of business.



Security Budget as a Percent of Revenue — Retail & Restaurant

0.2%

Among the Retail & Restaurant sector, the average security budget as a percent of total revenue was 0.2%.

Among The Security Benchmark Report respondents choosing Retail & Restaurant as their primary market sector, 0.2% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Retail & Restaurant

\$75,000

Among the Retail & Restaurant sector, the average amount of money spent on security-related training in 2022 was \$75,000.

The Security Benchmark Report respondents in the Retail & Restaurant sector reported an average of \$75,000 in security-related spending last year. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 — Retail & Restaurant

Increased — 40%

Decreased — 40%

Stayed the same — 20%

The Security Benchmark Report respondents in the Retail & Restaurant sector were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. The majority of respondents in this sector reported an increase over last year with an average security budget increase of 3%. *SOURCE: The Security Benchmark Report, November 2023*

RETAIL & RESTAURANT

8 Responsibilities Owned by Retail & Restaurant Security Teams

1.	Aligning security with the business
2.	Asset protection / facilities protection
3.	Civil unrest / targeted protests
4.	Investigations
5.	Liaison with public-sector law enforcement agencies
6.	Loss prevention / goods protection
7.	Supply chain / logistics / distribution security
8.	Workplace violence / active shooter prevention

The Security Benchmark Report participants within the Retail & Restaurant sector were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Retail & Restaurant

Function / %

COO / Operations – 40%



CFO / Finance – 20%



CRO / Risk / Legal / General Counsel – 20%



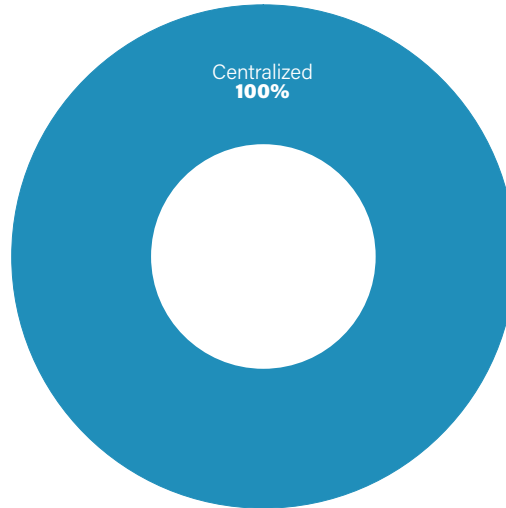
Human Resources – 20%



We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Retail & Restaurant market sectors, 40% of respondents report to COO / Operations. *SOURCE: The Security Benchmark Report, November 2023*

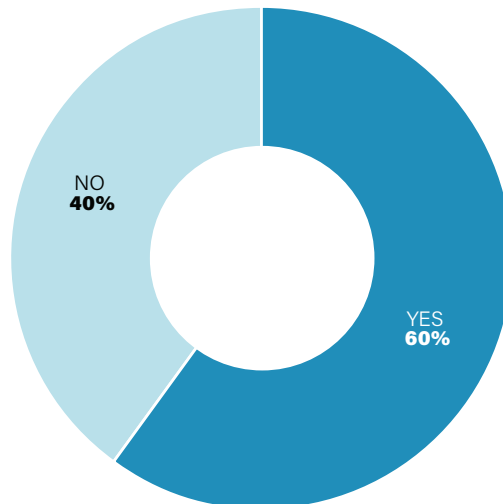
RETAIL & RESTAURANT

Structure of Security – Retail & Restaurant



In the Retail & Restaurant sector, 100% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. *SOURCE: The Security Benchmark Report, November 2023*

Do Retail & Restaurant Organizations Have Security Operations Centers?



Within the Retail & Restaurant sectors, 60% of Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

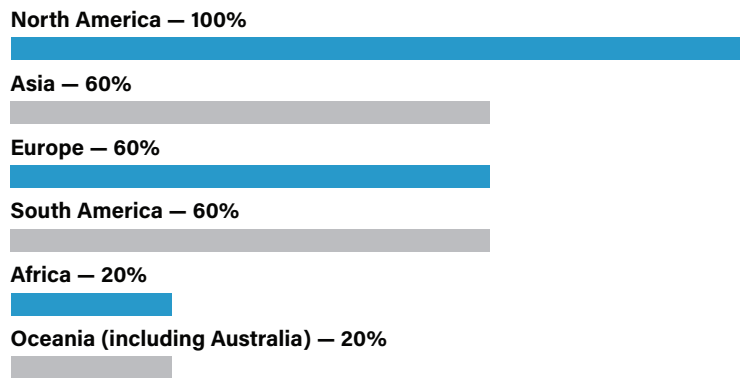
RETAIL & RESTAURANT



SOURCE: The Security Benchmark Report, November 2023

Geographic Security Responsibility – Retail & Restaurant

Location / %



The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. SOURCE: The Security Benchmark Report, November 2023



36

Average number of enterprise-wide *contract* FTE security officers / guards within the Retail & Restaurant sector.



59

Average number of enterprise-wide *proprietary* FTE security officers / guards within the Retail & Restaurant sector.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Retail & Restaurant sector is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. SOURCE: The Security Benchmark Report, November 2023

UTILITIES & DISTRIBUTION



This sector includes those organizations reporting utilities (oil & gas, waste management & equipment, renewable / clean energy, electric, gas, nuclear, wind, environmental services), logistics, warehousing, ports (air, sea, etc.), distribution, shipping or freight transportation as their primary market sector of business.



Security Budget as a Percent of Revenue — Utilities & Distribution

4%

Among the Utilities & Distribution sectors, the average security budget as a percent of total revenue was 4%.

Among The Security Benchmark Report respondents choosing Utilities & Distribution as their primary market sector, 4% was the average security budget as a percent of revenue. To calculate security budget as a percentage of revenue across security programs in this sector, the security budget was divided by the total revenue, based on self-reported information. Information that appeared to be inaccurately reported was excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*



Money Spent on Security-Related Training — Utilities & Distribution

\$268,000

Among the Utilities & Distribution sectors, the average amount of money spent on security-related training in 2022 was \$268,000.

The Security Benchmark Report respondents in the Utilities & Distribution sectors reported an average of \$268,000 in security-related spending last year. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. *SOURCE: The Security Benchmark Report, November 2023*

Security Budget 2023 vs. 2022 — Utilities & Distribution

Increased — 73%



Stayed the same — 18%



Don't know — 9%



The Security Benchmark Report respondents in the Utilities & Distribution sectors were asked whether their 2023 security budgets Increased, Decreased or Stayed the same over 2022. The majority of respondents reported an increase or the same security budget over last year. *SOURCE: The Security Benchmark Report, November 2023*

UTILITIES & DISTRIBUTION

4 Responsibilities Owned by Utilities & Distribution Security Teams

1.	Aligning security with the business
2.	Liaison with public sector / law enforcement agencies
3.	Security strategy
4.	Workplace violence / active shooter prevention

The Security Benchmark Report participants within the Utilities & Distribution sectors were given a list of 36 roles and responsibilities that may fall under the security function at an organization, and were asked for the level of responsibility the team has over that role within their enterprise. The above are the most common job responsibilities that the security function within this sector reported as Owning / Leading. For the purposes of this survey, Owning / Leading the responsibility means security both manages and funds the program. *SOURCE: The Security Benchmark Report, November 2023*

Where Security Lives – Utilities & Distribution

Function / %

Human Resources – 27%



CEO / President / Owner – 18%



Other – 18%



CAO / Administration / Shared Services – 9%



COO / Operations – 9%



CRO / Risk / Legal / General Counsel – 9%



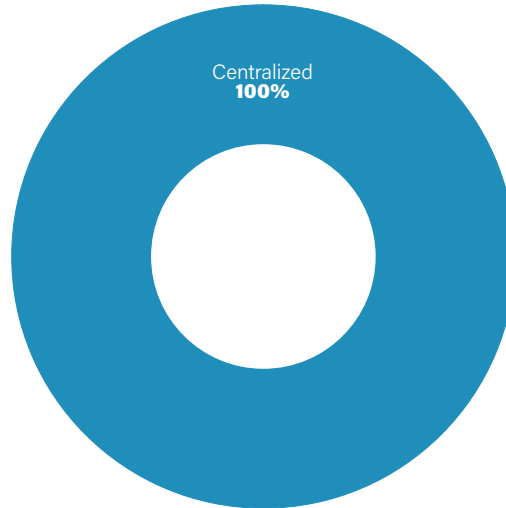
CTO / Technology – 9%



We asked The Security Benchmark Report respondents which function their security organization reports to or resides within. Within the Utilities & Distribution market sectors, 27% of respondents report to Human Resources. *SOURCE: The Security Benchmark Report, November 2023*

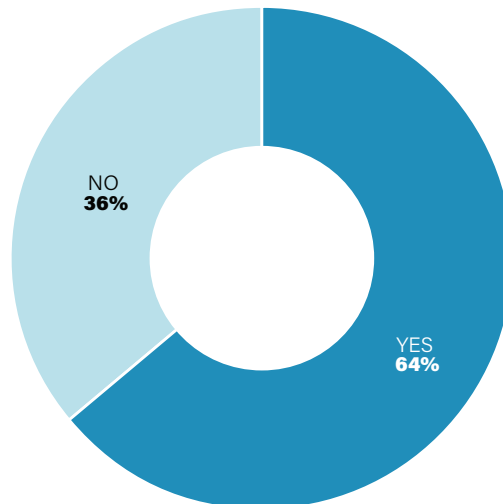
UTILITIES & DISTRIBUTION

Structure of Security – Utilities & Distribution



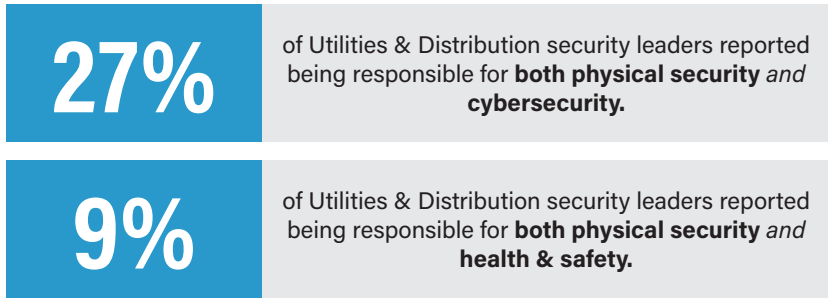
In the Utilities & Distribution sectors, 100% of The Security Benchmark Report respondents reported a Centralized structure of their security organization. Zero respondents within this sector reported a Decentralized or Regional structure. *SOURCE: The Security Benchmark Report, November 2023*

Do Utilities & Distribution Organizations Have Security Operations Centers?



Within the Utilities & Distribution sectors, 64% of The Security Benchmark Report respondents reported having a security operations center (SOC) or global security operations center (GSOC) within their enterprise. *SOURCE: The Security Benchmark Report, November 2023*

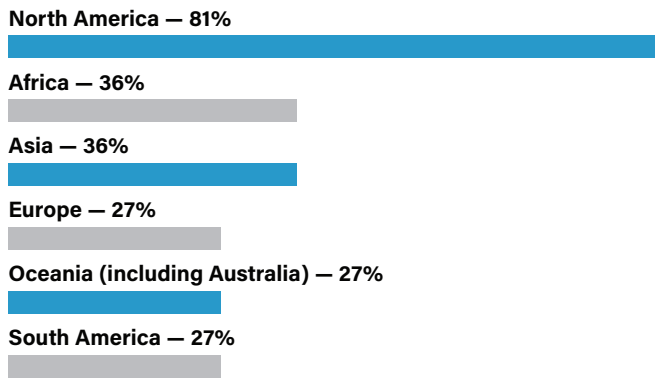
UTILITIES & DISTRIBUTION



SOURCE: The Security Benchmark Report, November 2023

Geographic Security Responsibility – Utilities & Distribution

Location / %



The Security Benchmark Report respondents were asked to report which geographic areas their security organization provides risk and security services. Respondents were able to choose as many geographic areas as applicable. SOURCE: The Security Benchmark Report, November 2023



85

Average number of enterprise-wide *contract* FTE security officers / guards within Utilities & Distribution sectors.



156

Average number of enterprise-wide *proprietary* FTE security officers / guards within Utilities & Distribution sectors.

The Security Benchmark Report respondents were asked how many contract and proprietary full-time equivalent (FTE) security officers and security guards they have within their enterprise. The average among all respondents in the Utilities & Distribution sectors is reported here. Outliers or information that appeared to be inaccurately reported were excluded from the calculation. SOURCE: The Security Benchmark Report, November 2023

THE 2023 SECURITY BENCHMARK REPORT / ACHIEVERS / TRAINING



Security Achieving Results With Training

By Madeline Lauver, Editor in Chief

Each year, Security Benchmark Report respondents share accomplishments achieved by their programs. Below, we highlight a number of the impressive achievements we have seen over the past year, from improvements in enterprise-wide training programs to innovating security despite staffing challenges.

Editor's Note: If a security program chose to remain anonymous for The Security Benchmark Report, they were not considered for the Achievers section.

Security training plays an important role in maintaining operational continuity and supporting an organization during an emergency.

The below 2023 Security Benchmark Report Achievers demonstrate how training can be used to benefit enterprise security posture by enhancing emergency preparedness and incident response.

Advocate Health

Randy Stephan
System Vice President for
Security

We have expanded all facets of security training to include new officer training, annual refresher training, remedial training, policy training, new equipment training, leader training, peer function training (HR, Risk, Compliance, Safety) and non-security frontline teammate training.

Associated Grocers of New England, Inc.

Alan R. Cote
Director of Risk
Management

We developed a solid Active Aggressor/Workplace Violence program, as well as cross-training in many safety and risk management areas for the security team administrative personnel.

AVANGRID

Brian Harrell
VP & Chief Security Officer

We conducted our first full-scale active shooter exercise on a corporate campus. This included federal, state and local first responders, as well as technology providers, to help us respond to violence and walk through recovery.

Cleveland Clinic

Gordon Snow
Chief Security Officer

Enterprise-wide training emanating from Protective Services greatly increases Caregiver awareness and tools with which to respond to incidents in conjunction with Police/Security staff.

THE 2023 SECURITY BENCHMARK REPORT / ACHIEVERS / CRISIS MANAGEMENT



Security Leading Crisis Management

By Madeline Lauver, Editor in Chief

Each year, Security Benchmark Report respondents share accomplishments achieved by their programs. Below, we highlight a number of the impressive achievements we have seen over the past year, from improvements in enterprise-wide training programs to innovating security despite staffing challenges.

Editor’s Note: If a security program chose to remain anonymous for The Security Benchmark Report, they were not considered for the Achievers section.

From the ongoing Russian invasion of Ukraine to lingering effects of the COVID-19 pandemic and heightened natural disasters, enterprise security teams support their organizations in times of instability and crisis.

This year’s Security Benchmark Report Achievers in crisis management show how security springs into action when organizations are faced with emergencies.

<p>ADM Brian Howell <i>Vice President & Global Head of Security</i></p>	<p>We have successfully led the company’s crisis response to the war in Ukraine. This includes full evacuation of eligible staff and families, as well as an ongoing life cycle of risk assessments and mitigation recommendations to business leaders.</p>
<p>Chico’s FAS, Inc. Joe Biffar <i>Vice President, Asset Protection</i></p>	<p>Our preparation for and response/recovery after Hurricane Ian which devastated southwest Florida (where our HQ is located) [has been our greatest achievement]. Our security team’s efforts directly supported our organization and community at large. We housed 3,000 linemen crews from Florida Power and Light on our campus immediately post-landfall to support community resiliency. We also opened our doors, and enterprise security supported the American Red Cross, who set up their Disaster Headquarters for Hurricane Ian response on our corporate campus. Security, our security operations center (SOC), field team, facilities crews and crisis management teams overcame significant challenges (even as some of their homes flooded out) to support our organization and community.</p>
<p>Memorial Healthcare Jeff Hauk, MBA, MSA, CPP, CHPA <i>Director, Public Safety and Police Authority Services</i></p>	<p>Our greatest achievement has been our continued resilience in the wake of the continued challenges (financial and staffing) and continued rise in patients with mental health and substance abuse issues. In addition, the onboarding of a new public safety dispatch and reporting platform, developing and operationalizing fingerprinting capabilities, and retention of public safety staff.</p>
<p>State Street Corporation Stephen D. Baker, CPP <i>Senior Vice President and Chief Security Officer</i></p>	<p>Our greatest achievement from 2022 has been leading the COVID-19 response for the company globally and allowing us to demonstrate our business resiliency to clients and regulators.</p>

THE 2023 SECURITY BENCHMARK REPORT / ACHIEVERS / NEW INITIATIVES



Security Implementing New Initiatives

By Madeline Lauver, Editor in Chief

Each year, Security Benchmark Report respondents share accomplishments achieved by their programs. Below, we highlight a number of the impressive achievements we have seen over the past year, from improvements in enterprise-wide training programs to innovating security despite staffing challenges.

Editor’s Note: If a security program chose to remain anonymous for The Security Benchmark Report, they were not considered for the Achievers section.

It’s up to today’s security executive to innovate and work to successfully introduce new initiatives where they would benefit the enterprise.

The following 2023 Security Benchmark Report Achievers are recognized for their achievements in new security initiatives, from conducting comprehensive security program reviews to responding to violent crime.

<p>Corning Inc. Steve Harrold VP, Global Security</p>	<p>We have gained executive support for Corning’s Insider Risk program. Through multiple strategic initiatives, we strengthened Corning’s overall crisis management and resiliency posture.</p>
<p>Excelerate Energy Jeremy Rodrigues Senior Director, Enterprise Security</p>	<p>Our security organization’s greatest achievement in 2022 was the commissioning of a comprehensive security program review in May 2022. The resulting product from the security program review played a pivotal role in building a strategic roadmap to enhance our service delivery. The strategic roadmap, backed by data-driven analysis and well-defined action plans, resonated with our leadership team, solidifying their support for the security initiatives. As a result of this achievement, we have been able to significantly mature our security service delivery and establish a stronger security posture for the company.</p>
<p>Lexington Medical Center Justin McClarrrie Director of Public Safety</p>	<p>Our Hospital Watch/community involvement program is an amazing tool in maintaining a safe environment for our patients, visitors and staff. At its core, the Hospital Watch Program focuses on the intentional growth and maintenance of meaningful and lasting relationships between the staff of the various departments of the hospital and their assigned Public Safety Partner. Our goal is to address criminal activity hand in hand with staff to promote a safe and secure environment that allows Lexington Medical Center to continue to provide quality health services to the community.</p>
<p>University of Pennsylvania Kathleen Shields Anderson, JD, MBA Vice President for Public Safety</p>	<p>Our response to violent crime in our patrol zone has successfully minimized this type of incident within our footprint even as Philadelphia as a whole is experiencing an increase in various kinds of violent crime. Our Mental Health Co-Responder Pilot was a success. The feedback from all stakeholders was uniformly positive and we are proud that this program enhanced the services that we provide to our community.</p>

THE 2023 SECURITY BENCHMARK REPORT / ACHIEVERS / TECHNOLOGY



Security Tactically Leveraging Technology

By Madeline Lauver, Editor in Chief

Each year, Security Benchmark Report respondents share accomplishments achieved by their programs. Below, we highlight a number of the impressive achievements we have seen over the past year, from improvements in enterprise-wide training programs to innovating security despite staffing challenges.

Editor’s Note: If a security program chose to remain anonymous for The Security Benchmark Report, they were not considered for the Achievers section.

Technology can help expand the reach of security programs and augment the power of human security staff. From access control to unified security technology suites, security leaders leverage technology to solve problems across their organizations.

The below 2023 Security Benchmark Report Achievers are recognized for their accomplishments in technology implementations.

<p>Clarios Robb Koops <i>Global Security Director</i></p>	<p>In addition to the creation of our best-in-class Workplace Violence Prevention program, the Clarios security team has had increasingly direct engagement with our facilities on upgrading and standardizing the physical security technology we utilize. This includes significant and ongoing investments in a variety of systems and technologies including, access control, visitor management, video management, drones, biometrics, weapons detection, and supply chain tracking, monitoring and response.</p>
<p>San Gorgonio Memorial Hospital Joey E. Hunter Sr. <i>Director of Security and Emergency Management</i></p>	<p>In 2022, we were able to secure a Homeland Security grant in excess of \$100,000 to help protect the organization. Additional license plate reader cameras were installed in the surrounding outside parking lots, and new access control doors that integrate with cameras were installed throughout the interior of the facility.</p>
<p>Tampa General Hospital Tony Venezia <i>Senior Director of Public Safety</i></p>	<p>We added weapons screening for all patients and visitor entrances and a K9 Officer Program. [Since these functions were] added in January 2023, we have successfully screened more than 720,000 patients and visitors.</p>
<p>University of Texas (UT) Police at Houston William Adcox <i>Vice President, Chief of Police and Chief Security Officer</i></p>	<p>The division undertook a major technological effort to centralize three disparate video recording solutions into one solution, thereby centralizing 4,000 video cameras to one system. The division also has continued to test and correct any deficiencies in blue phones, blue pulls and panic buttons. Last year, the team’s testing efforts contributed to more than 100 issues that were identified and resolved, including loss of connection, technology accidentally disabled due to construction project, and technology removed physically but not from the alarm system.</p>

The 2023 Security Benchmark Report — Methodology

Learn more about The 2023 Security Benchmark Report's goals and construction.

By Madeline Lauver, Editor in Chief

Each year with The Security Benchmark Report, *Security* magazine adds to an ongoing database measuring how security teams function, budget, train and use technology. We survey security leaders across 22 industry verticals and present data from the industry as a whole and broken down by sector to allow for the comparison of security programs amongst their own industries, against others and as part of the security industry as a whole.

Security magazine's priority with The Security Benchmark Report is to showcase the value of security within the enterprise, as well as be a business enabler to our readers' security programs. By tracking the metrics in this report year-over-year, we hope to offer a comparison of how trends in budget, responsibility, training and technology shift over time.

We also highlight a number of The Security Benchmark Report respondents in our Achievers section, which showcases examples of innovation in training, crisis management, new initiatives and technology. Organizations are able to remain anonymous for this survey. If the organization chooses to be marked anonymous, they are not eligible to be listed in the published report's metrics listings or achievement sections.

The Security Benchmark Report is broken down into a general overview comparing all respondents' data with one another, as well as by sector. Respondents are asked which sector their overall enterprise resides in, and this is the sector in which they are placed. While the survey has a choice of 22 market sectors, some sectors are chosen by too few respondents to report on individually. Therefore, for better comparisons, some market sectors are combined in the report. Combined sectors are labeled as such, and combinations may vary each year.

Sectors with too small a dataset that don't lend themselves to combining with other sectors may be excluded from the sector reports, but will be included in the main report. To attempt to make the most meaningful comparisons, particular comparisons/charts are left out of sector groupings if the data varied too greatly from one respondent to the next.

In some cases, when calculating certain statistics, including "security budget as a percent of revenue," outliers or data points that appeared to be reported incorrectly are removed before calculations to present a cleaner comparison.

While we recognize that security roles, responsibilities and programs can vary widely from one organization to another in terms of maturity, position within the enterprise, size of staff, budget, etc., *Security* magazine has made every effort — via input from readers and Editorial Advisory Board members — to break down and compare organizations in a meaningful, valuable way.

If you don't see your enterprise's primary sector represented, we encourage you to fill out the survey next year and ask your peers to fill out the survey as well. The more organizations and security professionals that fill out the survey, the more robust the data.

Security magazine encourages all security leaders and organizations to participate in this free editorial survey that makes up The Security Benchmark Report. As a benefit to filling out The Security Benchmark Report survey, security leader respondents receive a full (anonymized) report of responses with more detailed information beyond what is covered in *Security*'s November eMagazine and online.

The Security Benchmark Report is an editorial project, and respondent contact information collected is not sold or shared. There is no cost to participate in The Security Benchmark Report. All respondents must be responsible, at least in part, for the physical security of their organization. Organizations may only fill out the survey once for a particular company or agency. The Security Benchmark Report does not include contract security companies, guarding companies or those without a level of direct responsibility for security within their enterprise.

www.SecurityMagazine.com