



MANDO
PROFILE
2024



International Security Solutions in Kurdistan



Table of Contents

- 03 Introduction
- 04 Our Services
- 11 Training Academy
- 12 Our Team
- 15 Certificates
- 17 Clients

INTRODUCTION



Mando Security launched in 2010 in order to cater for the security needs of local and international companies working in Kurdistan. Our first major contract was to provide security services for the company Terraseis on their seismic survey operation in Duhok province on behalf of Gulf Keystone. Gulf Keystone remains a client of Mando and along with other oil and gas companies, we are employed on projects throughout the whole of Kurdistan.

In 2011 Mando expanded its business to include Personal Security Details trained to international standards and led by expatriate Close Protection Officers (CPOs) in both overt B6 armored vehicles as well as covert soft skin vehicles. Personnel were supplied to a number of consulates and embassies. We also began providing security expertise and guards for shopping malls and hotels.

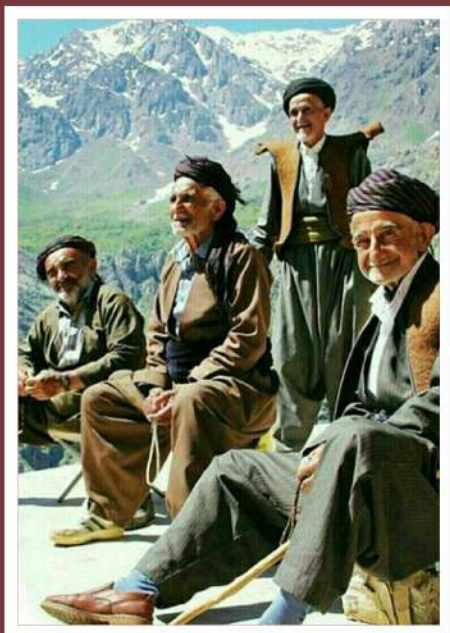
Mando K9 Academy started in 2012. Mando K9 Academy is a premium provider of Explosive Detection Dog Teams (EDDTs). Our world-class, highly trained dogs confirm or rule out the presence of hazardous explosive materials, ammunition and enable your activity to continue with minimal or no interruption. Mando K9 scope of services includes Explosive Detection Dogs, Guard Dogs, Narcotic Detection Dogs.

Mando Mine Action is trusted to create safer spaces for clients and communities around the Kurdistan region of Iraq. It detects, identifies and mitigates potential threats on land, and provides training and consulting services to support the activities of governments, NGO's and Oil & Gas industries in the Kurdistan region of Iraq.

The team behind Mando Mine Action has 15 years' experience of De-Mining and Battle Area Clearance projects around the Kurdistan region of Iraq.

Wherever Mando Mine Action goes, it breathes new life into unsafe environments, and positively transforms communities and the lives of those living and working within them.

OUR SERVICES:



**INFORMATION
SERVICE**



**ENABLING
SERVICE**



**PROTECTIVE
SERVICE**



**K₉
SERVICE**



**DEMINING
SERVICE**



**TRAINING
ACADEMY**

INFORMATION SERVICES:



01

THREAT ASSESSMENTS

Threat Assessments are very important to our clients and with our local knowledge, Mando are ideally placed to conduct full threat assessments across Kurdistan. Our Threat Assessment method is tried tested and easy to understand.

02

INFORMATION MANAGEMENT

Mando uses the latest software for Information Management.

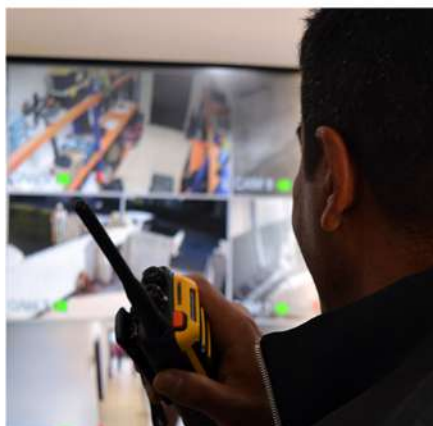
This includes:

1. Journey Management and
2. Immediate dissemination of threat relevant information.

03

BACKGROUND CHECKS

Mando can provide detailed background checks on any individuals from Kurdistan. This will include criminal record, education, local ties and employment history.



ENABLING SERVICES:



01

GOVERNMENT LIAISON

Government liaison is a key enabling service Mando provides. At the government level, an inner understanding of how Kurdish bureaucracy works coupled with an insight into how the Ministries work. Mando can provide advice and direction to our clients to help them manage bureaucracy and overcome any problems. This also includes visa services and business licensing.

02

LOGISTICS

Mando's expertise extends to:

- Planning and executing convoys
- Warehousing
- 'In the field' asset protection
- Catering
- HSE equipment supply and operation
- Building and supporting 'Fly' camps

03

EXPLOSIVE STORAGE

Mando is licensed by the Kurdistan regional government ministry of interior to store explosive materials for clients in the Oil & Gas exploration and drilling activities. Specially-built containers are available for the storage of Oil well explosive materials. The bunkers are situated at a designated safe and secure location.



ENABLING SERVICES:

04

TRANSPORTATION OF EXPLOSIVE

Mando works closely with the Kurdish authorities to Transport explosives in the Kurdistan region of Iraq.

05

MEDICAL SUPPORT

In remote locations and when working with tasks that may have hazards and risks to personnel it may be necessary with an on-site medical response capability. Mando offers the following medical services:

- On site Paramedic (expatriate) trained and examined to U.K. standards
- On site Paramedic (local national) with local medical school examination
- On site (local national) doctors
- On-site clinic for everyday treatment of staff with minor ailments. This clinic also serves as a treatment center for major trauma or burn injuries before being sent to the nearest hospital
- Ambulances with drivers and Paramedics.
- The medicines and drugs used by Mando medical staff originates in the U.S.A. or Europe as it at times is difficult to guarantee the quality of locally available drugs.

06

CONSULTANCY

Risk management is a core service that Mando has a wealth of experience in. Since our inception Mando has been a Risk Consultancy firm. Together with our clients, and sometimes with expatriate Mando employees embedded with the client, we do initial Risk Assessment as well as developing mitigation measures for identified Risks to reduce the likelihood of a particular event and the impact should it nevertheless happen. In the development of Security Plans, Emergency Response Plans, Evacuation Plans and similar Mando is able to offer solid advice based on 10 years of experience operating in the Kurdish region of Iraq. Risks originating from political developments in the region are sometimes difficult to assess and require a constant presence and follow up. As Mando are constantly engaged with both local and foreign companies throughout Kurdistan we believe we have the necessary people and experience in this particular field of Risk Assessment.



PROTECTIVE SERVICES:



01

OIL & GAS SECTOR SECURITY

Mando is very experienced in the provision of Community Relations and Security Services to Oil & Gas companies. Mando staff has experience in working with DNO, Gulf Keystone and Aspect in the Dohuk province. In Erbil province we have worked with OMV and in Suleymania province with Shamaran. Oil industry service companies such as Schlumberger, Weatherford and Oilserv are our clients. We have a big footprint in Kurdistan throughout all three regions. Our services range from securing initial seismic projects over the drilling phase to the construction and running of complete processing facilities and pipelines. Our 'winning formula' is focusing on relations with the local community who we often deploy on Access control tasks, backed up by a robust Community Relation (CR) team. Equally important is the relationship with local Government agencies that can assist us should anything unforeseen happen. Usually the operation will also have PSD teams and a Quick Reaction Force, in cooperation with authorities, which is on 24-hour standby throughout the project life-cycle.



02

CONVOY PROTECTION TEAMS

No matter how large or difficult your transport requirements are Mando can offer assistance from any border point to your final destination within Iraq. Usually Mando's Convoy Protection Team meet up with the convoy at a border crossing point where we can help facilitate a smooth crossing into Iraq. Depending on the destination and route Mando will tailor-make a Convoy Protection Team that are armed and equipped to deal with threats to the convoy. A key to success is of course to have good liaison with relevant authorities along the route and often Mando personnel will be at police and military headquarters controlling the area where the convoy will pass through.



03

CASH IN TRANSIT

We are fully insured to transport large amounts of valuables and cash throughout Iraq. Mando is a company leading the market in providing cash in transit using Western Industry standard technology and methods.



PROTECTIVE SERVICES:

04

MOBILE ESCORT TEAMS

In the field of armed or unarmed Close Protection Officers our Team Leaders, Close Protection Officers and drivers are highly experienced and trained by expatriate instructors to meet U.K and U.S.A. industry standards. Our Team Leaders usually speak and write Kurdish, English and Arabic. The Mando training cycle requires all our Personal Security Detail personnel to undergo refresher training every six months including but not limited to shooting tests, medical first responder tests and drills as per Mando Standard Operating Procedures. When operating in Kurdistan Mandos operations room is manned 24/7 and vehicle movement is continually monitored using satellite tracking systems.

Mando's Personal Security Detail services includes the following and can be tailor made to meet any particular requirements.

- Soft skin Toyota Land cruiser vehicles with VHF radios and Satellite tracking
- B 6 level Armored vehicles
- Trained defensive drivers
- Armed or unarmed Close Protection Officers
- Expatriate or local national Paramedics
- Quick Reaction Force capability



05

STATIC SECURITY

In securing static assets such as shopping malls and hotels we believe in hiring quality people with a proven track record of being loyal and hardworking. They reflect the clients desired image while at the same time uphold the highest standards of security. Our staff undergo a one / two days training program that is refreshed every sixth months. Mando's static security guards are trained as per U.K. standards by expatriate instructors. They are also thoroughly vetted by relevant authorities before their training process begins and they are ultimately put on duty at any of the sites we guard. The most robust security system is only as good as the people guarding it and that is one of the reasons Mando's salaries are higher than most competitors in this field. The guards are usually armed and wear Mando's uniform. Both male and female guards are employed.



06

DIPLOMATIC SECURITY

In the world of diplomatic security, we tailor make solutions in close cooperation with the nations own diplomatic security service. The range of services is extensive with everything from logistical support with vehicles, weapons and training areas to full scale PSD teams that are either led by Mando or by the client nations own Team leaders. In Erbil Mando maintains a quick reaction capability that can respond to any situation within minutes. Our PSD teams are equipped with Track 24 real time tracking devices and can be easily monitored and informed from our Operations room. Mando's expatriate Team leaders in the diplomatic division, most of them Swedish by birth, have extensive experience of diplomatic security from capitals such as Kabul, Islamabad and Khartoum.



K9 SERVICES:



01

EXPLOSIVE DETECTION DOGS

Mando provides a full range of Explosive Detection Dog services. Our dogs are certified to international standards; the dogs are born and trained abroad and then flown into Kurdistan. The dogs may also be trained in patrolling duties. The dog handlers are usually local nationals led by an expatriate expert supervisor in the training and deployment of Explosive Detection dogs. The dog teams may be deployed at critical checkpoints or to clear venues ahead of visits or events. Mando also offers all associated equipment and services such as air-conditioned kennels and veterinary support.



02

GUARD DOGS

For some large facilities that are left unattended during the night and consist of large areas that are difficult to effectively control, Guard Dogs may be deployed to both deter intrusion and to raise the alarm to the guard force should there be an attempt of unauthorized entry into the facility. Mando supply fully trained guard dogs.



03

K9 TRAINING AND CERTIFICATION

Mando K9 Academy trains both dogs and dog handlers to international standards.

A K9 handler course is four weeks ending with the Explosive Detection Dog team (Dog + Handler) being certified to detect 16 types of explosives and ammunition.



TRAINING ACADEMY:



01

CLOSE PROTECTION OFFICERS COURSE

Five-day course including 24-hour realistic exercise based on real scenarios.

02

DEFENSIVE DRIVING COURSE

Three-day course, soft skin and armored vehicles.

03

FIRST RESPONDERS COURSE

One day course for First Responders. Traffic accidents, major trauma, burns and casualty care. CPR training not included in the day. To add this and to obtain an OSHA First Aid certificate four more hours are required.

04

K9 HANDLER COURSE

Four-week course in Turkey or Kurdistan depending on student numbers. Courses are run throughout the year.

05

STATIC GUARD COURSE

Two-day course including Live Fire training and technical security systems.

06

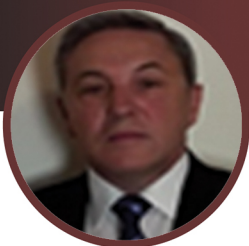
ENGLISH LANGUAGE COURSES

Six-month courses taught to three language levels in cooperation with the Rotana Hotel, Erbil.

OUR TEAM:



SHIVAN EZZAT
OWNER



JOHN GRIERSON
CHIEF EXECUTIVE OFFICER



KARWAN EZZAT
GENERAL MANAGER



LEON ELSE
OPERATION MANAGER



CHALANG HAMEED
ASSISTANT OPERATION M.



AHMED BAYAR
BRANCH MANAGER - DUHOK



RAYAN TATARKHAN
LOGISTIC & QA QC MANAGER



HAREM ALI
HR MANAGER



ORHAN ADIL
KENNEL MASTER

حکومة إقليم كردستان-العراق

مجلس الوزراء

وزارة الداخلية

المديرية العامة للديوان

مديرية الشركات الأمنية و منح الإجازات



Kurdistan Regional Government
Ministry of interior

حکومه تی هه‌ریمی کوردستان-عێراق

ئه‌نجومه‌نی وه‌زیران

وه‌زاره‌تی ناوخۆ

به‌رپوه‌به‌رایه‌تی گشتی دیوان

ب.کۆمپانیا ئه‌منیه‌کان و مۆله‌ت پێدان

العدد:

(ISO 9001:2015)

ژماره: / ٧٥٥٧

رێکه‌وت: / ٢٧٢٢ / کوردی

التاریخ: / ٢ / ٢٠٢٤

فه‌رمانی وه‌زاری

پالپشت به‌ ماده‌ی (٦) دووهم له‌ یاسایی ژماره (١٨) ی سالی ٢٠٢١ تاییه‌ته به (کۆمپانیا ئه‌منیه تاییه‌ته‌کان له‌ هه‌ریمی کوردستان) پاش ته‌واوکردنی گشت پێداویستیه‌کانی نوێکردنه‌وه‌ی مۆله‌ت , به‌یارماندا به‌ نوێکردنه‌وه‌ی مۆله‌تی کاری کۆمپانیای (مهندۆ) بۆ (کاری پاسه‌وانی / سنوردار) به‌ ژماره (٢٢) بۆ ماوه‌ی یه‌ک سال له‌ رێکه‌وتی (٢٠٢٤/٣/٣).

رێبه‌ر ئه‌حمه‌د

وه‌زیری ناوخۆ



وێنه‌یه‌ک بۆ:

- به‌رپوه‌به‌رایه‌تی گشتی تۆمارکردنی کۆمپانیاکان /نوسراوتان ژماره (٣٣٥ له ٢٠٢٤/٢/٨) بۆ زانین و کاری پێویست... له‌گه‌ل رێژدا...
- گشت پارێزگاکی هه‌ریمی کوردستان () بۆ زانین له‌گه‌ل رێژدا ...
- به‌رپوه‌به‌رایه‌تی گشتی ئاسایش
- به‌رپوه‌به‌رایه‌تی گشتی پۆلیس
- کۆمپانیای (مهندۆ) / بۆ ئاگاداریتان وه‌ له‌ هه‌ر گۆرانکاریه‌ک ئاگادارمان بکه‌ن .. له‌گه‌ل رێژدا..
- دۆسیه‌ی تاییه‌ت .
- خولاو .

ژماره و رێکه‌وتی ده‌رچوون (06) له (2024/1/24)

(QP-07/F2)

Address: Kurdistan Region-Iraq

العنوان: إقليم كردستان-العراق

ناونیشان: هه‌ریمی کوردستان-عێراق

www.moi.gov.krd

ژ.ته‌له‌فۆن: ٠٧٥١٨٤٧٨٩٥٦-٠٧٥٠٣٩٥٦٠٣٤

ئیمه‌یل: directorate.companies@gmail.com

٢٠٢٤/٠٣/٠٣

(ئارام)



No: 7557

Date: 07-03-2024

Ministerial Order

In reference to article number (6) at guide number (18) in the (2021) specified to (Organizing Security Companies in Kurdistan Region), **after fulfilling** all required documents for renewing the work permit, we decided to renew the work permit for **(Mando)** for **(Security- LTD)** company with reference number (32) for one year on (03-03-2024).

Rebar Ahmed

Interior Minister

A copy sent to :

- General directorate of companies/ for information and legal action. with regards
- All Kurdistan region governorates () for information with regards.
- General directorate of ASAI SH
- General Directorate of Police
- Mando Company for information and update us for any change... with regards
- Private dossier



QP-07/F2

DATE OF ISSUE: 09-09-2018

MR. SANGAR S. HAMD, who is the Sworn Translator at the Ministry of Justice, Iraq has presented himself before this office. Under legal oath, he testified that the KURDISH text is the true full, and faithful translation of the English text of the said document. After he signed on the text before me, I ratified it in writing on 28-05-2019

وزارهتی ناوڤۆ

به‌ریوه‌به‌رایه‌تی گشتی دیوان

به‌ریوه‌به‌رایه‌تی کۆمپانیا ئه‌منیه‌کان و مۆلّه‌ت پیدان

هه‌ریمی کوردستانی عێراق



Ministry of interior
General Directorate of Diwan
(ISO 9001:2015)

ژماره‌ی مۆلّه‌ت : ۳۲

بـه‌روار : ۲۰۲۴/۳/۳

ماوه‌ی مۆلّه‌ت : یه‌ك سال

مۆلّه‌ت

پاڤڤشت به‌ ماده‌ی (۶) دووهم له‌ یاسای ژماره (۱۸) سالی ۲۰۲۱ تاییه‌ت به‌ (ریکه‌ستنی کاری کۆمپانیا ئه‌منیه‌کان له‌ هه‌ریمی کوردستان)
پاش ته‌واو کردنی گشت پیداو یستیه‌کانی نوێ کردنه‌وه‌ی مۆلّه‌ت، بریاردارا به‌ نوێ کردنه‌وه‌ی مۆلّه‌تی کاری کۆمپانیا ی (مه‌ندۆ) بۆ
(کاری پاسه‌وانی / سنوردار) بۆ ماوه‌ی یه‌ك سال له‌ ریکه‌وتی (۲۰۲۴/۳/۳) .

هێمن میرانی

به‌ریوه‌به‌ری گشتی دیوان





Ministry of Natural Resources

Oilfield Service Company Registration & AVL Listing System

Registration Licence

The Ministry of Natural Resources ("MNR") of the Kurdistan Regional Government ("Licensor") hereby issues an Oilfield Service Company ("OSC") Registration Licence ("Licence") to:

Mando Risk Management Company Ltd. ("Licensee")

The Licensee has satisfied the MNR OSC Registration & AVL Listing System General Registration Standard (as prescribed in Ministerial Instruction No.1 of 2016 ("Ministerial Instructions")).

By issuing this Licence, the Licensor permits the Licensee to provide certain services to the MNR, Petroleum Companies, Refinery Operators, Pipeline Operators, Oil Trading & Transportation Companies and other OSCs in the Kurdistan Region of Iraq, as defined by those Approved Vendor Lists ("AVLs") that the Licensee is listed on, and in accordance with the terms and conditions the Licensee has agreed to.

Date of Issuance: 28-October-2023

Date of Expiry: 27-October-2024

Registration No. 100169



Signature of MNR Authorised Person

MANDO ISO CERTIFICATES:


Certificate of Compliance

This certificate has been awarded to

MANDO SECURITY COMPANY
Villa 306, English Village, Gulan Street, Erbil, Iraq

in recognition of the organization's Management System for Private Security Operations
which complies with

ISO 18788:2015

The scope of activities covered by this certificate is defined below

Providing and Managing Security Services

Certificate Number:	Date of Issue: (Original)	Date of Issue:
100537/00001/UK/En	31 August 2018	31 August 2018
Issue No:	Expiry Date:	
1	30 August 2021	

Issued by:  On behalf of the Schemes Manager




Certificate of Registration

This certificate has been awarded to

MANDO RISK MANAGEMENT
Villa 306, English Village, Gulan Street, Erbil, Iraq

in recognition of the organization's Quality Management System which complies with

ISO 9001:2015

The scope of activities covered by this certificate is defined below

**Security Services Including Static Guards, Explosive Detection Dogs,
Mobile Escort Teams, Cash in Transit, Access Control Services,
De-Mining Services and Vehicle Rental Supply**

Certificate Number:	Date of Issue: (Original)	Date of Issue:
100537/00001/UK/En	07 July 2018	14 August 2019
Issue No:	Expiry Date:	
3	06 July 2021	

Issued by:  On behalf of the Schemes Manager


Certificate of Registration

This certificate has been awarded to

MANDO RISK MANAGEMENT
Villa 306, English Village, Gulan Street, Erbil, Iraq

in recognition of the organization's Environmental Management System which complies with

ISO 14001:2015

The scope of activities covered by this certificate is defined below

**Security Services Including Static Guards, Explosive Detection Dogs,
Mobile Escort Teams, Cash in Transit, Access Control Services,
De-Mining Services and Vehicle Rental Supply**

Certificate Number:	Date of Issue: (Original)	Date of Issue:
100537/00001/UK/En	07 July 2018	14 August 2019
Issue No:	Expiry Date:	
3	06 July 2021	

Issued by:  On behalf of the Schemes Manager


Certificate of Registration

This certificate has been awarded to

MANDO RISK MANAGEMENT
Villa 306, English Village, Gulan Street, Erbil, Iraq

in recognition of the organization's Health and Safety Management System which complies with

ISO 45001:2018

The scope of activities covered by this certificate is defined below

**Security Services Including Static Guards, Explosive Detection Dogs,
Mobile Escort Teams, Cash in Transit, Access Control Services,
De-Mining Services and Vehicle Rental Supply**

Certificate Number:	Date of Issue: (Original)	Date of Issue:
100537/00001/UK/En	07 July 2018	17 August 2019
Issue No:	Expiry Date:	
1	06 July 2021	

Issued by:  On behalf of the Schemes Manager

MANDO MEMBERSHIPS :



International
Code of Conduct
Association

1 October 2018

Confirmation of Membership

As the governance and oversight body for the International Code of Conduct for Private Security Service Providers ("the Code"), the Board of Directors of the International Code of Conduct for Private Security Service Providers Association (ICoCA) has reviewed the application and supporting materials submitted by Mando Risk Management Company Ltd, and found them to be in full satisfaction of the Association Membership Requirements. In accordance with the Articles of Association of the ICoCA, the Board has thereby directed the ICoCA Secretariat to confer Membership upon the company.

Membership status recognises that, by providing details concerning its efforts to implement the Code into its management and operations, a private security company has demonstrated its commitment to abide by and operate in accordance with the Code. As provided in the Articles of Association, companies that formally endorse these Articles, and meet the obligations of Membership, shall enjoy on a provisional basis the rights of Membership prior to certification under Article 11. All members who are granted Membership in a provisional manner are expected to achieve ICoCA Certification in accordance with the Certification Procedures.

Since the 2017 AGA, companies that have yet to achieve ICoCA Certification will be able to continue to participate in the Association whilst working towards obtaining ICoCA Certification through the "Transitional Membership process". These Companies are referred to as Transitional Member companies, and are given a maximum of 2 years to obtain ICoCA Certification and become ICoCA Certified Members from the date of joining the Association. As part of the ICoCA Oversight responsibilities, the Secretariat will work closely with Transitional Members to enable and ensure compliance with the Code and achieve ICoCA Certification.

The Secretariat is pleased to hereby confirm Membership for Mando Risk Management Company Ltd, and to communicate the Board's congratulations and appreciation for the company's significant efforts towards implementation of the Code. Mando Risk Management Company Ltd shall enjoy full participatory and voting rights in the ICoCA for the duration of its Membership, including the display of the ICoCA logo on its website and the use of other promotional materials. The Secretariat will be pleased to provide additional confirmation as may be requested by clients or others doing business with Members.

For the Secretariat,

Jamie WILLIAMSON
Executive Director
International Code of Conduct Association

International Code of Conduct for Private Security Service Providers' Association
Avenue de la Paix, 7 bis
1202 Geneva - Switzerland
www.icoca.ch



1625 Prince Street
Alexandria, VA 22314-2882
USA
+1.703.519.6200
Fax: +1.703.519.6299
www.asisonline.org

Peter J. O'Neil, FASAE, CAE
Chief Executive Officer

May 15, 2017

To Whom It May Concern:

This letter is to confirm that **Mr. Daniel Sandberg**, is a current member in good standing of ASIS International.

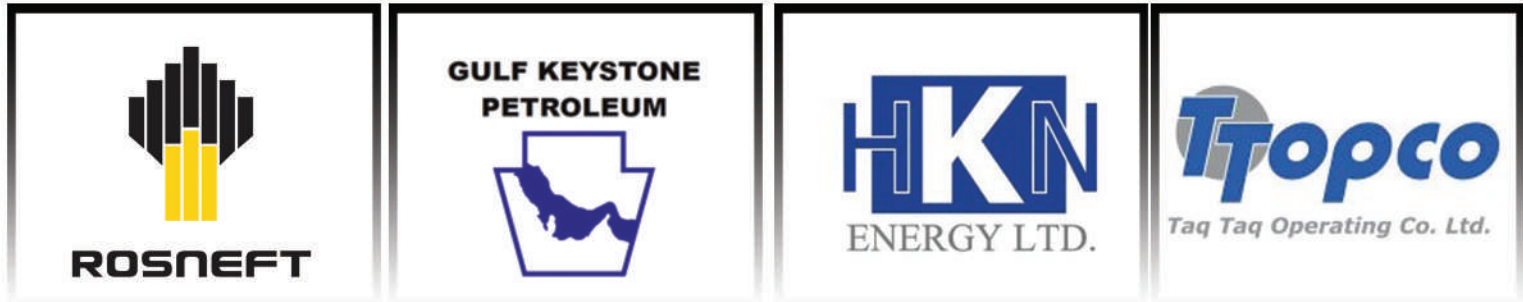
Any questions regarding Mr. Sandberg's ASIS membership may be directed to Member Services at telephone number +1.703.519.6200, or e-mail asis@asisonline.org.

Best regards,

ASIS International, Member Services

MANDO CLIENTS :

- OIL AND GAS OPERATORS



- OIL AND GAS SERVICES



- NON-GOVERNMENTAL ORGANIZATION



- HOSPITALITY AND RETAIL SECTOR



CONTACTS :



www.mandosecurity.com
info@mandosecurity.com
+964 750 458 2566

Erbil - Iraq - Gulan Street - English Village - # 306