



DIPLOMAT SECURITY AND PROTECTION SERVICES INC.



**YOUR SAFETY AND
COMFORT IS OUR
PRIORITY**



With our wide service network, modern technology and customer satisfaction-oriented service approach, it is our job to ensure your safety.

DİPLOMAT



SECURITY



**WE ARE A COMPLETE
COMPANY IN PRIVATE
SECURITY SERVICES**

ABOUT US

The foundations of our company were laid in 2011 in accordance with the provisions of the Law No. 5188 on Private Security Services, to meet the security needs of our customers; Our work continues with a comprehensive and high-quality service approach, expert staff, advanced company center and an organizational structure suitable for the sector conditions.

Our managers, who work closely with our employers, analyze each of our customers and produce solutions according to their needs.

In the projects we undertake, Security Risk Analysis is conducted to create physical security, electronic security, structural arrangements, perfect security organization and business cooperation opportunities for the customer.

Our Security Services

Providing security services in every area where needed within the framework of Law No. 5188:

- ✓ Sites
- ✓ Housing
- ✓ Port Facilities
- ✓ Company Buildings
- ✓ Educational Institutions
- ✓ Construction Sites
- ✓ Social Facilities
- ✓ Banks
- ✓ Shopping Centers
- ✓ Hotels
- ✓ Tourism Facilities

Other services we provide due to being a group company are;

- ✓ Close Protection Training
- ✓ Risk Analysis
- ✓ Internal Fraud
- ✓ Loss Prevention
- ✓ Audit Service
- ✓ Vocational Training
- ✓ Security Consultancy



Electronic Security Systems Risk Analysis studies, planning, supply turnkey project services are provided.

In addition; experienced personnel and necessary equipment and equipment are used in event security such as tour, concert, festival, fair, party, congress, meeting, seminar, wedding, funeral, opening and promotion organization, and physical and technological security services are provided.

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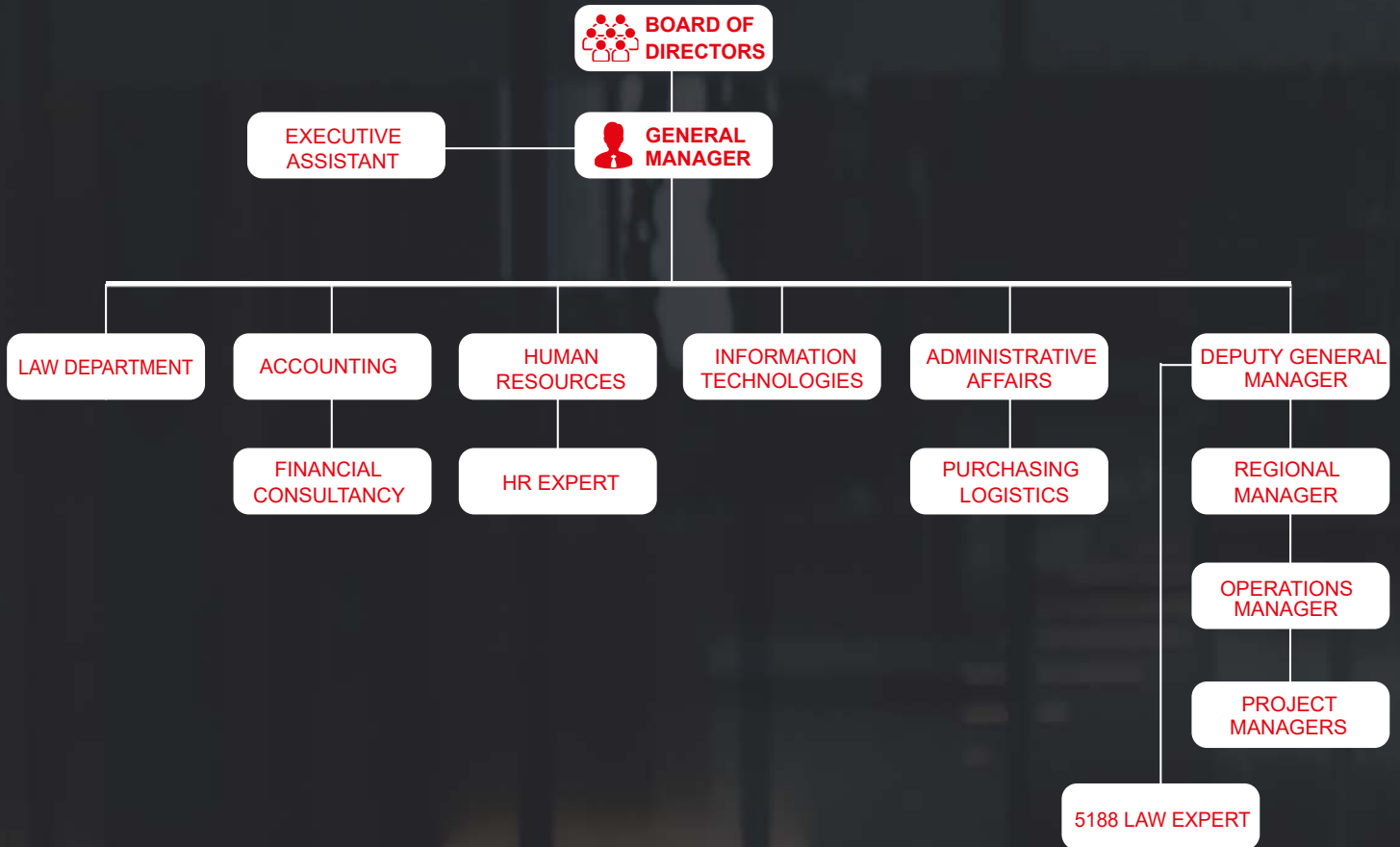


SECURITY

Our administrative staff consists of 24 people, 18 of whom are in the center and regional managers in the provinces of İzmir, Kocaeli, Kırıkkale, Samsun, Mersin and Kütahya.

As Diplomat Security, our operational staff number is 650 people and our company ISC Facility Management Services Inc., which provides consultancy services, has 200 Consultant - Receptionist staff and continues to grow in a controlled manner with 850 personnel including security and other staff.

ORGANISATION CHART



OUR PRIVILEGES



OUR OPERATIONAL CAPABILITIES

We work to ensure that our operational quality is at the same level by holding coordination meetings twice a month with our regional managers outside Istanbul at our company headquarters and by establishing online connections when needed.

We can measure our service quality through evaluation studies conducted at regular intervals through independent audit companies.

We have a structure that will keep 50 private security guards ready in Istanbul 24 hours a day.

We have the opportunity to eliminate this problem through the personnel pool that we constantly keep up-to-date and ready to work within the HR department.

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SECURITY

COMPETITIVE
ADVANTAGE
&
COST SAVINGS



Personnel with at least 3 years of experience in the required staff feature and a validity period of Private Security card of more than 2 years are selected.

Our alarm monitoring center, IT Department and remote control systems within our company group are made functional especially for large projects.

Since our company works with a boutique service approach, unlike the intensity and fatigue of large companies in multiple projects, a serious concentration, project orientation and solutions that increase the value of the project are used in a newly received project. The sub-operational models used are used during the applications by finding the most suitable option between the customer and the option.



SECURITY GUARD RECRUITMENT PROCEDURES

The transition plan will be created based on the date to be announced by you, and especially personnel selection, induction training, manager selection and orientation, adaptation of personnel who will transfer from the other company will be optimized in parallel with the given time and a detailed workflow diagram will be created.

Transitions to the project are provided at a level befitting the seriousness of each project, starting with the senior management, all company headquarters employees and regional managers.

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OUR CUSTOMER SERVICE
TRACKING SYSTEMS
AND
OUR TECHNICAL
CAPABILITIES



Our projects are inspected in the form of administrative and scripted inspections by our audit staff and independent auditors within our company, in accordance with the contract requirements, day and night, with or without notice, according to their characteristics and criticality.

Subsequently, audit reports are published to the customer and, according to the report results, regulatory activities are planned to eliminate the deficiencies and disruptions detected.

Upon request, a remote controlled patrol system can be run from the alarm monitoring center.



TRANSITION PLAN & CHANGE MANAGEMENT

Depending on the contractual obligations, the workflow, transition plan and change management criteria created before the project starts are completed.

During recruitment, candidates deemed suitable among the applications are subjected to a preliminary interview and discussion at our company headquarters. Personnel who meet the required criteria are subjected to a psychological analysis test in the second phase of the necessary projects. Personnel deemed suitable are started to work in the appropriate project following on-the-job training.

With our expert team of professionals in their fields, our technological infrastructure and the support of our strong partnership network, we aim to produce needs-oriented, creative solutions to all your security problems.



OUR SECURITY GUARD TRAININGS

EDUCATION TOPICS

- Personal Development Trainings
- Basic Communication
- Effective Communication
- Empathy - Sympathy
- Effective Teamwork
- Body Language
- Decision Making Skills
- Anger Management
- Conflict Management
- Coping with Stress
- Teamwork
- Time Management
- Motivation
- Leadership and Management Skills
- Mid-Level Management
- Labor Law
- Environmental Policy
- First Aid Training
- Fire Training
- Emergency Response Training
- Disaster Search and Rescue Training

SECURITY TRAININGS

- Law No. 5188 Authorities and Responsibilities
- Description of Character
- Reporting Technique
- Explosive Information
- Weapon Information and Shooting
- Intelligence and I.K.K.
- Professional Formation
- City Crimes
- Terrorism
- Suicide Squad
- Suspicious Person
- Suspicious Vehicle
- Suspicious Package
- Patrol Officer
- Check Point
- Facility Security
- Business Security
- Factory Security
- Sea Port Security

All trainings related to the task are provided within the scope of the planned annual training calendar. Additional trainings are planned in line with the characteristics of the project and customer demands.

VALUES AND ETHICS

Working in accordance with the laws and regulations in line with the planning created within the framework of respect for people, employees, environment, production and determining rights and responsibilities.

Every employee has the opportunity to convey their thoughts and demands to the highest level. The resolution of disputes is carried out within the framework of bilateral relations, dialogue, instructions, procedures, agreements and, ultimately, if this is not possible, within the framework of legal legislation.

OUR GENERAL STRUCTURE

Our Operational Personnel

Our group companies have a total of approximately 600 personnel and are increasing in a controlled manner.

Our Administrative Personnel

Our administrative staff consists of 25 people, 18 of whom are in the center and regional managers in the provinces of Izmir, Izmit, Kirikkale, Samsun, Mersin, Adana, and Hatay.

Our Valid Private Security Certificate

We have a private security company operating permit dated 10.06.2016 and numbered 1876. Our ISO Quality Certificates are available as ISO 9001:2015 and ISO 22301:2019.

Our İSG-Ç Certificate

Within the scope of Occupational Health and Safety Legislation, OHS trainings of all our personnel are provided and archived upon recruitment and in periods in accordance with the legislation.

Our Service Points

Our company provides services primarily in Istanbul, as well as in Izmit, Samsun, Kirikkale, Mersin, Muğla, Hatay, Izmir, Kırklareli, Aydın, Eskisehir and all other provinces as needed. Our administrative office is located in Istanbul. We have regional managers in other provinces.

Critical Energy Infrastructure Security

Our company provides security services for Lukoil Fuel Filling Facilities and Akpet Gas Storage and Filling Facilities operating in Izmit, Kirikkale, Mersin and Samsun.

Our Security Service Management Model

Under the guidance of the private security law numbered 5188 and the labor law, in accordance with all kinds of tax and legal regulations, our General Directorate central structure and affiliated units are working in a hierarchical order.

Services are carried out within the framework of the contract rules made with the customer.

Our General Directorate training, audit and human resources unit prepares reports in line with the needs of their own fields in all affiliated locations and projects and deficiencies are eliminated in a planned and programmed manner together with customer opinions.

Emergency and crisis management trainings are provided in line with the risk analysis study conducted for each project for situations that may occur within the scope of emergency and extraordinary situations.

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OUR CERTIFICATES

ISO 22301:2019
Business Continuity Management System

TS EN ISO 9001:2015
Quality Management System



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OUR CERTIFICATES

ISO 14001:2015

Environmental management system

ISO 45001:2018

Occupational health and safety management system

ISO 14001:2015

Kapsam/Scope

GÜVENLİK VE KORUMA HİZMETLERİ

SECURITY AND PROTECTION SERVICES

SERTİFİKA
CERTIFICATE

DİPLOMAT GÜVENLİK VE KORUMA HİZMETLERİ
ANONİM ŞİRKETİ

MASLAK MAH. AOS 38. SOK. ÇİFTKURTULAR PLAZA NO: 351 İÇ KAPI NO : 7 SARIYER/İSTANBUL/TÜRKİYE

Bu sertifika ile yukarıda adı geçen kuruluşun Çevre Yönetim Sistemi gerekliliklerini karşıladığı tasdik olunur.
This is to certify that the above mentioned Company meets the requirement of Environmental Management System.

IAF K - Kategori - Teknik Alan / IAF C - Category - Technical Area

35

Uygunabilirlik Bildirgesi / SOA

Sertifika No / Certification Number

02.24.10717.8227

İlk Kayıt Tarihi / Registration Date

20.12.2024

Basım Tarihi / Issue Date

20.12.2024

Geçerlilik Tarihi / Expiry Date

19.12.2025

Belgelendirme Periyodu / Certification Period

3 yıl / 3 years

Revizyon / Revision

000

Sigmacert Global
Onay / Approval
Ankara,

- Bu sertifika kuruluşun belgelendirme şartlarına uyumunu ve yıldı en az bir kez yapılacak olan güncellenen denetimlerinin başarıyla gerçekleştiği halde üç yıl süreyle geçerli olan bir belgedir.
- This certificate is valid until the end of the three-years certification period if the organization complies with the certification requirements and the surveillance audits to be carried out at least once a year are completed successfully.
- The validity of the certificate can be checked on the our official website.



ISO 45001:2018

Kapsam/Scope

GÜVENLİK VE KORUMA HİZMETLERİ

SECURITY AND PROTECTION SERVICES

SERTİFİKA
CERTIFICATE

DİPLOMAT GÜVENLİK VE KORUMA HİZMETLERİ
ANONİM ŞİRKETİ

MASLAK MAH. AOS 38. SOK. ÇİFTKURTULAR PLAZA NO: 351 İÇ KAPI NO : 7 SARIYER/İSTANBUL/TÜRKİYE

Bu sertifika ile yukarıda adı geçen kuruluşun İş Sağlığı ve Güvenliği Yönetim Sistemi gerekliliklerini karşıladığı tasdik olunur.
This is to certify that the above mentioned Company meets the requirement of Occupational Health & Safety Management System.

IAF K - Kategori - Teknik Alan / IAF C - Category - Technical Area

35

Uygunabilirlik Bildirgesi / SOA

Sertifika No / Certification Number

03.24.10717.03544

İlk Kayıt Tarihi / Registration Date

20.12.2024

Basım Tarihi / Issue Date

20.12.2024

Geçerlilik Tarihi / Expiry Date

19.12.2025

Belgelendirme Periyodu / Certification Period

3 yıl / 3 years

Revizyon / Revision

000

Sigmacert Global
Onay / Approval
Ankara,

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OUR MAIN REFERENCES

Uber

TRUMP
TOWER

Dogan

RIXOS
HOTELS

TERSİNE
İSTANBUL



Sheraton

COLIN'S
jeanswear



TP
OTC
OFFSHORE
TECHNOLOGY
CENTER

GALATAPORT
İSTANBUL

Polatyo



SOCAR

TATKO
1927



LUKOIL



Bahçeşehirpark
Cadde



OUR CONTACT INFORMATION



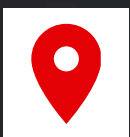
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DIPLOMAT SECURITY AND PROTECTION SERVICES INC. is an ISC GROUP company.