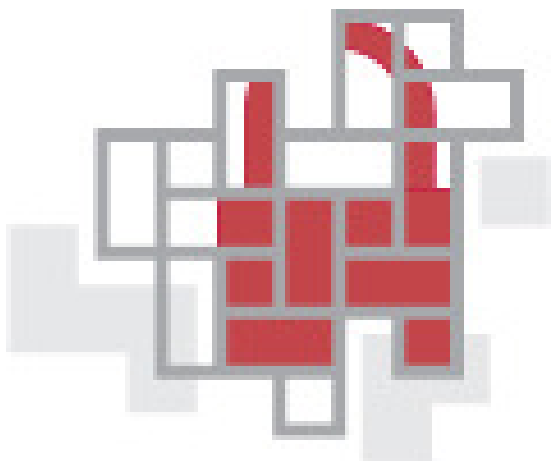




# Managing Security Integration Projects in Cross-Cultural Environments



Presented by:



Richard Goss, CPP  
Managing Director  
Corporate Protective Solutions



# 1. Planning

---

Travel Security and Medical Planning are essential if travelling to a high risk/remote area

Social Culture

- Impact on you as a visitor (Do's & Don'ts)
- Learn some local pleasantries



“Magangdang gabi” “Terima kasih” “Ni hau ma?”  
“Sawatdi krap”

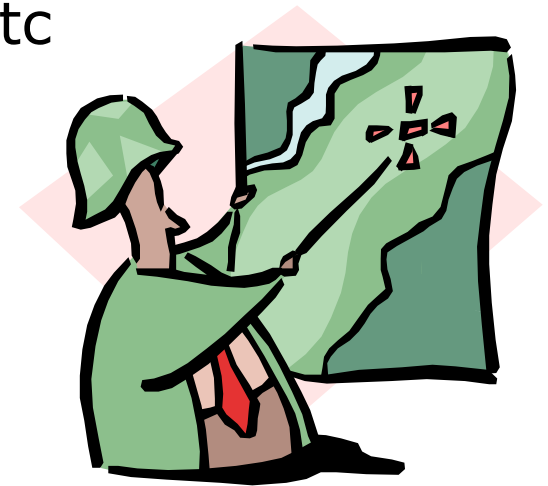
---



# 1. Planning

---

- Do your homework
  - Research the site – management, history, business, corporate/security culture, politics, issues, problems etc
  - Who do you need there (facilities, HR, IT etc)?
  - Identify possible allies and foes
  - Familiarise yourself with local safety/security/electrical codes
- Plan your introductory meeting
  - What you want to say about why you are there
  - Go prepared with solutions





## 2. Introductory Meeting

---

- First impressions count!
  - Be confident, but not arrogant/forceful
  - Be professional
  - Avoid acting to try and fit in
  - Avoid over-familiarity
  - Don't make promises and fail to keep them
- Ask open and intelligent lead questions
- Listen carefully to and focus on the answers
- Empower your audience – build the team
- Establish the goals, objectives, responsibilities and deadlines
- Note the environment





### 3. Documentation

---

- Be meticulous
- Be organised
- Be clear and concise
- Explain technical terms
- Avoid jargon
- Be polite and
- Follow-up





## 4. Communications

---

- Don't hide behind email – there is no substitute for a phone call!
  - Follow-up on outstanding items, especially ones which are critical to the progression of the project
  - Send a follow-up email after a phone call
- 





## 4. Communications

---

- Don't leave anyone out that needs to be copied in
- Give praise and thanks where due
- Meet face to face as often as possible

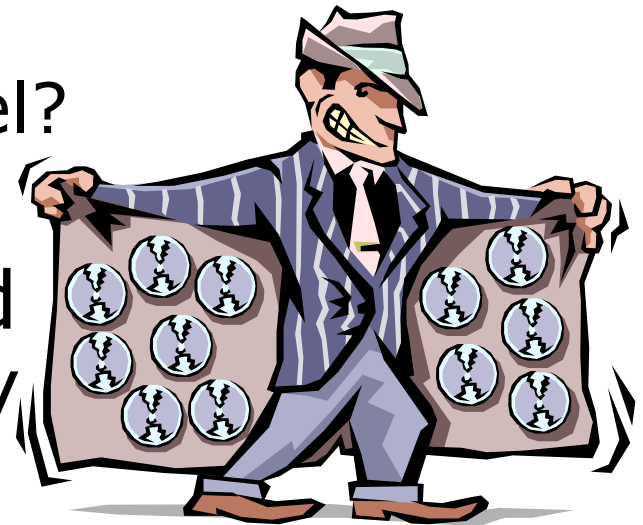




## 5. Vendor Selection

---

- Are there any existing relationships?
  - Based on what?
  - Local or at a Corporate level?
  - Good or bad?
- How do their products and services compare with any Corporate Standards or international best practices?





## 6. Project Delivery

---

- Problems can occur despite best laid plans
  - Delay in equipment arrival/defects
  - Contractors cutting your wires
  - Construction project outpacing your installation
- Be patient and emotionally in control
- Focus on issues
- Keep the business the focus



# Questions (Open Forum)

---

**Gavriel Schneider MTECH S/RM, CPP, FIS (SA)**

Director, Dynamic Alternatives - Specialized Security Training and Consultants  
P.O. Box 14068, Lyttelton, RSA 0140  
Cell (Australia): +61 (0) 41 575 8827  
Cell (South Africa): +27 (0) 82 829 1943  
Email: [gavriels@dynamicalalternatives.co.za](mailto:gavriels@dynamicalalternatives.co.za)  
URL: [www.dynamicalalternatives.co.za](http://www.dynamicalalternatives.co.za)

**Graeme G. Gully**

PNG Security Manager  
InterOil Corporation  
Box 1971 Port Moresby or Level 6  
Defence Haus, Port Moresby  
Tel: +675 3099312  
Cell: +675 71077766  
Email: [graeme.gully@interoil.com](mailto:graeme.gully@interoil.com)  
URL: [www.interoil.com](http://www.interoil.com)

**Salman Tariq**

Director, Corporate Security,  
Telenor Pakistan  
Deputy Director, Business Continuity,  
Group Risk, Telenor ASA  
Cell: +92 34 5500 1402  
Email: [salman.tariq@telenor.com.pk](mailto:salman.tariq@telenor.com.pk)  
URL: [www.telenor.com.pk](http://www.telenor.com.pk)

**Richard Goss BA CPP**

Managing Director  
Corporate Protective Solutions Limited  
33/71 Soi Puthamonthon Sai 1 Soi 4,  
Bangkok 10160  
Tel: +66 (0) 2 867 3502  
Cell: +66 (0) 81 850 9877  
Email: [richard@corpprotect.com](mailto:richard@corpprotect.com)  
URL: [www.corpprotect.com](http://www.corpprotect.com)

---