

October 2013, No. 2

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Welcome to the second edition of ASIS International's *ME Dynamics*, the monthly newsletter for ASIS members in the Middle East covering ASIS news, chapter news, and important Middle East headlines.

The ASIS EMEA Bureau invites members to submit updates or articles to share with the ASIS members in the Middle East.

Please note that board certified professionals are entitled to up to 9 CPE credits per article.

The deadline for the next issue is November 13.

In this issue: Call for Articles; Register for ASIS Middle East 2014; Security Standards in Service Delivery; and Design as if Your Life Depended on It: Mall Security and the Nairobi Attack.

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Best Practices

Design as if Your Life Depended on it - Mall Security and the Nairobi Attack



Westgate Mall, Nairobi, Kenya

By Thomas Vonier, CPP

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EDUCATION AND EVENTS

[IFSEC & OSH Arabia - November 24-26, 2013 - Riyadh, Kingdom of Saudi Arabia](#)

Could design features have helped to avert the massacre at the Westgate Premier Shopping Mall in Nairobi, Kenya, or somehow helped to reduce the death and injury toll? These are reasonable questions because shopping centers of this kind are ubiquitous, therefore they may now be attractive targets worldwide. Could improved design help to:

- Deter, thwart, or provide early warning of violent attacks?
- Increase the odds of people surviving when such attacks occur?
- Defeat or isolate attackers quickly, blunting their purpose?

Paying careful attention to security issues during design and planning stages can make a difference. Design features and technical measures cannot take the place of human beings--there's no substitute for alert, well-trained, and motivated security personnel--but security-conscious design can facilitate police and security work by concentrating effort, focusing on vulnerabilities, and providing early warning.

Classical defensive tactics also apply, even if some are at odds with the aims of commercial attraction: limit and control the number of entries and keep the premises under constant surveillance. Prepare for rapid incident response--armed if necessary. Conduct background checks on vendors, leaseholders, and key personnel. Provide safe havens and the means for the rapid, systematic close-down of key areas (while recognizing that this may also shut off avenues of escape).

Security measures can go further. For example, security can inspect people and vehicles entering a mall at a location removed from the place itself. Such steps have some deterrent effect, and they may signal or slow down planned attacks.

The same holds true for deliveries and service personnel. There is some evidence that Nairobi attackers may have had insider confederates who stocked weapons prior to the attack.

Beyond these techniques, through trying to counter risks in extreme-threat regions, we've seen the development of new systems for enhanced surveillance, and new ways to disable would-be assailants, at least for a time. And in these situations, time counts.

In the aftermath of incidents like the Nairobi mall attack, the refrain is heard that it is impossible to deter determined, well-armed, and well-trained attackers if they're prepared to lose their own lives to take others'. That may be so, but we can make it more difficult for violent attackers to achieve

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their aims. We can take steps that will slow their progress. We can improve the chances for those under attack.

A small group of shoppers hid in an employees' break room at the back of a store, barricading the doors and arming themselves with whatever came to hand. Could other victims have reached "safe" rooms and sheltered in them?

Nobody can say when or where we may see the next such attack. All we know is that one is likely. Yet, even knowing only this--that such attacks are likely, and could strike anywhere--owners and operators of places that attract large groups must meet a standard of care that takes reasonable precautions and extends reasonable protections.

Thomas Vonier, CPP, is consulting architect/FAIA/RIBA of Thomas Vonier LLC of Paris. He is ASIS International senior regional vice president, Region 9 (Europe).

Security Standards in Service Delivery

By Abdulhadi Fahad Alhajri

Delineating service delivery methodology based on recognized industry standards, measuring compliance, gauging appropriate staffing requirements, and mapping professional development with those standards, are fundamental for successful provision of security services to clients in today's highly competitive environment.

Security personnel are broadly perceived to be the most important element of any integrated security program. In recent years, due to flexibility and convenience, the outsourcing of security services has become prevalent and the preferred method for most organizations. Although a large number of clients in Qatar base their security decisions on coherent risk assessments and requirements analysis, most organizations still focus solely on the cost factors when making outsourcing decisions. These companies rarely take into account the quality of contract employees being provided, alongside associated issues such as wages, benefits, accommodations, training, and professional development offered to them by the security service providers. Widespread inadequacy in such standards allows a small number of operators to offer a cost that is lower than the one offered by other competent security companies. In return, the service is undoubtedly substandard and can put the security of the client in jeopardy.

The health and safety of deployed security staff is absolutely vital for successful delivery of services. It is extremely important for security service providers in Qatar to ensure that frontline security staffers are provided with adequate health and safety training, including identification of any risks involved during the course of their duties. Ensuring adequate structured breaks during shifts,

President's Perspective

ASIS President Geoffrey T. Craighead, CPP, shares his insights on a range of membership and industry issues in his President's Perspective column. [Read the latest here.](#)

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The EMEA Bureau of ASIS strives to present content of the highest quality to ASIS International members.

Please contact the [editor](#) to provide feedback on the newsletter or to submit an article for publication.

ASIS International EMEA Bureau

Queries on ASIS International Middle East events, membership, benefits, resources, or certification, can be addressed to the EMEA Bureau.

287 Avenue Louise, 4th Floor,
1050 Brussels, Belgium.

Tel: +32 2 645 26 74

Fax: +32 2 645 26 71

middleeast@asisonline.org

www.asisonline.org

Middle East Links

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Visit our Middle East chapters' Web sites at the following links:

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providing shelters for outdoor work, and rest areas, along with conducting on-going risk assessments, all play an important role in ensuring that security staff members are being well cared for. This can also help avoid the financial costs of occupational injuries, work related stress, and ill health.

Training and professional development of frontline staff is paramount for any security company that aspires to achieve top quality and service excellence. Training is the framework through which employees develop their personal and organizational skills, knowledge, and abilities. Training helps them to perform their day-to-day jobs and in achieving daily tasks, while professional development focuses on improving them as individuals by teaching new skills, cultivating discipline, and fostering positive attitudes. Security managers and supervisors must perceive professional development of their subordinates as an ongoing process, not something that is done once and only once. These managers should make professional development of their staff a constant activity.

Rewarding security staff appropriately is an important factor in recruiting and retaining motivated security workforce. For many years, security staff wages and benefits were perceived to be low compared to other similar professions. However, during the past decade or so, this perception has been somewhat inverted. In general, there is a broad consensus within the security community in the State of Qatar that due to the nature of work, sensitivity, and confidentiality that is often involved in security duties, staff should be appropriately rewarded for their work. Despite increased opinion otherwise, most security staff is still paid below-average salaries, work long hours, and are not provided with adequate medical and healthcare facilities. It is important to realize that such deficits play key roles in recruiting, retaining, and motivating quality security employees.

Another significant area that is constantly overlooked is the standard of accommodation provided to expatriate security staff in Qatar. Provision of adequate accommodation is critical to ensuring that security personnel achieve a proper work/life balance and remain both happy and productive. Although tangible regulations relating to workers' accommodation do not exist in general, there are international standards and guidance on health and safety, water sanitation, and waste management that should be applied, and national or local building regulations that must be complied with.

In essence, security staff members should be viewed as brand ambassadors and must not be left out of the customer-satisfaction equation. Indeed, aggregate studies have found that between 40 and 80 percent of customer satisfaction and loyalty is determined by the customer-employee relationship, according to a white paper by the

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- Up-to-date information, including industry best practices, new technologies, and emerging trends.
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Corporate Leadership Council. It's therefore absolutely imperative to create an environment where everybody wins. Keeping security staff content and satisfied is the first step towards fostering a productive environment. Moreover, maintaining quality standards and benchmarking relevant to recruitment, safety, training, and professional development definitely pays dividends, for both clients and the service providers, in the long run.

Abdulhadi Fahad Alhajri is Chief Operations Officer (COO) at Hemaya Security Services Company in Doha, Qatar.

ASIS Middle East 2014

Register for ASIS Middle East 2014



The [ASIS 5th Middle East Security Conference & Exhibition](#) will take place on February 16-18, 2014 in Dubai, United Arab Emirates at the Intercontinental Dubai Festival City.

[Register now](#) and get access to 33 high-level educational sessions delivered by industry leaders.

The event will take place under the patronage of **His Excellency Sultan Bin Saeed Al Mansouri**, minister of economy of the UAE and under the honorary chairmanship of **His Excellency Lt. Gen. Dhahi Khalfan Tamim**, commander in chief of the Dubai Police.



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 Senior Vice President, Downstream
 Saudi Aramco
 Saudi Arabia



Keynote
Prof. Dr. Leonard Yong
 Senior Consultant
 EuroMaTech Training & Management
 Consultancy
 UK and Dubai

Six Reasons why you should be at ASIS Middle East 2014:

1. **Industry leaders** from important companies and organizations will speak about the latest developments, trends and innovations in security.
2. **Apply lessons learned** from other industries to your own sector.
3. **Connect** with high-level security professionals from all over the Middle East and beyond.
4. **Get motivated** by new ideas and information.
5. **Form new partnerships** and reconnect with familiar faces in the industry.
6. **Get social** and join discussions on [Facebook](#), [LinkedIn](#) and [Twitter](#)

In addition to the educational sessions delegates will get access to networking events and to the exhibition. Early bird discounts end on December 9, 2013.

Entry to the exhibition is free of charge for preregistered visitors.

Please [click here](#) to access the conference program.

Fees:

	Early Rate on/until Dec. 9, 2013	Late Rate after Dec. 9, 2013	Onsite Rate
ASIS Member	1,180 USD	1,295 USD	1,395 USD
Nonmember	1,450 USD	1,550 USD	1,650 USD
Government/Military/Law Enforcement	975 USD	1,050 USD	1,150 USD
Partner Organizations	1,225 USD	1,325 USD	1,425 USD
Group Rate (minimum 5 delegates per company)	995 USD	995 USD	995 USD
Single Day Member	675 USD	675 USD	800 USD
Single Day Nonmember	775 USD	775 USD	900 USD
President's Reception Only (included in full delegate rate)	115 USD	115 USD	115 USD
Lunch Ticket	50 USD	50 USD	50 USD

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ME Dynamics

The Official Newsletter of ASIS International in the Middle East

Launching Edition

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16-18 OCTOBER 2013

ASIS ASIA/PACIFIC
7th ASIA/PACIFIC CONFERENCE
1-3 OCTOBER 2013

ASIS MIDDLE EAST
5th MIDDLE EAST CONFERENCE & EXHIBITION
16-18 OCTOBER 2013

LEADERS

SRVP's Column: Introduction to ME Dynamics

Newsletter Survey

Welcome to the first edition of ME Dynamics. ME Dynamics is the monthly newsletter dedicated to ASIS International members in the Middle East covering ASIS news, chapter news, and important Middle East headlines.

The ASIS EMEA Bureau invites members to submit information or articles you wish to share with the ASIS members in the Middle East.

The deadline for the next issue is October 18.

In this issue: Newsletter Survey, Be a Sponsor or Exhibitor at ASIS Middle East 2014, and Certifications in the Middle East: A New Dynamic.

Please add [color photo headers](#) to the top of your personal address book or safe sender list to ensure correct delivery of your monthly newsletter.

Leaders

SRVP's Column: Introduction to ME Dynamics

It brings me great joy to welcome all of you to the inaugural edition of ASIS International's ME Dynamics. This monthly newsletter is dedicated to the hardworking men and women security practitioners in our region.

As the Middle East continues to grow economically, there is a greater need to nurture and develop security professionals. Over the past decade the security profession and our economy have grown to unprecedented levels, and as the global economy becomes more interrelated, we

ASIS International invites members to submit articles that will be published in the future editions of *ME Dynamics*.

Whether you would like to write a case study, an article about legislation in your own country, or about threats and opportunities for the security profession, any article that allows the sharing of knowledge and best practices with other ASIS members is welcome.

Board certified professionals are entitled to up to 9 CPE credits per article.

General writing guidelines:

- Articles must be in English only.
- Articles should not exceed 500 words.
- Sales/marketing submissions will not be accepted

Please contact the [editor](#) with questions or for more information.



Be a Sponsor or Exhibitor at ASIS Asia-Pacific 2013, ASIS Middle East 2014, and ASIS Europe 2014



Does your organization's strategic plan call for growth in Asia-Pacific, the Middle East, and Europe? If so, sponsorship of ASIS Asia-Pacific 2013, ASIS Middle East 2014, and ASIS Europe 2014 offers a great way to gain exposure and to raise the visibility of your brand, products, and services among key decision makers in these regions.

Click these links to review and select from an extensive list of sponsorship and exhibit opportunities:

- [ASIS 7th Asia-Pacific Security Forum & Exhibition](#) - December 3-5, 2013, Macau, China
- [ASIS 5th Middle East Security Conference & Exhibition](#) - February 16-18, 2014, Dubai, UAE

- [ASIS 13th European Security Conference & Exhibition](#) - April 1-3, 2014, The Hague, The Netherlands

Identify the event that is most in line with your organization's marketing strategy and budget, or contact ASIS to shape a tailored package that best suits your company's needs.

For further information on other ASIS global conferences, contact the ASIS EMEA/AP Bureau: Tel: +32 2 645 26 74; e-mail:

europa@asisonline.org or asiapacific@asisonline.org.



CPPs, PCIs, and PSPs Sought for *Security Management Profiles*

SECURITY MANAGEMENT

Each issue of *Security Management* features an ASIS International board-certified professional. The short, monthly column profiles a certificant and provides insight into his or her career, personal motivation to earn a credential, and the benefits of the achievement. Interested members or prospects can contact ASIS Marketing Manager [Leigh A. McGuire](#) for details.

Headlines

Studies Highlight Virus Attack Rate in the Middle East

On October 22, *Gulf Business* and *Gulf News* published the results of a survey by security consultant Trend Micro that reveals more than 20 percent of Middle East businesses have experienced an average of three security breaches during the past 12 months. The United Arab Emirates has the highest infection rates from malware at more than 34 percent.

The survey also highlights that 10 percent of businesses are worried about insider attacks. Moreover, data loss remains the number one security concern, with 26 percent citing this, followed closely by infection from e-mails at 25 percent.

"Businesses [and] government entities only look for security solutions after they have been infected, but by then the damage has already been done," said Ihab Moawad, vice president of Mediterranean, Middle East, and Africa at Trend Micro.

On the same day, *Gulf Business* and Zawya quoted the results of a Cisco study focused on the Bring Your Own Device (BYOD) trend. According to the study, approximately 46 percent of employees in the Middle East bring at least one unsecured device to work with only 55 per cent of companies saying they had a plan to manage the use of these devices. The study added that 65 percent of employees do not realize the dangers of BYOD and potential enterprise security issues.

Osama Rasoul, sales manager, network architectures at Cisco stated, "With the rising threats of enterprise ICT security coming from unsecured devices, it is becoming increasingly important for businesses to change their mind-set to ensure that their networks and vital information continue to be protected."

Industry experts concluded that the region's decision makers should prioritize IT security as a top corporate strategy and that IT risk topics should be treated in the same way that any other business risk.

Sources: *Gulf Business*, *Gulf News*, Zawya

Please click on the links below for more information.

- Gulf Business: [UAE Has Highest Malware Infection Rate In ME](#)
- Gulf News: [UAE Virus Attacks are Not Going Away](#)
- Zawya: [Cisco Research Reveals Middle East Enterprise Security Fears Around Bring-Your-Own-Device \(BYOD\) Trend](#)



Nine Tunisia "Terrorists" Killed in Raid

The Gulf Times reported on October 19 that Tunisian forces killed nine alleged terrorists and seized explosives following the killing of two policemen in an area close to the capital that was previously spared from violent extremism.

The raid took place in the Mount Taouyer area of Beja region, 70 kilometers away from Tunis. Four members of the group were also captured and two escaped during the operation, the interior ministry stated.

The ministry's spokesman added that five members of the security forces were wounded and that two tons of

ammonium nitrate (a fertilizer) and pesticides used to make explosives were seized.

Approximately 15 soldiers and police officers have been killed since December 2012 while on the hunt for violent extremists in the Mount Chaambi region along the border with Algeria, but the operation that took place on October 18 was the first of its kind in Beja, which is much closer to the capital.

Source: *The Gulf Times*

Please [click here](#) for more.

One Third of Users of Public WiFi Exposed to Spies

A recent study by Kaspersky Lab revealed that over one third (34 percent) of users take no extra security precautions when logging onto public Wi-Fi, IT Web Broadband reported.

The survey was conducted over the course of several months in mid-2013 and questioned 8,605 respondents in 19 countries in Europe, the Americas, the Middle East, and the Asia-Pacific region.

The study also revealed that only 13 percent, out of the 34 percent using no extra security precautions, said they took the time to check the encryption standard of a network before they logged on.

Kaspersky Lab stressed that it is important to take precautions, mostly to prevent man-in-the-middle (MITM) attacks. These attacks are a form of active eavesdropping in which the attacker makes independent connections with his targets, relaying messages between them. All the while, the victims believe they are talking only to each other over a private connection, while in reality the attacker is controlling the conversation.

Kaspersky Lab says any Wi-Fi access point is a means to Internet access for the devices connected to it. If the communications between the Wi-Fi point and the people using it are not encrypted, it is child's play for an attacker to intercept all the data that a user enters. To make matters worse, this sort of attack still remains possible if the hotspot is password protected and a secure https connection is established.

Source: IT Web Broadband

Please [click here](#) for more.



Kuwait Set to Increase the Surveillance of Its Shopping Malls

According to SSN Gulf, the Ministry of Interior in Kuwait has announced on September 30 that it is working on a system aimed at increasing the security surveillance of its shopping malls throughout the country.

Acting Undersecretary of the Ministry Lt. Gen. Sulaiman Al Fahad stressed that the new systems will be installed in the country's major centers in order to offer the public and business the maximum level of protection from theft and anti-social behavior.

The Acting Undersecretary stressed that the system will be deployed in closed collaboration with end-users and will adopt the preventive approach in dealing with any eventuality such as crimes and quarrels, and will bar the entry to any materials that could be hazardous to the security of people at the malls.

Mr. Al Fahad stated that the system will use the latest security techniques, including internal and external surveillance cameras, alarm and detection systems, and efficient contact systems.

Source: SSN Gulf

Please [click here](#) for more.

Bahrain Royal Academy of Police Cooperation with Interpol

On October 19, the Bahrain Royal Academy of Police (RAP) inaugurated the fourth course to train trainers on a system to track crime-related information. Organized in association with Interpol, the course is meant for the Middle East and North African region and has participants from numerous Arab countries.

At the opening ceremony, RAP Commandant Colonel Hamad bin Mohammed Al Khalifa stressed the importance of the course to obtain precise information from sources at the right time. This, he said, requires building relationships and maintaining connectivity.

Commandant of the Officers Training College, Lt. Col. Ammar Al Sayed highlighted the Interior Ministry's resolve to offer, through the RAP, the latest in security field cooperation with prestigious organizations.

Interpol Training Program Director Amanda Rose said the course taught the trainers many things, including the system to deal with red notices, rules about fingerprints, and Interpol's framework.

Source: Kingdom of Bahrain Ministry of Interior

Please [click here](#) for more.

Bahrain's Prime Minister Discussed Control of Terror Funds, Condemned Violent Demonstrations

The Gulf Daily News reported on October 3 that the Central Bank of Bahrain (CBB) has been asked by His Royal Highness Prime Minister Prince Khalifa bin Salman Al Khalifa to tighten the financial control of terror funds collected by associations and individuals.

His Royal Highness chaired a high-level work meeting wherein the channels of terrorist funding were discussed, and CBB officials were urged to coordinate legal measures with competent authorities.

The prime minister addressed measures taken by security agencies to counter violence and terrorism and protect society. He reviewed the ongoing implementation of legislation passed by the National Assembly to toughen penalties and protect the community from violent extremism.

The prime minister also seized this opportunity to reaffirm its commitment to citizens' constitutional rights to freedom of expression, but stressed that some authorized meetings are used to alter others' freedoms and rights. He concluded that this situation will justify a rethink of the decision to allow these meetings.

Source: *The Gulf Daily News*

Please [click here](#) for more.

Education and Events

IFSEC & OSH Arabia - November 24-26, 2013 - Riyadh, Kingdom of Saudi Arabia

IFSEC & OSH Arabia is proud to be partnered with ASIS International, as the event serves the Kingdom of Saudi Arabia (KSA) for a third year. In a security market worth more than \$1.5 billion annually, this event attracts the top security decision makers in the region to network, source suppliers, and gather the latest expertise.

As a leading industry event, IFSEC & OSH Arabia is supported through Platinum Sponsorship from Saudi Aramco, Sabic, Security Control Company, and Ma'aden,

and Gold Sponsorship from ACWA Power. Attendees have the opportunity to witness the latest innovations from exhibitors including: Axis Communications, Building Defense Systems, Canon, General Dynamics, HID, Milestone Systems, Sony, Thales, and many more.

Expressing his enthusiasm for the show, Albadr M. Jannah, manager, Saudi Aramco, says, "Saudi Aramco and its employees benefited a lot from last year's conference and exhibition, therefore we decided to partner again this year with the High Commission for Industrial Security (HCIS) and IFSEC, to become a Platinum sponsor again and a member of the conference committee."

International Conference for Industrial Security in partnership with the HCIS

Alongside the exhibition, ASIS International will hold a key role as the official partner of the security stream. Covering the region's major issues the program will cover effective strategies to manage risk in security from both a global and local perspective.

Providing an unrivalled forum for debate and discussion with industry peers, the conference will present the opportunity to learn and share information on the mitigation of security risks. Bringing together local and international practitioners and experts to highlight best practices, attendees will be able to learn more about new approaches, tools and techniques in security management.

Register for a free visitor badge at www.ifsec-osh-arabia.com/asis

ASIS Global Agenda

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[Registration is open!](#)

February 16-18, 2014 -- [ASIS 5th Middle East Security Conference & Exhibition](#), Dubai, UAE
[Registration is open!](#)

March 13-14, 2014 -- [ASIS 24th New York City Security Conference & Exhibition](#), New York, USA
[Registration is open!](#)

April 1-3, 2014 -- [ASIS 13th European Security Conference & Exhibition](#), The Hague, The Netherlands
Save the date and register during the Super Saver Week, November 4-11, 2013!

June 3-6, 2014 -- [Effective Management for Security Professionals](#), Madrid, Spain

September 29-October 2, 2014 -- [ASIS 60th Annual Seminar & Exhibits](#), Atlanta, GA, USA

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