



## COMMERCIAL SECURITY SERVICES



More than must...



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# ABOUT US

## Gözen Security Services

Gozen Air Services is an aviation service provider, founded by M. Mekin Gozen and M. Mete Bozyiğit in 1979 as the first Supervision and Representation Company in Turkey (acknowledged by Turkish Civil Aviation Authority).

Since its foundation Gozen has developed and expanded its operations. Today, Gozen Group includes Gozen Air Services, Freebird Airlines and Transportation, Freebird Travel Agency, Freebird Training Center, International Flight Simulator Center and Gozen Security Services Inc.

Gozen has started providing Aviation Security Services and Auditing at Istanbul Atatürk Airport, after having C Group license from the Ministry of Transportation, State Airports Administration (act number 2920) on 16.05.1997.

In 2005, when the law nr. 5188 concerning Private Security Services came into effect, Gozen has restructured as a private company. In 2005, Gozen/Aviation Security Department obtained the Private Security Operating Company license from the Ministry of Interior and continued its activities under the name "Gozen Security Services".

In the meantime, Gozen with its expertise, know-how and infrastructure, delivers security services to a wide range of national and international customers operating in different industries. Considering the national and international needs of the security industry, Gozen Project Group develops the most updated technological systems which can be integrated to the operations.

Gozen is both licensed by the Ministry of Transportation and Ministry of Interior.



## Our Vision

Our vision is to be a foundation that produces and applies managerial and operational strategies in order to provide the continuity and strength of "Gozen" brand name image existing in the international platform and protecting its position as a pioneer and leader in the sector, contributing to aviation, tourism, service, security industry of our country at a high level.

"PROVIDING THE CONTINUITY OF SECTORAL LEADERSHIP AND BRAND NAME IMAGE"

## Our Mission

Our mission is to create a difference in the service with dynamic training programmes, developing knowledge, our values and corporate experience, to provide human and quality-focused "Private Security Services and Training" in accordance with national and international standards protecting the basic values of the corporation.

"WE KNOW THAT THE VALUE WE ADD TO OUR CUSTOMERS IS THE VALUE WE ADD TO OURSELVES"Z"

## Quality Policy

- Service Excellence and Consistency
- Internal and External Customer Satisfaction
- Quality and Success focused projects
- Providing differentiated services to diversified range of customers
- Standardization of the applications
- Fast and Right decision making
- Foreseeing the cases that will happen in the security environment and preventing
- Developing cost effective projects

Gozen has been granted DIN ISO 9001:2000 Quality Certificate by TUV Anlagentechnik GmbH Certification Unit for its Quality Management System, that is applied in all departments of Gozen and is the most important point in meeting the expectations of the customers. Following the audits realized by TUV, Gozen Security Services Inc. has been the first security company in Turkey, granted DIN EN ISO 9001:2000 (TUV CERT) certificate for all units from training to auditing, from auditing to operation.



# OUR SERVICES

## Security And Guarding Services

AVIATION SECURITY SERVICES AND AUDIT  
SHIP & PORT SECURITY  
ORGANIZATION SECURITY  
BUILDING AND FACILITY SECURITY  
SAFEGUARDING & VIP PROTECTION SERVICES  
K9 SECURITY SERVICES  
VALUABLE CARGO ESCORT AND DELIVERY

## Other Security Services

SECURITY CONSULTANCY  
TRAINING  
INFORMATION TECHNOLOGY AND TECHNICAL SOLUTIONS FOR SECURITY



## Aviation Security Services and Audit

Gozen, the first Aviation Security service provider in Turkey, started operations with the C Group Operation license received from the Ministry of Transportation, State Airports Administration (act number 2920) in 1997, has been successfully performing operations at Istanbul Atatürk Airport.

In 2005, Gozen received the Private Security Operating Company license from the Ministry of Transportation and continued its activities under the name "Gozen Security Services".

Gozen with its expertise, know-how and infrastructure, delivers security service to the national and international airline companies at international standards, in accordance with the rules settled by the international organizations like; ICAO (International Civil Aviation Organization), ECAC (European Civil Aviation Conference), DOT (Department of Transportation), TSA (Transportation Security Administration), and Airline Security Programmes.

In the meantime, in addition to Istanbul Ataturk service licence, our service network has expanded with licenses obtained from DGCA (Directorate General of Civil Aviation) for Istanbul Sabiha Gokcen, Ankara Esenboga, Izmir Adnan Menderes and Antalya Airports. Our objective is to provide the most compatible security service that is unique for each customer, as well as stability and continuity of their business. For that purpose, we assure the protection and safeguarding of customer airlines' passengers, cabin crew, ground staff as well as the public areas at the airport, to prevent acts of illegal interference against Civil Aviation that may occur during the flights or on the ground.

### Services include

- Testing & Evaluation
- Passenger Interviews
- Travel Documents Sufficiency Control
- Catering Process & Security for vehicles
- Luggage Screening and Security
- Aircraft Search and Access Control
- Cargo Security
- (INAD)Inadmissible- Deportee Passenger Service
- Private Aircraft Security
- K9 Team Security
- Information Technologies
- Valuable Cargo Escort & Delivery
- Carrying of Firearms, Weapons and Transferring Operations
- Joint Security Operations







## Ship & Port Security

Gozen, after obtaining the Private Security license from the Ministry of Interior in 2005, has also started providing services to the Maritime Industry, which has similar features with Aviation Industry.

Growing terrorist acts in 2000s, necessitate revaluation of the security measures and requirements regarding sea transportation. In 2004, International Maritime Organization (IMO), which Turkey is a member of, approved to make some additions to the criterion determined with Safety of Life at Sea- SOLAS 74 agreement dated 1974, and the law called International Ship and Port Facilities Safety (ISPS) Code enacted.

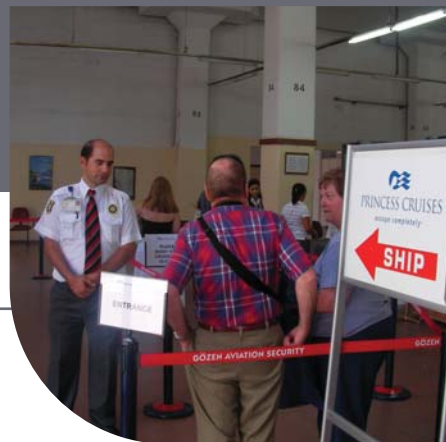
Gozen provides security to all passenger ships including high-speed cruise ships, all cargo vessels including high-speed boats of 500 GRT and above and mobile sea drilling units, according to the IMO standars and ISPS Code provisions.

In the ports graduated, according to the security levels, consistent with the international standards; the authorized persons of the ship owners who will realize the operations, may request to make changes on the degree and may demand additional security services when necessary. In such cases, Gozen that has completed its structuring according to the law numbered 5188 provides the necessiated service.

Gozen evaluates the possible threats against its customers, holds risk analysis studies, provides the most appropriate guarding and security services according to the risk analysis studies.

Gozen provides the following Ship and Port Security services;

- Test and Evaluation of Security Practices
- Private Yatch, Cargo & Travel Ship Searching, Guarding, Searching & Security
- Passenger & Crew Travel Documents Sufficiency Control
- Luggage, Cargo, Catering Materials Security Control before accepting on board
- Information Technologies
- K9 Security Operations
- Joint Security Operations



## Organization Security

Gozen Security performs security services for all conventions, meetings, openings, fairs, tours, and concert and sport activities. Gozen's professionals actualize the security realize operations according to the security measures stated in security plan.

Our services consist of: actualizing explosive searching with K-9 teams, guest controls, internal- external door checks (metal and gun detector controls with X- ray, ETD, EDS-CTX), guest directing, crowd control, protection of exhibited product or works with necessary teams, prevention of bugging "Protecting the Knowledge" (for special meetings).





## Building and Facility Security

Gozen, aiming to provide secure living and working areas, offers the most appropriate security services considering the organizational structure, work flow of customers, in accordance with their demand.

Following the risk-threat evaluation process, Gozen develops Security Plans and offers the below services accordingly:

- Supervision- Auditing,
- Consulting,
- Guarding against possible Illegal Assaults,
- Emergency interference,
- Patrolling Services,
- Building Entry-Exit Checks,
- CCTV Operators,
- Security Systems Operators (X-Ray, ETD, EDS-CTX),
- Security Training,

The above services might be supported, upon request, by the systems like: PIDS, WSO or APIS, designed by Gozen Information Technologies department.

Gozen Security supervisors actualize audits, at uninformed times, to check the conformity to the requested service standards.

Scope of activity includes; Terminal buildings, Shopping Malls, Hospitals, Industry Facilities, Companies, Universities, Markets, Shops, Housing developments and Residence Security etc.



## Ship and Port Security

Upward trend of free trade and globalism has raised the threat against Ship and ports. In order to minimize the risks and threats against its customers, Gozen develops security plans considering the type, size, feature, and threat factor and working areas and provides unique, necessary security services.

Gozen actualizes various security operations at the Terminal buildings, adhering strictly to the International Maritime Organization (IMO) and defined standards, procedures of the national legislations.

Moreover, upon customer request, Gozen provides services like, security equipment installation, control as well as auditing services for cargo entry and exit.

## Airport Terminal Security

In International Civil Aviation Agreement (ICAO Annex-17) "Each contracting state shall provide the sufficient precautions for scanning passengers and luggages in order to prevent forbidden substances' being taken on an aircraft used in international civil aviation activities. (ICAO Annex-17 Article 4.2.1)" provision is included.

International Treaties dictate that "Precautions must be taken to provide checks and control of passengers, as well as luggage and possessions carried by passengers, to prevent and deter access of any weapons, explosives and any dangerous items to airports and aircrafts, and to reveal any potential attack before they reach aircrafts." Examination and control procedures are told in 22nd article of the same regulations.

Gozen is authorised to perform security operations (take precautions, apply risk-threat analysis, develop security plans, provides consultancy) at Airports. All of our operations are realized according to the standards defined by International Civil Aviation Organization (ICAO), European Civil Aviation Conference (ECAC) and National Legislations.

Different from other security service providers, Gozen has years of extensive experience, know-how and incontestable success on Aviation Industry, Aviation Security and would be able to outstrip as it reflects its expertise at the Airports as well.

## The services include

- Execution of Search Operations,
- Consulting,
- Security Entry- Exit Checks,
- CCTV Systems,
- Security at the restricted Areas,
- HBS (Luggage Screening Systems),
- Security Trainings,





## Cargo Terminal Security

Gozen performs security services for Cargo Terminals and/or Cargo Distribution Buildings in accordance with the National Legislation and the International standards that the relevant zone is subject to.

Within the areas, we are authorized to provide security, in order to increase the efficiency of operations, to avoid threats, burglary we also offer auditing and consulting services, compatible with the customer demands. The DGR (Dangerous Goods) and physical security services are performed by the competent personnel trained in accordance with the National legislation and the International standards. (such as IATA, ICAO, ECAC etc.)

Although physical security and the burglary services can be supplied from different companies, Gozen aims to provide full service to its customers in the areas where it is accountable.



### The consulting and auditing services comprise the following cases

- Physical Security,
- Cargo entry- exist Control Systems escorted by the authorized personel
- Consulting,
- CCTV Systems,
- Selecting Security Control Equipment and Operators.
- Offering several Training programs, when necessary or upon request, to improve technical and personel capabilities of the personel
- Terminal and Building Security Policy,
- Information Technologies,
- Preperation process of Standard Operation Procedures,

The following Physical security services are provided in the Cargo Terminal, Distribution and Communication centers: internal security precautions taken for the products accepted and stored in the terminal, transit cargo applications and keeping records of all goods subjected to security transaction in accordance with the relevant rules and procedures.

Other services that might be offered includes; Building Security Precautions (inside and outside the buildings), Illumination Precautions, Forming Wire Fences in the Forbidden Zone, Determining entry- exist Control Procedures, Determining security equipment, Establishing inspection systems, Preparing the rules for personnel duty durations and rotation procedures, Developing various software and hardware used in the security and integrating them into the operations, Installing CCTV systems, Preparing procedures for critical cargo (valuable cargo), Standardizing the quality records and documentation flows, Standardizing the Recording procedures and Taking precautions for Transit Cargo.







## Safeguarding & VIP Protection Services

Safeguarding, as a customized service, has to be performed by specially trained professionals. It is important for our customers to feel free, safe and comfort.

The potential customers need for safeguarding is determined through the interviews. Safeguarding service will be provided considering the attacks, bothering acts, harmful external factors exposed to the customer.

VIP safeguarding service is actualized by the personal that are competent and has received VIP trainings at international standards. This service will be realized, full-time or part time, by one or more personnel depending on the risk factors. When necessary, VIP vehicles would also be provided by our company.





## K9 Security Services



Gozen aiming to improve its service effectiveness has taken the advantage of integrating specially trained K9 (canine) bomb, narcotic detector, anti-terror and safeguarding dogs to its operations. All the K9 dogs and their handlers have received various trainings and hold internationally approved certificates.

As a leading security provider, Gozen is the first company using K9 dogs in the field of Civil Aviation Security.

Our K9 Team is actively performing security services for the Airlines, Cargo Warehouses (checking freight, packages & mail), Cruise Ships and Consulates.

We are also working on special projects concerning the use of K9 Explosive/Narcotic Detection Dogs for Cargo Security, VIP protection, building and institutional security, parking lots, shopping malls, and all organizations that are under threat.



### Gozen provides the following K9 security services;

- Trainings for Guarding Dogs (Basic, refreshment trainings), Hiring, Sales,
- Trainings for Bomb Detector Dogs (Basic, refreshment trainings), Hiring, Sales,
- Trainings for Narcotic detector dogs (Basic, refreshment trainings), Hiring, Sales,
- Handler selection,
- Handler trainings (Basic, refreshment trainings)

### Other services offered to security companies:

- Dog training (refreshment trainings)
- Sales of dog care equipments,
- Consultancy for Dog nutrition, health,
- Providing puppy and adult red-normal pedigree dogs







## Valuable Cargo Escort and Delivery

Gozen is authorized to actualize Valuable Cargo Escort and Delivery operations at Istanbul Ataturk, Istanbul Sabiha Gokcen, Ankara Esenboga, Antalya and Izmir Adnan Menderes Airports with professional armed/unarmed personnel and in Turkey as well, with unarmed personnel. Besides Gozen carries, transports the valuable cargo taken from the defined warehouse, cash box, customer to the airports/aircrafts or from the airports/aircrafts to the desired point by armored vehicles.

Specially designed, strong bulletproof-coated armored vehicles, having satellite (GPS, GPRS) control communication and tracing systems are used in the operations. These vehicles are designed according to the standards of Ministry of Industry, Turkish Standards Institution and Turkish Engineering.

Competent personnel that has received Advanced-driving courses and closed defense techniques trainings realize the transactions. All the transactions are projected, special risk analysis is made and all security precautions have taken into consideration beforehand. Moreover, the transfer transaction has to fit the national and international standards and has to be compatible with the customer expectations.



## Other Security Services

### Security Consultancy

Gozen Security Services and Trading Inc. offers consultancy and supervision service to the individuals and the companies, in accordance with the service requested, by determining the risks and threats and the security precaution levels accordingly.

Gozen analyses and evaluates the working environment and work flow of its customers in privacy and presents professional, cost effective and realistic solutions.

Security practices are followed diligently, audits are executed in order to determine the viable possible risks and new solutions are offered to minimize risks.

The Consultancy services provided by Gozen includes;

- Risk Analysis- Threat Assessment
- Preparation of Security Plans and Professional Guidance
- Control & Supervision Services
- Preparation of Standard Operation Procedures and Work Flow Charts
- Consultancy for security personnel selection process
- Consultancy for security equipment operator selection process
- Consultancy for Cargo Security
- Coordination of Travel and Logistic Needs
- Security Bulletins and News Announcement







## Training

Gozen Training Academy started its activities on 10.02.2005 with the permission of the Ministry of Internal Affairs, under Gozen Security Services. Since its foundation, thousands of trainees have received trainings in 30 terms and 95.6% of them succeeded in the examinations.

Gozen Training Academy has structured through the national and international standards and its activities were approved by the international organizations such as TSA (USA), DFT (UK), ECAC, ICAO and MOT (Israel) and the national and international airlines such as THY, Delta and British Airways.

Gozen Security Services Training Academy is still performing its activities according to ISO 9001 2000 quality standards.

The Training Programs are updated according to the industrial changes and tailore-made, customer oriented training packages are redeveloped considering their claims and needs.

### The Training Programs available at present:

- 5188 Private Security Training
- Basic Private Security Training Program
- Civil Aviation Security Training
- Security Systems and Devices Training
- Psychology trainings for Security Services
- Other Security Trainings



## Information Technology and Technical Solutions For Security

Increased terrorist acts all over the world, necessiated the need for more effective border and travel document controls. These document controls could only be possible by appropriately developed hardware, software and trained personnel.

Gozen, while following all the developments concerning Aviation Security, has presented several technical solutions and added value to the customers. The high-technology products, integrated systems and applications developed by Gozen specialists, aimed to make contribution to the homeland security, to improve effectiveness of security operations in various fields of public transportation (railroads, airways, maritime etc.) that use registered passenger programs at border control/immigration status. All the systems, design of podiums, software and hardware are patented by Turkish Patent Institute.

The company is in intense relations with regulatory agencies in USA and Europe as in its own country, and accommodates the changes; estimates market needs and develops high-technology solutions that provide the protection of confidentiality and privacy in tune with the needs of regulatory agencies. Gozen solutions have proved their efficiency in several continents.

Gozen integrates APIS, WSO and PIDS into security operations.

- APIS (Advanced Passenger Information System)

APIS is the transaction of collecting crew, passenger information and flight data on computer, in accordance with the defined criteria of MCL, FCM, APIS PAX Lists according to US Agreement, US MOU and TSA signed by Department of Homeland Security- CBP (Customs and Border Protection), airline and process of sending them to the designated address within the determined period.

APIS has been developed and tested according to the criteria defined by American CBP and TSA in order to meet the needs of airlines (can be integrated into reservation or airline check-in systems) and/or cargo air carriers, allowed to fly to America. However, it can be adopted into the other state of affairs requirements such as "Spain, Germany etc." and the planned procedure for communication of flight passenger data.

- WSO (Watchlist Secured Operation)

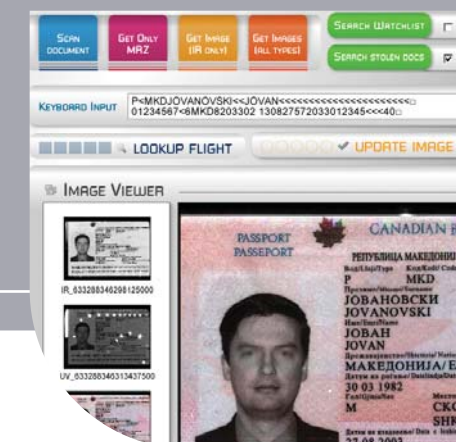
WSO (Watchlist Secured Operation) system with its improved software enables filtering the flight manifest lists (reservation and crew information), received from the airlines on digital platform.

WSO is used as a data bank. For the flights we serve for, it is used as an important tool for detecting the people who pose as threat or who are on no-fly list. Besides, it provides their declaration to the airlines, covering all flights from Turkey to United States or from United States to Turkey. We have a large database provided by our national and international network. This system performs pre-flight security checks in detail and helps to improve operation efficiency.

- PIDS (Passenger Identification and Document Detection System)

For the flights served, on behalf of the airline, Gozen uses PIDS to scan passenger-travelling documents on digital platform, check their originality and record them. Through the unique control techniques of PIDS, Gozen is able to collect, control and prove the accuracy of personel identity information of the ticket holder on behalf of the airline. PIDS is supported by the other system and equipments, APIS and WSO.

This high tech system is beneficial for the air carrier in terms of avoiding the penalties arising against them while providing personal identity information and travelling documents accuracy checks.





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