

# EXERA

Your Trusted Risk Management Partner



**YOUR TRUSTED RISK MANAGEMENT PARTNER**

# **TRAINING CATALOGUE**

## **2023**

Accredited to ISO 18788:2015; Internationally accredited to ISO 9001:2015 and ANSI/ASIS PSC.1.

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**IN TRAINING. THERE IS NO  
WINNING OR LOSING.  
THERE IS ONLY LEARNING.**

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Holds British & South African National Accredited Qualifications In:

- Management & Leadership
- Training & Teaching
- Security & Close Protection
- Risk, Crisis and Disaster Management
- Health and Safety
- Survival Instructor

## Training & Security Expert

A British ex-military professional with extensive training in Infantry, Logistical support and Airborne forces. Experienced in multiple operational deployments overseas, specializing in Survival, Evasion, Resistance, and Escape (SERE) Techniques.

Over 20 years of international experience, across various ventures including Remote Oil & Gas Construction projects, Post-Conflict Infrastructure reconstruction, security function management and close protection as part of a Personal Security Detail (PSD). Skilled in conducting Security Surveys, Designing Physical Protection Systems (PPS), and training front-line Security Operatives.

## Training Specialist - Security, Safety & Technical

Experienced Health, Safety, Security, and Environment (HSSE) Practitioner with over 10 years of expertise in Oil and Gas, Construction, Manufacturing Industries, Mercantile Marine, Construction, NGO and Shipping & logistics industries.



- Registered Safety Officer (IBOEH5)
- Certified in Health and Safety
- Fire Safety certification from MFSD
- Security Risk Management Professional Regional Level certification from INSSA



## Training Team - Security, Safety & Technical

Our well-seasoned training team leading range of comprehensive training programs specialized in Basic Security Officer Training for newly recruited security officers, Refresher trainings, Situational Awareness Training, Safe Driving Awareness Training, Basic First Aid, & Fire Fighting Training. Committed to ensuring the highest standards in security officer training, ensuring the development of skilled professionals, fostering a culture of professionalism and safety.



- Certificated Master Instructor Course of EHL smile & Taylor Value Switzerland
- Certified Master Instructor in NGO sector
- Certification of Assessor Training (Methodology) from National Skills Standard Authority (NSSA)

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## BASIC JOB TRAINING (BJT) SECURITY OFFICER

5  
DAYS



### “BECOME A CERTIFIED SECURITY OFFICER”

The training course mirrors the UK Security Industry Authority (SIA) requirements for licensing. The course content also complies with the recommended training syllabus in the British Standard for BS7499:2002 - Static Site Guarding and Mobile Patrol Services. This training has been adapted for Myanmar and is suitable for training inhouse security team in security guarding.

### Course Content:

The course contains following modules, covering the following topics:

- Duty and Responsibilities of a Security Officer
- Observation Techniques
- Suspicious Activities
- Patrolling
- IED's Recognition
- Searching
- Access Control
- Security Systems
- Fire Awareness theory
- Health and Safety at Work
- Law
- Voluntary Principles on Security and Human Rights to be developed
- Response to Incidents & Emergencies
- Customer Care and Service
- Communication and Reporting
- Conflict Management
- Emergency First Aid

Additional modules to BJT can be tailor made that can add value to the security team of your organization.

***Don't miss out this opportunity for you or your team to become part of an elite security team!***

## PRACTICAL FIRE FIGHTING

1  
DAY



### **“KEEP YOU AND YOUR PROPERTY SAFE IN THE EVENT OF A FIRE”**

The trainees are trained in the proper use of fire equipment in practical scenarios. Our training is conducted under the supervision of the Myanmar Fire Service, ensuring that our officers are fully prepared to respond to any fire emergency that may arise.

### **Content of the training:**

- Classes of Fire
- How to use fire extinguisher
- Practical Firefighting



*Don't settle for less when it comes to fire safety – contact us today to keep your property and personnel safe!*



## CONFLICT MANAGEMENT

1  
DAY

### **“EFFECTIVE CONFLICT MANAGEMENT SOLUTIONS?”**

To help individuals or teams to develop Communication & Conflict Management Skills in order to build confidence to de-escalate conflict associated with workplace violence or anti-social behaviors. Our experienced trainers will guide participants through practical scenarios and real-life examples, equip them with skills and knowledge to handle conflicts in a professional and efficient manner.

### **Content of the training:**

- Health & Safety Workplace Violence
- Social Skills & Self Control
- Conflict Management
- Behaviour
- Avoiding Conflict & Assessing Risk
- Defusing Conflict
- Resolving Conflict
- Use of force
- Learning from Conflict



***Don't let conflicts disrupt your workplace or your business reputation.  
Sign up our Conflict Management training to enjoy a positive and productive environment.***

## EMERGENCY FIRST AID

1  
DAY

### **“EMERGENCY FIRST AID TRAINING – BEING PREPARED CAN MAKE ALL THE DIFFERENCE”**

Immediate Assistance or Treatment to: someone injured or suddenly taken ill before the arrival of an ambulance, doctor or other appropriately qualified person, training follow international standards.

#### **Content of the training:**

- Introduction
- Responsibilities of the First Aider
- Arriving at the Scene
- Primary Survey DRABC
- Cardiopulmonary Resuscitation (CPR)
- Secondary Assessment
- Shock
- Breathing
- Bleeding
- Breaks
- Burns
- Snake Awareness
- First Person on Scene / Incident Management



*Our training program is the perfect solution for you or your team to be prepared to handle emergency situations.*





## FLOOR WARDEN TRAINING

1  
DAY

**“IS YOUR WORKPLACE PREPARED FOR EMERGENCIES? DO YOUR EMPLOYEES KNOW WHAT TO DO IN CASE OF A FIRE OR OTHER EMERGENCY? FLOOR WARDEN TRAINING IS CRUCIAL FOR ANY WORKPLACE TO ENSURE THE SAFETY OF EMPLOYEES AND VISITORS.”**

To maintain a Safe Working Environment and develop Safe Working Behaviors amongst work colleagues. Recognize the Danger and Lead the Response during an emergency in the workplace.

### Content of the training:

- Roles and Responsibilities
- Communication and Leadership
- Role and Responsibilities
- Equipment
- Maintain a Safe Working Environment
- Types of Emergencies
- Incident Response
- Know what to Do
- Lockdown
- Make Safe



***Don't wait until it's too late – invest in the safety of your workplace today!  
Contact us to schedule floor warden training tailor-made for your employees needs.***





## RETAIL LOSS PREVENTION

# 1 DAY

**“REDUCE RETAIL THEFT AND SHOPLIFTING WHILE IMPROVING WORKPLACE SAFETY AND PROTECTING YOUR PROFITS.”**

For security team or retail staff, working in a shop or store in order to reduce both external and internal loss to the business and improve overall crime prevention.

### Content of the training:

- The Role of Retail Security Officer
- The Role of CCTV
- The Role Store Detective
- Reducing Stock Loss
- Creating a safe environment
- Patrolling
- Dealing with Shoplifters
- Tagging Control
- Access Control Visitor's



**Don't let theft and shrinkage eat up your profits - invest in retail loss prevention training today!**  
**Contact us to schedule training tailored to your workplace unique needs.**

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## BANK SECURITY AWARENESS

# 1 DAY

**“A PROACTIVE APPROACH TO ENSURE YOUR EMPLOYEES ARE EQUIPPED WITH THE KNOWLEDGE AND SKILLS NEEDED TO MITIGATE RISKS EFFECTIVELY.”**

Overall Objectives: is ONE – to teach people how to be aware of possible criminal activity and report it, TWO – how to respond to incidents such as Robbery, Active Shooter, Bomb Threat.

### Content of the training:

- Understanding Risk, Threats, Assets and Vulnerabilities
- Physical Security
- Insider / Outsider Adversaries
- Understanding Hostile Reconnaissance
- Understanding Social Engineering
- Situational Awareness
- Reporting Suspicious Behaviours
- Response to Conflict
- Protecting Human Assets (Armed Robbery)
- Protecting Human Assets (Active Shooter)
- Response Suspicious Object (Possible IED)



*Invest in Bank Security Awareness Training to build a culture of security, empower your employees, and safeguard your reputation. Contact us today to tailor made the training program to your organization's needs.*

## KEY-HOLDING AND ALARM RESPONSE

1  
DAY

**“ENSURE THE SAFETY AND SECURITY OF YOUR PREMISES WITH OUR COMPREHENSIVE KEYHOLDING AND ALARM RESPONSE TRAINING PROGRAM.”**

When it comes to protecting your business, quick and effective responses to alarms and incidents are paramount. Our training solution equips your security personnel to undertake Mobile Patrol Duties or Quick Response Service.

### Content of the training:

- Key Management
- Vehicle Serviceability
- Equipment Serviceability
- Driver/Vehicle Knowledge
- Vehicle Damage Reporting
- Route Planning
- Response to Alarms



*Invest in Keyholding and Alarm Response Training to enhance the security of your premises, protect your assets and have peace of mind. Contact us today to tailor made the training program to your organization's needs.*

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## HEALTH AND SAFETY IN THE WORKPLACE

# 1 DAY

**“ENSURE STAFF ARE ABLE TO WORK EFFICIENTLY WITHOUT BEING A RISK TO THEMSELVES OR COLLEAGUES.”**

Health and Safety in the workplace training mirrors the learning outcomes as defined in a range of nationally accredited qualifications throughout England, Scotland, Wales and Northern Ireland. This training gives the security officer to spot workplace unsafe conditions and behaviors, make corrective actions and report.

### Content of the training:

- Introduction
- The Health & Safety Management System
- The importance of health, safety and welfare
- Controlling hazards and risks in the workplace.
- Causes and effects of poor Health and Safety at work
- How Health and Safety information is communicated in the workplace
- Lone Working
- Last Minute Risk Assessment



*Invest in Health and Safety Training to ensure a positive culture within the business by increasing the reputation of the employer by empowering them with health and safety knowledge. Contact us today to tailor made the training program to your organization's needs.*



## CONSTRUCTION SITE SAFETY

1  
DAY

**“ENSURE STAFF ARE ABLE TO WORK EFFICIENTLY WITHOUT BEING A RISK TO THEMSELVES OR COLLEAGUES.”**  
A day training using both British HSE and US OSHA standards for construction safety, giving the ability of the security officers to spot unsafe conditions and behaviors, make corrective actions and report.

### Content of the training:

- Construction / Industrial Health & Safety
- The Use of PPE Personal Protective Equipment
- The importance of good House Keeping
- Slip's Trips and Falls
- Hand and Power Tool Safety
- Waste Management
- Recognize High Risk Construction Activities
- Lone Working
- Last Minute Risk Assessment



*Invest in Construction Site Safety Training to ensure a positive culture within the business.*  
*Contact us today to tailor made the training program to your organization's needs.*



## CUSTOMER SERVICE & SOCIAL SKILLS

1  
DAY

**“ELEVATE YOUR CUSTOMER SERVICE GAME AND EMPOWER YOUR TEAM TO DELIVER EXCEPTIONAL EXPERIENCES.”**  
For security officers or regular staff working in an Organization Reception or in a Customer Service role such as meet and greet, or any first point of contact within the organization.

### Content of the training:

- Customer Care & Service
- Types of Customers
- Protocol & Etiquette
- Equal Opportunities & Cultural Variation
- Communication Skills / Active Listening
- Lone Working
- Emergencies Response
- Dealing with Conflict



*Invest in Customer service & Social skills Training to ensure a positive and memorable for both internal and external customer experiences within your business.*



## ENVIRONMENTAL HAZARDS

1  
DAY

**“SAFEGUARD YOUR WORKFORCE, PROTECT THE ENVIRONMENT, AND ENSURE COMPLIANCE.”**

For selected employees working outdoors in remote areas. Training covers Health & Hygiene plus awareness of both Vector borne diseases, Snakes and effects of Heat on the body.

### Content of the training:

- Health & Hygiene
- Vector Borne Diseases
- Snake Awareness / First Aid
- Effects of Heat on the Body.
- The Signs & Symptoms of Heat Injuries.
- Treatment for Heat Injuries
- Lone Working



**Invest in Environmental Hazards Training to prioritize the safety of your employees, protect the environment, and demonstrate your commitment to sustainable business practices.**



## THE SECURITY FOCAL POINT (SFP)

5  
DAYS

**“CREATE A STRONG SECURITY INFRASTRUCTURE WITH OUR SPECIALIZED SECURITY FOCAL POINT TRAINING.”**

The Security Focal Point is a person in the organization who holds a regular position such as Facility Manager or Department Head who has been appointed to provide leadership on all matters relating to security and staff safety.

### Course Content: The course contains the following modules

- Roles & Responsibilities
- Preparing and Presenting Tool Box Talks
- Security Risk Analysis
- Security Awareness
- Physical Security
- Occupational Safety and Health
- Security Function
- Guard Force Management
- Voluntary Principles on Security and Human Rights
- Site Checks
- Security Surveying
- Journey Management Plans (JMP)
- Evacuation Planning Guidelines
- Conflict Management
- Incident Reporting



*Invest in your security focal point person to ensure the safety and security of staff, assets, as well as to support business continuity.*  
*Contact us today to tailor made the training program to your organization's needs.*

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SECURITY  
TEAM LEADER

3  
DAYS

**“CREATE A STRONG SECURITY TEAM WITH OUR SPECIALIZED SECURITY TEAM LEADER TRAINING.”**

Security Leadership for selected employees in leadership roles in the in-house security team such as a Site Security Manager, Guard Commander or Shift Supervisor.

## Course Content: The course contains the following modules

- Duties of a Security Team Leader.
- Preparing and Presenting Tool Box Talks
- Duty of care.
- Maslow's Hierarchy of Needs (Motivation).
- Leadership Style.
- Security Function
- Guard Force Management
- The Important of Relationships
- Health and Safety in the Workplace
- Voluntary Principles on Security and Human Rights.
- Customer Care & Service.
- Managing Incidents & Emergencies.



***Invest in your security team to ensure the well-organized management of security incidents, the safety and security of staff and assets.***

***Contact us today to tailor-made the training program to your organization's needs.***

## SAFE DRIVING AWARENESS

2  
DAYS

### **“STAY IN CONTROL, DRIVE WITH CARE SAFE DRIVING AWARENESS TRAINING, YOUR ROAD TO SAFETY.”**

Improve drivers overall driving behaviors and to make drivers aware of the dangers of everyday driving and understand their duty of care to other road user and passengers in order to reduce unsafe conditions and behaviors.

#### **Contains of Training:**

- The Facts About Driving in Myanmar
- Driver Responsibilities
- At Risk Behaviors
- Daily Vehicle Check List
- Equipment to be Carried
- Journey Management Plan
- 7 Golden Rules for Safe Driving
- Safe Driving Techniques
- Hazards
- Bad Weather
- Dealing With the Security Forces

#### **Day 2 Practical Contains:**

- Practical using of Vehicle Checklist
- The practice of the 2-seconds Rule in driving
- The practice of Safety Behavior in driving
- Searching of Suspicious Objects
- Dealing with Disturbed Driver
- Security Awareness
- Pre-Trip & Post Trip Inspection
- Precision Driving Training
- Evasive Action Driver Training
- Alcohol Awareness Practice with Impairment Goggles

Contact us today for designed theory and practical safe driving awareness training to ensure you, your family and your organization travel safe.

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## SAFETY WARDEN TRAINING

## 4 PHASED

**“TO EMPOWER YOUR TEAM - SAFETY WARDEN TRAINING, PROTECTING LIVES, ONE WATCHFUL EYE AT A TIME.”**

To develop the procedures for enterprise overall response to emergencies in addition to training the safety wardens to maintain a safe working environment and develop safe working behaviors amongst work colleagues and recognize danger and lead the response during an emergency in the workplace.

### Contains of Training:

This proposed training will be in four phases Enterprise selects trusted employee to undergo Safety Wardens Training.

**Phase One:** For selected Safety Wardens basic fire training with the Myanmar Fire Service

### Content:

- Classes of Fire
- How to use fire extinguisher
- Practical Firefighting

**Phase Two:** Safety Warden Training For selected Safety Wardens undergo training by Exera at the Enterprise site with practical drills built into the training

### Content:

- Roles and Responsibilities
- Communication and Leadership
- Role and Responsibilities
- Equipment
- Maintain a Safe Working Environment
- Types of Emergencies
- Incident Response
- Know what to Do
- Lockdown
- Make Safe

**Phase Three:** Enterprise management, and Exera formulate emergency response procedures, incidents, with input of selected employees

**Phase Four:** Practical Training Conduct drills with all enterprise staff and management Safety Wardens leading and assess by Exera Evaluation by Enterprise management and Exera Conduct drills every 3 or 6 months

*Invest in Safety Warden Training to be the guardian of safety in your workplace, protecting lives and fostering a culture of well-being. Contact us today to tailor made the training program to your organization's needs.*



## HOSTILE ENVIRONMENT AWARENESS (HEAT) TRAINING, THEORY

3  
DAYS

### **“HEAT TRAINING PREPARES YOU FOR ANY HIGH-RISK SITUATION – STAY COOL UNDER PRESSURE.”**

The overall objective of HEAT Training is to prepare individual from working in a hostile / remote environment so that they understand the threat from both the environment and people and know how to react to safety and security situations.

### **Contains of Training:**

- Understanding Your Environment
- Be Prepared (Individual Preparation)
- Understanding the Survival Priorities
- Understanding Risk
- Situational Awareness
- Physical Security
- Harassment / Stalking
- Principles of Personal Security
- Safety on Social Media
- Dealing with Criminality
- Crime Prevention
- Office Security

- Conflict Management
- Dealing with the Security forces
- Incident Response
- Natural Disasters
- Kidnapping / Hostage Taking
- Mental Resilience
- Emergency First Aid: Day 3



*Invest in HEAT Training to get your organization or yourself be prepared for the challenges of the high-risk environments.*



## SECURITY AWARENESS TRAINING (SAT)

1 DAY

### **“SECURITY AWARENESS TRAINING – THE KEY TO A VIGILANT WORKFORCE, EMPOWERING YOUR TEAM.”**

The objectives of Security Awareness Training – is to give the learner a good understanding of vulnerabilities in their everyday routine, and measures that can be taken to mitigate risks and reduce the likelihood of danger arising in your day-to-day activities.

#### **Content of the training:**

- Introduction & Understanding the Threat
- Assessing the risk
- Situation Awareness & Principles of Personal Security
- Dealing with Security Forces
- Physical Security
- Crime Motivation & Prevention Theories
- Conflict Management
- Understanding Harassment and Stalking
- Incident Response



***Invest in Security Awareness Training to empower your employees to be vigilant, proactive, and equipped to defend against security threats.***

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## HOSPITALITY SAFETY & SECURITY TRAINING

2  
DAYS

### **"DELIVER SAFETY WITH A WARM WELCOME – PROTECTING GUESTS AND PRESERVING YOUR REPUTATION."**

This training provides information that will help Team Members to better understand their role and responsibilities regarding Security and Safety. In order to Mitigate Risk – To as Low as Reasonably Practicable "ALARP".

### **Content of the training:**

- Occupational Safety and Health
- Vulnerability Assessment
- Crime Motivation & Prevention Theories
- Situation Awareness & Security Tips
- Physical Protection Systems (PPS)
- Principles of Personal Security
- Conflict Management
- Office Security
- Reactions to Major Incidents



### **SECURITY NOTICE**



**ACTIVITIES ON  
THESE PREMISES  
ARE BEING RECORDED  
BY VIDEO-CAMERAS**

*Invest in Hospitality Safety and Security Training to uphold your reputation as a safe and trusted destination.  
Contact us today to tailor made the training program to your organization's needs.*



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## BASIC CYBER SECURITY AWARENESS TRAINING

# 1 DAY



### **“EMPOWER YOUR TEAM, FORTIFY YOUR DEFENSES – PROTECTING YOUR DIGITAL WORLD.”**

Cyber security is how individuals and organizations reduce the risk of cyber-attack. Cyber security's objective and core function is to protect the devices we all use (smartphones, laptops, tablets and computers). And the services we access – both online and at work – from theft or damage.

It's also about preventing unauthorized access to the vast amounts of personal information we store on these devices, and online.

### **Why and What Cyber Security?**

#### **Cyber Security Threats**

#### **The Myths that need to forget**

#### **Types of Cyber Security**

- Infrastructure Security
- Network Security
- Information Security
- Cloud Security
- Social Engineering
- Mobile Security
- End User Education

### **Social Media Security**

#### **Basic Cyber Security Tips**



*Invest in Basic Cyber Security Training to empower your employees as the first line of defense against cyber threats.*

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“Failing to Prepare,  
is Preparing to Fail.”



## BASIC SELF-DEFENSE TRAINING

4  
DAYS

**“ARE YOU CONCERNED ABOUT YOUR PERSONAL SAFETY? GAIN CONFIDENCE AND EMPOWER YOURSELF WITH ESSENTIAL BASIC SELF-DEFENSE TRAINING.”**

Our experienced self-defense instructor will teach you practical techniques designed to protect yourself in real-life scenarios. In all situation of hostile provocation, we teach individual to try and avoid physical intervention and use of force by listening, asking questions, showing empathy, and to be aware of the body language. The instructor will provide you with knowledge of situational awareness and self-defense strategies, empowering you with the ability to react effectively, how to nurture your speed and power to stay safe & secure.

### Content of the training:

- Verbal de-escalation and boundary-setting
- Enhancing situational awareness and personal safety
- Building confidence and assertiveness
- Basic strikes and defensive maneuvers
- Escape techniques from common grab and holds



*Don't let fear hold you back. Join our Basic Self-Defense Training to take control of your own personal safety. Empower yourself with essential skill and knowledge to protect you and your loved ones.*

## OUR MISSION:

To be the trusted Risk Management partner to organizations operating in Myanmar by focusing on service delivery excellence and implementation of operational technologies.

## WHO WE ARE:

- Established in 2012
- Part of Asia Strategic Holdings since 2018. High ambitions and solid growth
- About 2,000 employees guarding 220 sites nationwide. The largest private security workforce and the widest geographical coverage in Myanmar
- Quality Standards: ISO 9001 & ISO 18788

## OUR VALUES:

- Integrity and Ethics
- Excellence in Delivery
- Transparency
- Innovation
- Ownership

## KEY DIFFERENTIATORS

- Trained Site Security Personnel based on SIA (Security Industry Authority, regulator of UK's private security industry) with a focus on ethics, use of force, and de-escalation approach.
- Fully compliant to Labour Law, Integrity & Ethics.
- The First company in Myanmar certified ISO 18788 for private security operations.
- International expertise & International standards to run our operations and in training.

**Building No. 3A, Min Ye Kyaw Swar Business Building,  
Min Ye Kyaw Swar Street, Lanmadaw Tsp, Yangon.**