

## Executive Summary

Luminex Solutions provides security training, logistics support, and transportation services across Jordan, Syria, and Lebanon. We help governments, embassies, international organizations, and private companies work safely and efficiently in complex environments.

Our team brings together experts from the UK, Jordan, Syria, and Lebanon with strong backgrounds in security, logistics, operations, and project management. We follow international standards and local laws to ensure safe, compliant, and reliable service.

Luminex focuses on three core areas:

### 1. Specialized Security Training

International-standard programs, including HEAT, Close Protection, defensive driving, CCTV, and emergency medical training.

### 2. Integrated Logistics Support

Transport, accommodation, staffing, permits, office setup, mission coordination, translation, and emergency support for field teams and delegations.

### 3. Transport and Customs Clearance

Safe movement, storage, and delivery of fuel, cargo, and essential equipment, including operations in remote or high-risk areas.

Our goal is simple:

To provide dependable support that keeps clients safe, compliant, and able to continue their work without delays or risks.

## About Us

Luminex Solutions is a regional company that provides security training, logistics support, and transportation services across the Levant. We help organizations operate safely and efficiently in complex and fast-changing environments.

Founded in 2018, Luminex has grown into a multi-country operation with licensed companies in Jordan and Syria and plans for further regional expansion. Our growth is

driven by strong partnerships and a team with deep experience in security, logistics, operations, finance, and legal support.

Our leadership and technical team bring a mix of international and local expertise, including backgrounds in British and Middle Eastern security, government programs, and field operations. This combination allows us to understand regional environments, follow global standards, and respond quickly to client needs.

We focus on reliability, compliance, and professional service.

Our aim is simple: to support complex projects with safe operations, clear communication, and trusted partnerships.

## Vision, Mission, and Core Values

### Our Vision

To build a reliable regional system that delivers safe, consistent, and high-quality support for security, logistics, and transportation in complex environments.

### Our Mission

To run a dependable operational system built on planning, readiness, and clear coordination, ensuring that every client receives safe, compliant, and timely support in demanding environments.

### Our Core Values

- **Integrity:** We follow the law, respect people, and work with transparency.
- **Quality:** We meet international standards and focus on doing things the right way.
- **Safety:** We protect people, teams, and operations at every step.
- **Reliability:** We deliver on time and stay ready to support urgent needs.
- **Coordination:** We plan clearly, communicate well, and keep every part of the operation connected and aligned.

## Our Expertise

Luminex Solutions brings together a wide range of skills in security, logistics, and operations. Our team includes experts with years of experience supporting governments, embassies, international organizations, and private companies across the region.

We focus on three areas of expertise:

### 1. Security and Training Expertise

We design and deliver high-quality programs that follow international standards. Our team has supported major capacity-building projects that strengthen security skills, readiness, and operational systems.

### 2. Logistics and Operational Expertise

We understand the challenges of high-risk and fast-changing environments. Our team supports transport, field operations, equipment setup, mission coordination, and other essential logistics that keep projects moving safely and efficiently.

### 3. Project Compliance and Program Expertise

We help clients meet international safety, security, and quality standards. Our team has strong experience in donor-funded programs, government coordination, reporting, and operational compliance.

Across all our work, we focus on practical solutions, clear communication, and reliable service that supports the success of every mission.

## Strategic Capabilities

Luminex Solutions combines international experience with strong local understanding to support complex projects in Jordan, Syria, and Lebanon. Our strategic capabilities help clients work safely, meet standards, and keep their operations running without interruption.

### 1. Training Design and Delivery

We create clear, practical training programs that follow international standards. Our team designs content, builds training plans, and delivers courses that improve skills, safety, and readiness.

### 2. Operational Planning and Coordination

We plan and manage field activities, missions, and daily operations. Our team supports transportation, site preparation, logistics, and scheduling to keep projects organized and on track.

### 3. Compliance and Quality Management

We help clients meet international rules and best practices, including safety, security, and human rights standards. Our team has experience working with donor-funded programs and official government requirements.

### 4. Full Field Implementation

We support projects from start to finish, including staffing, equipment setup, on-ground coordination, and follow-up. Our teams work closely with local authorities, partners, and field staff to ensure smooth and safe operations.

### 5. Regional Presence and Local Access

With active operations in Jordan, Syria, and Lebanon, we have strong networks, trusted partners, and the ability to respond quickly to client needs across the region.

## Training Infrastructure & Facilities

Luminex Solutions works with a certified international training center in Jordan to deliver high-quality security training. The center covers 800,000 square meters and is equipped with the facilities, tools, and permissions needed for advanced security programs.

Our training center supports local and international organizations and offers a safe, controlled environment for realistic learning.

### Key Training Programs

We provide a range of internationally recognized security courses, including:

- HEAT (Hostile Environment Awareness Training)
- Close Protection (CPO/CP)
- Defensive Driving
- Tactical Medical / TCCC
- Incident Management
- CCTV Systems and Monitoring
- Additional courses based on client needs

### Training Facilities and Equipment

The center includes:

- Dedicated training areas and classrooms
- Practical training zones for driving, first aid, and simulations
- Certified trainers and support staff
- Full access to specialized tools and equipment

## Support Services for Trainees

We provide complete support to help teams train smoothly and safely:

- Translation and interpretation (Arabic–English)
- Medical support and first-response assistance
- On-ground logistics and coordination
- Accommodation and transport arrangements
- Technical and administrative support

## Quality and Compliance

All training follows international guidelines and safety rules. Our programs are delivered by experienced instructors who understand high-risk environments and global security standards.

## Our Services

### Specialized Security Training

We design and deliver international-standard training programs for security companies, government units, NGOs, media teams, and private organizations. Our training helps teams operate safely and confidently in high-risk environments.

### Core Training Programs

- HEAT (Hostile Environment Awareness Training)
- Close Protection (CPO/CP)
- Defensive & Tactical Driving
- Tactical Medical / TCCC
- Incident Management
- CCTV Surveillance & Public Space Monitoring
- Cash & Valuables in Transit
- Door Supervision, Key Holding, and Security Guarding

### Training Delivery & Support

We provide complete training support, including certified instructors, training materials, practical simulation environments, medical readiness, and bilingual translation/interpretation. Practical exercises are conducted using secure vehicles, equipment, and controlled facilities.

### Accreditation & Capacity Building

We help security companies upgrade their skills and meet international compliance requirements through:

- Advanced training and refresher programs
- SOP and operational system development
- SRMS design aligned with UNSMS, ICoCA, ISO 18788, and PSC.1

## Integrated Logistics Support

We provide full logistics and operational support for international organizations, embassies, missions, and private companies working in complex or high-risk environments.

## Core Logistics & Administrative Services

- Transport, reception, and mission coordination
- Accommodation, housing, and office setup
- Vehicle rental (SUVs, armored vehicles, minibuses)
- Translation, documentation, and administrative support
- Meeting rooms, training halls, and event preparation
- Technical and operational planning support

## Delegation & Mission Support

- Organizing official visits and field missions
- Escort, coordination, and secure movement
- Interpretation and communication tools
- Emergency medical and incident support

## Operational Staffing & Outsourcing

We provide trained personnel for short- or long-term assignments, including:

- Drivers and field support teams
- Coordinators and administrators
- Technicians and operators
- Translators and interpreters
- Security and medical staff
- Specialized experts (financial, legal, engineering, etc.)

## Supply Chain & Procurement Support

- Local and international procurement
- Warehouse management and storage
- Inspection, packaging, and distribution
- Customs processing for internal movement
- Company registration, licensing, and residency support

## Emergency & Rapid Response Logistics

- Crisis logistics and disaster support
- Medical evacuation support
- Urgent equipment delivery and site setup
- Incident response teams (drivers, medics, translators)

## Transport and Customs Clearance

We offer safe, compliant transport and customs clearance services for clients working across the region.

### Transport Services

- Fuel and petroleum product transport
- Storage, distribution, and field delivery
- Secure movement to remote or high-risk locations
- Passenger transport between Jordan, Syria, and Lebanon

### Customs & Clearance Services

- Import/export management
- Coordination with ports and customs authorities
- Documentation, compliance, and clearance
- Support for companies, diplomats, and travelers

## Target Clients

Luminex Solutions supports organizations working in complex, sensitive, or high-risk environments. Our services are designed for clients who require reliable security, strong logistics, and trusted regional access.

We work with six main client groups:

### 1. Government Security Agencies

Units responsible for border control, diplomatic protection, VIP security, and the protection of government buildings and critical facilities.

### 2. Licensed Security Companies

Local and international firms seeking higher operational standards, international accreditation, or compliance with ICoCA, ISO 18788, PSC.1, and UNSMS requirements.

### 3. International Organizations

UN agencies, INGOs, and donor-funded programs operating in humanitarian, development, or stabilization contexts.

#### 4. Embassies and Diplomatic Missions

Delegations, field teams, and diplomatic missions requiring safe movement, security support, and reliable logistical coordination.

#### 5. High-Risk Industries

Oil and gas companies, manufacturing facilities, large industrial sites, camps, hospitals, warehouses, major hotels, and event venues.

#### 6. Companies Requiring Logistics and Operational Support

Organizations working across Jordan, Syria, and Lebanon that need transport, accommodation, staffing, office setup, or field operations support.

## Requirements For International Security Contracting

International organizations, embassies, and UN agencies follow strict rules when choosing security partners. To work with them, companies must meet clear standards at both the company level and the individual level.

These requirements help ensure safety, compliance, and reliable performance.

### Company-Level Requirements

#### ICoCA Membership (Mandatory)

- Follows human rights and humanitarian law
- Accepts external oversight and complaint systems

#### Minimum 5 Years of Experience

- Proven work in armed or high-risk security operations

#### Legal Licenses

- Proper registration in country of origin and country of operation
- Permits for firearms, ammunition, transport, and security services

#### UN Supplier Registration



- Required to work with the United Nations procurement system

## Compliance With UN Rules

- Use of force policy
- Host-country laws
- International law

## Preferred International Standards

Companies are expected to follow these global standards:

- ISO 18788 — Security Operations Management
- ANSI/ASIS PSC.1 — Quality for Private Security Companies
- ICoCA — International Code of Conduct

Together, these standards act as a “ticket” to enter international tenders.

## Individual-Level Requirements

Guards and supervisors must meet strict personal requirements:

- Clean criminal and legal background
- Verified work history (last 5 years)
- Training in firearms and use of force
- Human rights and humanitarian law awareness
- Basic first aid knowledge
- Medical and physical fitness
- Drug-free certification
- Valid security or firearms licenses
- Basic English communication skills

## Security Risk Management System (SRMS)

An SRMS is required for UN and embassy contracts. It provides:

- A clear framework for identifying and reducing security risks
- Policies for safe operations and emergency response
- Regular monitoring and reporting
- Alignment with ICoCA, ISO 18788, and PSC.1

SRMS improves transparency, accountability, and safe operations in the field.

## How Luminex Meets These Requirements

Luminex Solutions is built to meet the standards required by international organizations, embassies, and UN agencies. Our systems, training, and team structure follow the rules needed for safe and compliant security operations.

### 1. Strong Organizational and Operational Design

We create clear organizational charts, job descriptions, and operating systems for security companies. Our structures help teams work safely, follow procedures, and meet international expectations.

### 2. International-Standard Training Programs

We design and deliver training that aligns with global qualifications, including:

- SIA – UK
- Highfield Qualifications
- HEAT, CPO, TCCC, Defensive Driving, CCTV

This ensures staff are trained at a level accepted by donors, embassies, and UN agencies.

### 3. Compliance With Global Standards

Luminex follows key international frameworks, including:

- ISO 18788 — Security Operations Management
- ANSI/ASIS PSC.1 — Quality Management for Private Security Companies
- ICoCA — International Code of Conduct
- Montreux Document — Best practices for security services in conflict areas

These standards guide our policies, training, and field operations.

### 4. Human Rights, Use of Force, and Complaint Systems

We help security teams adopt the rules required for international work, including:

- Human rights policies
- Use of force procedures
- Clear reporting and complaint mechanisms
- Regular monitoring and documentation

### 5. Security Risk Management System (SRMS)

We build SRMS frameworks that help companies:

- Identify risks
- Reduce threats
- Prepare for emergencies
- Maintain safe field operations
- Meet UN and donor requirements

## 6. International and Local Experience

Our team includes UK, Jordanian, Syrian, and Lebanese specialists with real experience working on:

- Donor-funded programs
- Government support projects
- High-risk security operations
- Cross-border logistics
- Diplomatic missions

This mix of global knowledge and local access makes Luminex fully ready for international contracting.

## Key Projects Delivered by Our Team

Our team has supported major projects across the region, working with governments, international organizations, and private companies. These examples reflect our experience in complex logistics, security operations, and capacity-building programs.

### 1. Fuel Transport for the U.S. Army

*Support for the movement of petroleum products through the International Oil Trading Center (IOTC).*

### 2. USAID Tourism Development Program (Jordan)

*Logistics and operational support for a national development initiative.*

### 3. Syrian Civil Defense (White Helmets)

*Field logistics and training support delivered through Torch Light Company.*

### 4. Military Training Programs

*Operational and logistical support for army training delivered with The Risk Advisory Group.*

### 5. Jordan Public Security Directorate

*Capacity-building projects funded by the UK FCDO and implemented with AXIOM and TAG.*

## 6. Zubair Oil Field Development (Basra, Iraq)

*Logistics and operational support for one of the region's major energy projects.*

### Leadership Team

Our leadership team brings strong experience in security, operations, logistics, project management, and international development. Together, they support our work across Jordan, Syria, and Lebanon with professional guidance and on-ground expertise.

#### Executive Leadership

##### Hamza Abu Ali

*Chief Operating Officer / General Manager*

Hamza has over 15 years of experience in operations and logistics. He has led complex projects funded by TAG International, The Risk Advisory Group, and other major organizations. Hamza brings strong skills in project management, financial coordination, and government liaison. He holds a bachelor's degree in Finance and Accounting and is fluent in Arabic and English.

##### Mustafa Dawood Shaban

*Partner — Chief Financial Officer & Head of Strategic Advisory*

Mustafa has extensive experience in finance, compliance, and operational management. He has served as a finance director on USAID development programs and managed multi-million-dollar budgets. He specializes in grant management, governance, and financial oversight. Mustafa holds a Finance and Accounting degree along with international compliance certifications.

##### Mousa Al-Aqarbeh

*Partner — Director of Translation & International Relations*

Mousa is a retired military officer with strong experience in operations and military training. He oversees translation services and manages communication with international partners, ensuring accuracy and smooth coordination.

##### Os Al-Twayat

*Partner — Director of Medical Support & Emergency Response*

Os is a medical specialist with experience leading intensive care units and emergency response teams. He supports medical planning, field assistance, and health readiness for projects in high-risk areas.

## Advisors & Senior Technical Experts

### Rachel Burrows

#### *Security and Justice Programs Advisor*

Rachel has more than 12 years of experience leading security and justice programs funded by international donors. She has managed major projects across the Middle East, Africa, and Europe, including £15 million in UK Government support to Jordan's Public Security Directorate. Her work includes police capacity building, crisis response, counter-extremism, and access to justice. She holds degrees from Oxford University and King's College London and speaks intermediate Arabic.

### Richard Tall

#### *Police and Security Training Advisor*

Richard is a security and policing expert with over 30 years of experience in law enforcement and international training. He served as a Chief Inspector in the UK and later worked with FCDO and DFID in Iraq and Pakistan. Since 2018, he has supported security sector reform programs in several countries and is accredited by the UK College of Policing to design and deliver professional training.

### Ali Al-Aqrabawi

#### *Training and Development Advisor*

Ali designs and delivers specialized training programs that build skills and ensure compliance with international standards. He supports curriculum development, training needs assessments, and technical advisory for government and international organizations.

### Abdul Latif Al-Twaikat

#### *Advisor & Director of Government Relations*

Abdul Latif handles coordination with official authorities and ensures compliance with governmental procedures. He has strong experience in security, operations, and diplomatic relations, helping clients navigate local requirements smoothly.

## Operations & Field Management

## Mohammad Salem Younes Toumeh

*Partner — Deputy General Manager (Syria)*

Mohammad leads our operations in Syria and supports field coordination, relationships with local authorities, and project delivery. He plays a key role in managing logistics, supervising teams, and expanding our presence in the Syrian market.

## Walid Abdullah Shaban

*Field Operations Manager (Jordan)*

Walid manages daily field operations in Jordan, ensuring that activities are completed safely and in line with international standards. He has practical experience in security training and translation and works closely with government and local partners.

## Ziad Mahmoud Toumeh

*Field Operations Manager (Syria)*

Ziad oversees operational and logistical activities in Syria. He coordinates field teams, manages resources, and supports clients working in sensitive and high-risk areas.

## Legal & Administrative Leadership

### Mr. Marwan Al-Murji

*Legal Advisor & Human Resources Manager (Syria)*

Mr. Marwan provides legal support, oversees HR policies, and ensures operations follow local and international regulations. He has worked as a legal advisor for the Ministry of Defense and plays a key role in compliance and administrative governance.

### Mr. Mohammad Shaban

*Legal Advisor & Human Resources Manager (Jordan)*

Mr. Shaban manages legal matters, HR systems, contracts, and organizational policies in Jordan. He ensures full compliance with national laws and acts as a key link between the company and legal authorities.

## Logistics, Transport & Customs Leadership

### Mohammad Ali Al-Qabbani

*Director of Logistics, Transport, Customs Clearance & Shipping (Syria)*

Mohammad has over 30 years of experience in customs clearance, shipping, and cargo movement across major regional ports. He leads logistical operations in Syria and ensures safe, compliant handling of goods, transport, and supply chain activities.

## What Makes Us Different

Luminex Solutions combines regional expertise, operational discipline, and international standards to deliver reliable support in complex environments. Our work is built for clients who need safe operations, strong coordination, and trusted local access.

### 1. Integrated Expertise

We combine security training, logistics support, and transportation into one coordinated system. Clients can rely on a single partner for all operational needs.

### 2. International Standards

Our programs and services follow global frameworks, including ISO 18788, PSC.1, ICoCA, and UNSMS. We focus on safety, compliance, and high-quality delivery.

### 3. Practical Field Experience

Our team has worked on complex projects across Jordan, Syria, and Lebanon. We understand real challenges on the ground and provide solutions that work in high-risk environments.

### 4. Reliable Support

We respond quickly, manage details carefully, and build long-term relationships. Clients trust us because we deliver consistent, dependable service.

## Contact Information

### Email

Operations@luminex-group.com

### Phone Numbers

Jordan (24/7 Operations Room): +962 792 470 770

Jordan (Mobile): +962 799 574 199

Syria (Mobile): +963 959 556 461

## Website

[www.luminex-group.com](http://www.luminex-group.com)

## LinkedIn

[luminex-group](#)

## Registered Company Numbers

Jordan: National No. 200207961 — Registration No. 78221

Syria: Ref. 15070 — Rural Damascus

## Office Addresses

### Jordan Office:

7th Circle, Humam Bin Munbah Street,  
Next to Jordan River Foundation, Building 13, Amman

### Syria Office:

Al-Tahrir Square, end of Baghdad Street,  
Corner toward Bab Touma, Al-Qaed Building, Damascus