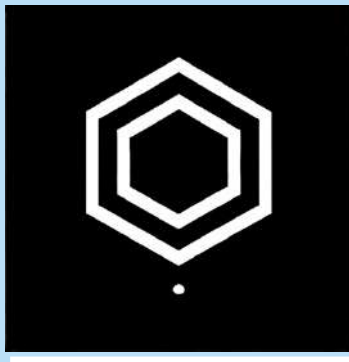




ack3®

WHEREVER YOU ARE
Strategic Risk & Decision Advisory



HEAT & PFST IN SPAIN

2026

ISO 9001:2015 Quality Management 43445/22/AN	ISO 14001:2015 Environmental Management EMS-9210/AN	ISO 18788:2015 Security Operations Management 159-1/21					TRAINING PROGRAM SUSTAINABLE SUPPLIERS
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CONFIDENTIALITY AND USE OF INFORMATION

The confidentiality of our clients' security plans, strategy, business operations, resilience, and risk management is a top priority for ACK3. The company strictly applies organizational separation between teams working for potentially competing clients, as well as other measures aimed at ensuring the protection of all confidential information.

Furthermore, given the highly competitive nature of the sector, ACK3 considers its methodologies, approaches, and capabilities to be a key differentiating value. Therefore, this document, as well as any content contained herein, must not be shared with third parties — including competitors — without the prior written consent of ACK3.

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Training Scope

This course has been designed by ACK3 to prepare professionals who will work or travel in VUCA environments (Volatile, Uncertain, Complex, and Ambiguous) or high-risk areas such as conflict zones, regions with high crime rates, or environments with political or social instability.

The Hostile Environment Awareness Training (HEAT) is a specialized program aimed at enabling civilian personnel to identify, prevent, mitigate, and respond to physical, operational, and psychosocial risks in hostile or insecure environments. These may include:

- Conflict or post-conflict zones
- Regions with high levels of criminal activity
- Fragile states with institutional weaknesses
- Contexts with risks of terrorism, kidnapping, or civil unrest

In such scenarios, professional experience or common sense alone is often insufficient to properly identify threats or respond effectively.

In an increasingly interconnected yet volatile world, professionals across multiple sectors—including journalists, humanitarian workers, field technicians, corporate staff, diplomats, and private security teams—operate in environments where risks are real and often unpredictable.

In this context, HEAT training has become an essential tool for self-protection, prevention, and decision-making under pressure.

This program is not military tactical training, but a preventive and defensive course focused on personal safety, risk management, and operational resilience.





TECHNICAL PROPOSAL

HEAT training responds to a growing need among organizations operating in complex environments. Preparing personnel to identify risks, act with sound judgment, and maintain personal and team safety is a fundamental part of any institution's duty of care.

Lack of preparation significantly increases the likelihood of serious incidents, while proper training enables:

- Anticipation of threats before they materialize
- Reduction of unnecessary risk exposure
- Improved coordination in crisis situations
- Increased personal and organizational resilience

Preparation does not eliminate risk—but it significantly reduces its impact.

OBJECTIVES

HEAT training aims to equip civilian personnel to safely and effectively prevent, mitigate, and respond to risks in hostile environments, developing competencies in situational awareness, risk management, personal security, trauma first aid, and decision-making under pressure. The program focuses on building practical capabilities in the following areas:

- Risk assessment and situational awareness

- Security procedures in situations involving civil unrest, crossfire, or direct threats
- Trauma first aid (TECC/TCCC adapted to civilian environments)
- Management of kidnapping, detention, or deprivation of liberty scenarios
- Defensive driving and safe mobility in urban and rural environments
- Emergency communications and operational coordination
- Decision-making under pressure and in conditions of uncertainty
- Development of psychological resilience and stress management

PEDAGOGICAL STRUCTURE

The HEAT training follows a progressive model based on three main phases.

Phase	Description	Content / Exercises
1. Theoretical Foundations	Conceptual introduction and tools for environmental analysis.	<ul style="list-style-type: none"> • Introduction to hostile environments • Threat identification • Security culture • Personal risk management • Legal framework and code of conduct
2. Technical Skills	Practical training in essential security competencies.	<ul style="list-style-type: none"> • Trauma first aid • Emergency communications • Basic navigation • Checkpoint procedures • Safe mobility • Evacuation protocols
3. Practical Simulations	Realistic scenarios to apply skills under controlled stress conditions.	<ul style="list-style-type: none"> • Ambush simulations • Realistic scenario simulations (role play) • Kidnapping simulations • Civil unrest management • Night scenarios • Decision-making under pressure

KEY TOPICS COVERED

The program addresses the most common risks in complex operational environments:

Personal & Environmental Security	Mobility & Operational Threats	Incident Response & Management
Security in hotels, offices, and residences	Vehicle movements	Kidnapping
Urban crime	Checkpoint management	Crossfire threats
Sexual assaults	Convoy ambushes	Weapons and explosives (UXO, IEDs, mines)
Riots and demonstrations	Surveillance and counter-surveillance	Tactical first aid
Self-protection protocols	Navigation and orientation	Emergency communications
Security culture and situational awareness	Route planning, threat analysis, and incident reporting	Natural disasters (earthquakes, floods)

LEARNING METHODOLOGY

ACK3's HEAT course applies a blended methodology with 80% practical training and 20% theory, focused on maximizing retention through interactive exercises and realistic simulations.

- **Blended learning:** integration of theory and practice through classroom sessions, simulations, and role-playing, ensuring immediate application in real-world scenarios.
- **Realistic scenarios:** real-time decision-making in situations such as ambushes, checkpoints, and evasion scenarios.
- **Simulations:** procedures for kidnappings, evacuations, and emergencies, including tactical first aid and rapid response.

MATERIALS AND EQUIPMENT

ACK3's HEAT course offers an intensive and realistic experience. A wide range of materials and equipment is used to replicate military training environments under safe and controlled conditions.

- **Personal equipment provided:** protective gear (helmets, goggles, high-visibility vests) for immersive exercises.
- **Field mobility and transport setup.**
- **Simulations:** checkpoints, ambushes, crowd scenarios... and more.

All materials required for practical activities are provided by ACK3.

FORMATS

The ACK3 HEAT course follows a progressive pedagogical model that combines applied theory, technical training, and realistic simulations. Two training formats are available:

- a. **3-day intensive program:** A compact format that concentrates essential content, ideal for participants with limited availability. Focus is placed on practical scenarios and immediate-response simulations.
- b. **5-day extended program:** An expanded format that deepens practical training and case analysis, incorporating additional modules.

Common features for both formats:

- **Languages:** available in English and Spanish
- **Location:** Sierra de Guadarrama (Madrid region), with simulated urban environments and open terrain, ideal for immersive training and role players, enabling real night operations and induced stress conditions (noise, smoke, etc.)

EXPERTISE & TEAM

At ACK3, we specialize in training professionals to operate in high-risk environments, with extensive experience in NGOs, international missions, and civilian contexts. Our team combines international military backgrounds with academic training in security and humanitarian assistance, ensuring practical, realistic, and reliable instruction. In recent years, we have delivered HEAT courses in Ethiopia, Vietnam, Honduras, South Africa, and Spain, adapting content to local cultures and the specific needs of NGOs and international organizations.

HEAT Specialists for Civilians

Over the past two years, ACK3's specialist team has conducted HEAT training for civilians in various countries and contexts. These include training for Swedish journalists in Addis Ababa (Ethiopia), for an organization in Hanoi (Vietnam), another in Honduras, and more recently in Swellendam (South Africa).

Fernando Mazarro

HEAT Coordinator



Instructor with over 20 years of experience in security and protection in conflict environments. Former Marine Corps Green Beret, with missions—both as a civilian and military professional—in Bosnia-Herzegovina, Kosovo, Iraq, and Lebanon. His profile combines international certifications (International Location Safety, IECAH, NRC, AECID) with hands-on experience in humanitarian missions. He specializes in incident management, risk assessment, negotiation, tactical first aid, and resilience in VUCA environments.

Jorge Quintana

Collaborador

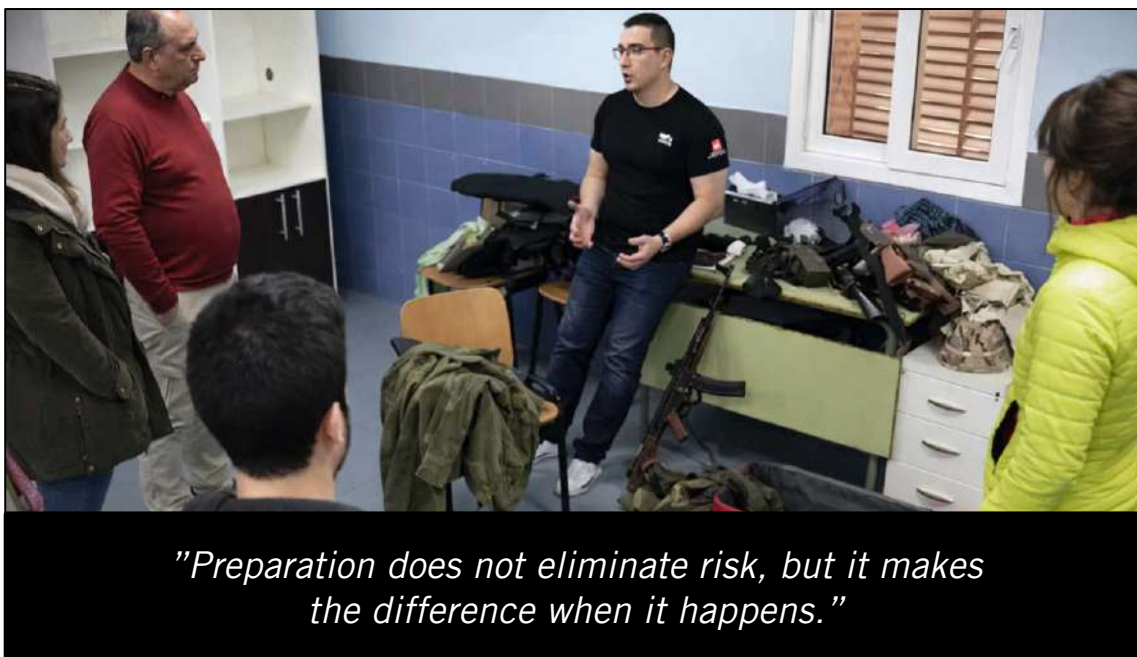


Special Forces veteran with over 25 years of experience in security, emergency management, and international operations across more than 50 countries. He brings extensive teaching experience and has led security and resilience projects for major multinational corporations, contributing strategic vision, innovation, and expertise in cybersecurity and emergency management.

Operational Value of HEAT Training

HEAT training is not a luxury or a secondary option, but a necessity in a global context where risks are increasingly diffuse and constantly evolving. Preparation does not eliminate danger, but it significantly reduces its consequences.

Investing in HEAT training means investing in lives, operational continuity, and professional responsibility. Risk should never be underestimated under the false sense of security that “nothing ever happens here.” In hostile environments, the difference between a controlled incident and a crisis with severe consequences largely depends on the level of personnel preparedness.



Organizations and professionals that invest in HEAT training:

- Embrace duty of care as an organizational obligation
- Increase the confidence of partners, donors, and clients, strengthening institutional reputation
- Enhance personnel confidence and resilience
- Reduce serious incidents
- Improve risk planning and management
- Reinforce a culture of safety and prevention
- Protect lives and resources
- Demonstrate ethical and professional commitment

In hostile environments, the difference between an incident and a tragedy is often **preparation**.

GENERAL INFORMATION

Medical Coverage

- **Included:** The program is conducted under strict safety protocols and instructor supervision. Insurance coverage is included for participants during all training activities.

Accommodation and Meals

- **Included:** Accommodation is provided near ACK3 Academy facilities.
- Breakfast, lunch, and dinner, adapted to any dietary requirements (with prior notice)
- Hydration is ensured throughout all activities

Clothing and Equipment

- Participants are advised to wear comfortable, durable clothing suitable for outdoor activities
- Recommended footwear: sports shoes and hiking boots, depending on the activity
- Suggested personal items: hat, sunglasses, and sunscreen

Provided by ACK3:

- Protective equipment
- Compasses, maps, walkie-talkies
- Any additional materials required for exercises

All materials necessary for practical activities and simulations will be provided by ACK3.

Available formats

01. PFST – Personal Field Security Training

PFST (Personal Field Security Training) is the intensive version of the HEAT program, designed to deliver essential knowledge and skills for operating in hostile environments in a compact format. It is equivalent to a 3-day HEAT program, concentrating key modules on self-protection, risk management, safe mobility, and response to critical incidents within a short timeframe.

This format is aimed at professionals who require rapid and effective preparation prior to deployment, maintaining a strong practical focus based on realistic simulations and immediate-response scenarios.

This course is designed by ACK3 to prepare individuals who will work or travel in high-risk areas, such as conflict zones or regions with high levels of criminal activity. Training typically includes survival techniques, first aid, navigation, emergency communications, and how to respond to threats such as kidnappings or attacks.

Structure and Specific Content (3-day program)

The program is designed as an intensive and compact training course, focusing on essential modules of personal security and risk management in hostile environments. The structure is organized into high-intensity practical sessions, where participants work on the most common critical scenarios:

- Recognition of immediate threats and rapid response.
- Safe mobility in urban and rural environments, with emphasis on checkpoints and convoy movement.
- Ambush and kidnapping simulations focused on basic response protocols.
- Essential tactical first aid (basic TCCC) applied to field incidents.

PARTICIPANT PROFILE

This format is designed for professionals who require fast, practical preparation with limited time availability. It is ideal for:

- NGO personnel
- Journalists
- Aid workers
- International staff
- Anyone who needs to acquire essential skills before deploying to high-risk environments

Expected Outcomes

- Mastery of basic personal security and mobility protocols
- Ability to react immediately to direct threats such as ambushes or kidnapping attempts
- Practical application of basic first aid in crisis situations
- Sufficient preparation for short-term missions or contexts with limited exposure to risk

Budget

	Price
HEAT 3-day Training (per person, VAT included)	900 €

02. HEAT

Structure and Specific Content

The 5-day program offers a more comprehensive and progressive training experience, expanding core content and incorporating modules on analysis, leadership, and resilience.

The structure combines applied theory with extended simulation exercises, allowing participants to experience more complex and sustained scenarios over time:

- In-depth risk analysis and security planning for international mobility
- Advanced convoy management, civil unrest, and counter-surveillance
- Training on complex threats: UXOs, IEDs, mines, and crossfire
- Extended crisis simulations, including prolonged kidnapping scenarios and evacuations under adverse conditions
- Psychological resilience and teamwork under pressure
- Advanced tactical first aid and medical evacuation practices
- Operational navigation and tactical communications in hostile environments

PARTICIPANT PROFILE

This format is designed for professionals who require comprehensive and strategic preparation, such as:

- International operations managers
- Corporate teams and security personnel
- Profiles that need to strengthen both practical skills and planning capabilities

It is particularly valuable for those who will be exposed to long-term missions or highly complex environments.

Expected outcomes

- Development of advanced competencies in crisis management and decision-making under pressure.
- Greater ability to adapt to multifactor and long-duration scenarios.
- Strengthened leadership, team coordination, and psychological resilience.
- Integration of security protocols with extended tactical first aid and crisis evacuation practices.
- Preparation for prolonged missions in high-risk environments, with a level of training that goes beyond immediate response and focuses on strategic planning.

Budget

	Price
HEAT 5-day Training (per person, VAT included)	1.200 €

Certification and Continued Learning

Upon completion of the program, participants will receive a certificate of participation or achievement issued by ACK3 Academy, validating the competencies acquired during the training.

Participants will also become part of the ACK3 Alumni community, providing access to future training programs, specialized content, and networking opportunities with professionals in the fields of security, risk management, and resilience.

Throughout the program, continuous performance evaluation is conducted across exercises and simulations, allowing participants to identify areas for improvement and strengthen their operational capabilities.

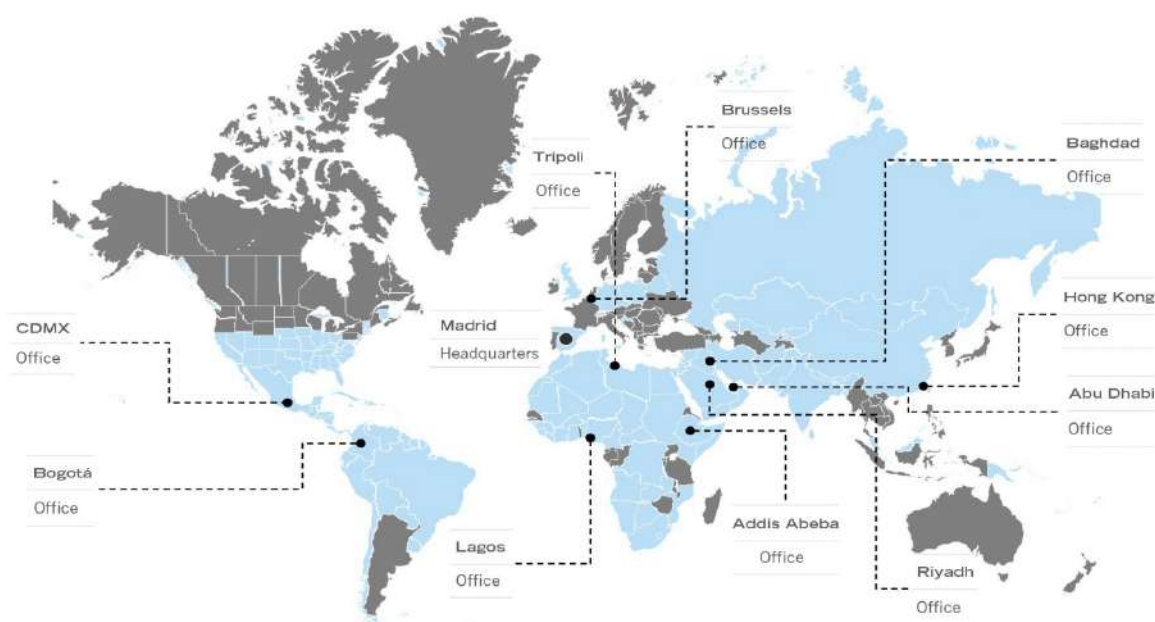
Why Choose ACK3?

ACK3's HEAT program stands out by transferring risk management methodologies and operational practices from hostile environments into the civilian and corporate sectors. It is not a conventional theoretical course, but an applied training program focused on self-protection, prevention, and effective response in real risk scenarios, with direct transfer of capabilities to the professional environment.

The program is designed to enhance decision-making under pressure, situational awareness, and the ability to respond to critical incidents. ACK3 is a Strategic Risk & Decision Advisory specialized in economic intelligence, risk management, and organizational resilience, with an international presence across LATAM and EMEA. Its approach combines operational experience in complex environments with analytical and strategic capabilities focused on decision-making. From a training perspective, ACK3 stands out for:

- **Specialized expertise:** training delivered by professionals with backgrounds in security, defense, and hostile environments
- **Applied approach:** training based on real scenarios and practical simulations
- **Differentiated capabilities:** integration of risk management, incident response, and decision-making under pressure
- **International standards:** compliance with ISO 9001, 14001, and 18788 standards
- **Training continuity:** ongoing support and knowledge transfer beyond the program

■ ACK3 Presence



Quality control

ACK3 has implemented, audited, and certified an Integrated Management System, including a **Quality Management System (ISO 9001:2015; ISO 14001:2015)** and a **Private Security Operations Management System (ISO 18788:2015)**.

ISO 9001:2015 Quality Management 43445/22/AN	ISO 14001:2015 Environmental Management EMS-9310/AN	ISO 18788:2015 Security Operations Management 159-1/21	
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ACK3 applies a combination of international standards and best practices from the private security and organizational resilience industry, including ISO, ANSI, and UNE standards. Its consultants are active members of renowned associations such as ASIS International, with nearly 40,000 members worldwide, and the Global Special Operations Forces Foundation (GSOF), where ACK3 is currently the only Spanish partner.

ACK3 collaborates with Spanish institutions through formal agreements. For example, it works with the SAPROMIL initiative of the Spanish Ministry of Defence to support the transition of Armed Forces personnel into the private sector, as well as with other public institutions.



ACK3 is recognized as a registered supplier for the **Spanish Ministry of Defence (MoD)**, adhering to the rigorous quality and expertise standards required for international defense collaborations. This certification underscores our commitment to delivering services that meet the expectations of global defense agencies.



ACK3 is also a registered supplier for leading international organizations such as the European Union, the United Nations, NATO, the European Defence Agency, the European Space Agency, and the OSCE.



CODE OF CONDUCT

ACK3 operates under a Code of Conduct based on industry best practices. In 2012, ACK3 became the **first Spanish company to sign the International Code of Conduct (ICoC)** for Private Security Providers with the Swiss Government.



Contact

For more information about the HEAT training program, availability, or any inquiries related to the courses included in this catalog, please contact us via email:

academy@ack3solutions.com

We will be pleased to assist you and help you select the training program that best suits your needs.



**Madrid | México CDMX | Bogotá | Bagdad | Riad
Abu Dabi | Bruselas | Trípoli | Lagos | Adís Adeba
Hong Kong**

Global Headquarters

**Torre de Cristal, Cuatro Torres Business Area (CTBA) Paseo
de la Castellana, 259C Madrid, Spain
+34 911 831 325
info@ack3.eu**

www.ack3.eu