

# The IISSM News



*The International Institute of Security and Safety Management Newsletter*

## **31st IISSM Annual Global Conclave: Conducted with Finesse**

The IISSM's Annual Global Conclave, the 31st, was held on 16-17 Dec 21. The over arching theme for the conclave was "Modernisation in the Security, Safety and Loss Prevention Industry". The conduct of the sessions for both the days were of very high order and it was appreciated by one and all. All the sessions began on time and finished on time. The topics were very contemporary and thus lot of enthusiasm was seen amongst the listeners as the speakers were truly world class, from various reputed organisation and institutions like IIT, IISc and IIMs.

### **The highlights about the speakers were:**

Ph.Ds/ M.Tech: 10, IIT/IIM Graduates: 10, CEO/COO/CTO/CSOs: 12, Lt Gen/Maj Gen-2.Foreign Speakers:5.

In this issue, we are bringing out details of the sessions in the form of a brief Report by Brig. AK Pathak, DDG (Academics).



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# Editorial

Dear Readers,

Season's Greetings to you all!

We are at the beginning of the year 2022 and the world is experiencing fourth wave of Corona, extreme weathers in the northern hemispheres, underwater volcanic eruption at Tonga sending shock wave across the world and thus an overall atmosphere of fear of unknown. In fact, the year 2021 and the previous one 2020 have been like none others in the history of the mankind for almost a century. Since the end of December 2019, we have been experiencing a time that was never before, kind of under a dark shadow! Possibly, we in India had escaped the onslaught of the first wave narrowly wherein USA and EU countries bore the brunt but then the worst hit us in April-May 2021. Many of us have lost someone or other in the second spell in April-May 2021 and it was really bad for India. We lived each day with constant fear of getting contaminated; the sword was hanging all the time over our shoulder.

No sooner the bad phase of May 2021 was gone, people became bit easy and we all thought that those days are over. But 'that was not to be'! Suddenly a new variant entered the scene and before we could realise the menace, Omicron hit the world fast with an unmatched speed. Numbers of infected cases surged to 3 Million per day, fortunately this variant is not all that lethal, if the number of casualties are considered. In some places it triggered the panic, some countries started with partial to complete lockdowns. But now some of the governments (like UK) have started saying that we have to live with the virus and thus we will treat this as another kind of Flu, much against the advice of the World Health Organisation.

This kind of environment is neither good for an individual nor is it of any good for the business and industries. Nonetheless, the winter is here and certainly with a serious note. We hope that this spell of cold and cloudy weather (in North India) is for a limited number of days only as the Sun has already entered into Uttarayana phase, journey towards Northern hemisphere. But till then each one of us needs to take adequate precautions and protect ourselves from cold along with the hygiene protocols that are prescribed for Covid-19. Last year has been certainly tough for all of us and we pray that the 2022 will bring some cheers.

With this hope, Let me wish you a very Happy, healthy and prosperous New Year 2022!

ॐ सर्वे भवन्तु सुखिनः। सर्वे सन्तु निरामयाः।  
सर्वे भद्राणिपश्यन्तु। मा कश्चित् दुःख भाग्भवेत्॥  
ॐ शान्तिःशान्तिः शान्तिः॥

**May All Be Prosperous and Happy; May All Be Free from Illness  
May All See What Is Spiritually Uplifting; May No One Suffer In Any Way  
Om Peace, Peace, Peace**

**Jai Hind!  
Col (Dr.) MP Sen**

# 31st IISSM Annual Global Conclave 2021: A Brief Report

## Day – 1 :16 Dec 2021

1. The 31st IISSM Annual Global Conclave commenced at 1000hrs with the EmCee welcoming all the dignitaries, delegates and invitees. After giving a short brief on IISSM activities, she invited Mr Jason L. Brown, National Security Director - Thales Australia and New Zealand to deliver the first keynote address on “Responding to the changing Landscape in Security, Safety and achieving business objectives over the next five years”. Mr Jason Brown highlighted the need for monitoring the emerging trends in Physical Security and the threat posed in the Cyber domain and the protection measures required to guard against these.

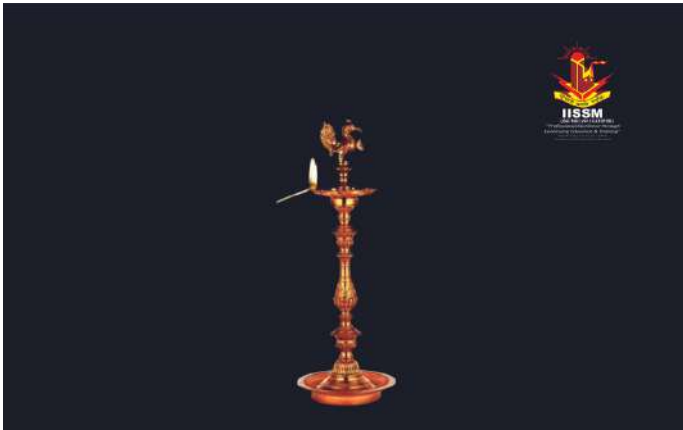


**Mr. Jason L Brown, delivering first Keynote Address**

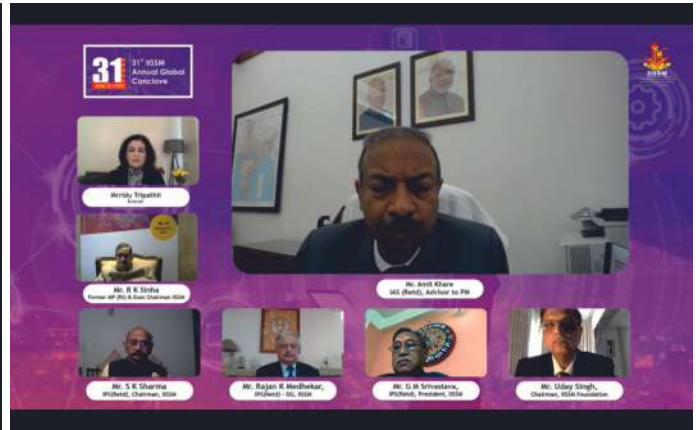
## Inauguration Ceremony

2. The 31st Annual Global Conclave of International Institute of Security and Safety Management was held on **16 and 17 Dec 2021** on virtual platform and was inaugurated by Mr Amit Khare, IAS (Retd), Advisor to the Hon'ble Prime Minister on 16th Dec 2021 at 1045 hrs. The Ceremony commenced with the National Anthem, followed by lighting of the Lamp. Mr Amit Khare was welcomed by Mr S K Sharma, Former Director General, NCRB & Chairman – IISSM and Mr R K Sinha, Former Member of Parliament (Rajya Sabha) & Executive Chairman, IISSM. Mr R K Sinha also thanked Mr Amit Khare for sparing his precious time despite his heavy commitments being on a very important assignment as the Advisor to the Prime Minister of India Mr. Narendra Modi. Mr Amit Khare in his inaugural address complimented Mr R K Sinha for his contribution in building-up the Security Industry. He appreciated the team of good Keynote Speakers and Panelists that had been invited for the deliberations over the next few days. He highlighted that the Security Concerns starting from the family level graduated through the professional level to the industrial level and thereafter upwards to the National and International level. He thanked Mr R K Sinha for inviting him to this inauguration ceremony and wished the very best to all the Stake Holders participating in the 31st Annual Global Conclave of IISSM.





**Lighting of Lamp**



**Inaugural Address by Mr. Amit Khare**

3. This was followed by the first Panel Discussion on “Amalgamation of Electronic Support Systems and Man Guarding Industry by 2030. The Moderator and Panelists for this discussion were:-

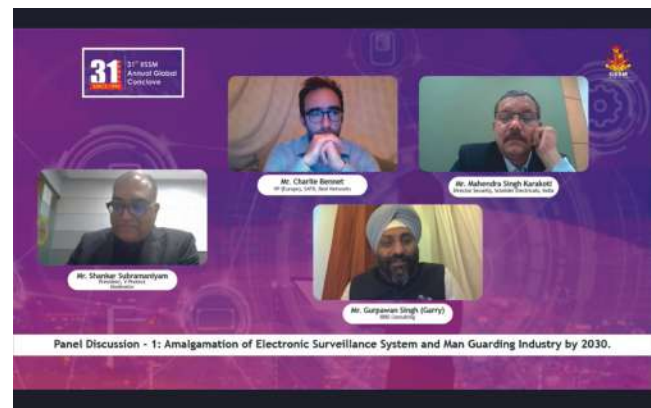
**Moderator -**

Mr Shankar Subramaniam, President, V-Protect

**Panelists -**

- Mr. Gurpawan Singh (Garry), IIRIS Consulting
- Mr. Charlie Bennet, VP(Europe), SAFR, Real Networks
- Mr. Mahendra Singh Karakoti, Director Security, Schneider Electricals, India

The Panel highlighted the need for having an efficient and cost effective amalgamation of the Electronic Support Systems and Man Guarding to have workable Security Solutions.



**1st Panel Discussion in progress**

4. The Second Keynote commenced at 1600 hrs by Maj Gen PK Mallick, VSM (Retd), Ex Professor NDC on Scope for Application of Artificial Intelligence in Security Business: Opportunities and Challenges. He highlighted that the pace of application of AI was moving at very fast pace and there was a need that AI should get embedded in the industry and defence forces.



**Keynote address by Maj Gen PK Mallick, VSM (Retd)**

5. The Keynote Address was followed by the second Panel Discussion on “Use of Artificial Intelligence, Machine Learning and Data Analytics for Security, Safety and Loss Prevention”. The Moderator and Panelists for this discussion were :-

Moderator - Dr. M.J Shankar Raman, CEO IIT Madras Pravartak.

**Panelists -**

- Mr. Suhash Mhaskar, Founder & CEO, Accent Technovation
- Col Robin Sen (Retd), Consulting Director, Speaking Mirror
- Mr. Rajan Kotadi, Founder & CEO, Stezy.io Blockchain Platform
- Mr. Shuja Mirza, Director, Solutions Engineering India & SAARC, NetApp

The Panel Discussion highlighted that lot of research on AI was going on in different fields. The Panel stressed on the need to employ AI for tackling hackers, developing resilience in companies/corporate to prevent/withstand hacking. In addition, the block-chain technology should be utilized for detecting the hackers.



**2nd Panel Discussion in Progress**



**2nd Panel Discussion in Progress**

## Day - 2 :17 Dec 2021

6. **The Second day** began with a third Keynote address on the topic “Management of Security during Pandemics and Disasters: Emerging Challenges” by Mr Paul Retter AM, Non-Executive Director of the Board of Certis Group, Australia. He highlighted that the challenges posed by the pandemic have to be handled holistically with all departments, organizations, industries etc. coordinating with each other to achieve the desired goals. Lot of work had been done to handle the crisis created by the Covid-19 Pandemic, however, a lot needs to be done to effectively contain it.



**Keynote address by Mr. Paul Retter AM**



**Presentation by Mr. Pushkar Gokhale**

7. The Keynote address was followed by a presentation on “Future of Banking – Creating Secure Spaces” by Mr Pushkar Gokhale, Vice President & Global Head - Sales & Marketing, Godrej Security Solutions. He stressed on the recently issued RBI guidelines to take care of Security aspects w.r.t. safe deposit lockers. He proposed a security strategic framework in three stages. The first one being through Step Projects i.e. up-gradations, second method – Jump Projects i.e. smart lockers and their automation and the third stage –Leap Projects i.e. Automated safe deposit vaults.

8. Thereafter, the third Panel Discussion on “Role of Security Professionals and the Industry in Pandemic Management.”.The Moderator and Panelists for this discussion were :-

Moderator - Col (Dr.) Bipin C Pandey, Visiting Faculty, ISSM and Life Coach

Panelists -

- Lt Cdr Farzana Tanni (Ex Bangladesh Navy), Regional Safety and Security Advisor -Asia Pacific, Plan International
- Mr Ravi Bhandari, Founder, Ilios Advisory & Former CEO, Shelby Hospital Group
- Maj Sunny Meitei, Chief Functionary, Fortrop Asia
- Mr Geoffrey D Askew AM, Principal and Founder of Askew and Associates, Australia

The Panel Discussion highlighted that the Security Industry had played a pivotal role in handling the Covid-19 pandemic. Various matters on improvement of policies coordination between Government and Private Security Agencies were discussed. How Governments had responded worldwide especially in Australia, Bangladesh and India were highlighted. It was also stressed by the Panelists that it is essential to consider the Security aspects as a Business enabler and not merely a Service Provider.



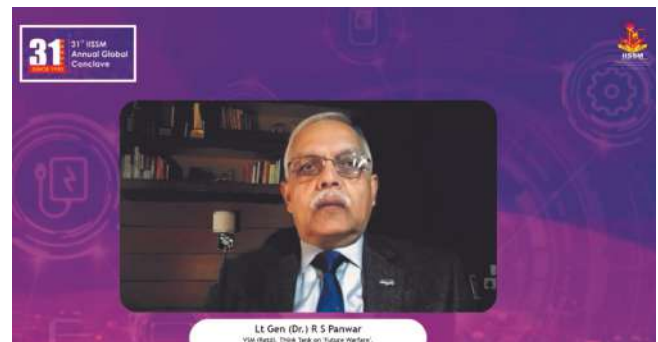


**3rd Panel Discussion in progress**



**3rd Panel Discussion in progress**

9. The fourth Keynote Address started at 1515 hrs on the topic “Defending our National Cyberspace: Effective Strategies and Governance Architecture” by Lt Gen (Dr.) R S Panwar, VSM (Retd) Think Tank on 'Future Warfare', Former Commandant of Military College of Telecom Engineering, MHOW. He mentioned that the Government is likely to announce soon the National Cyber Security Policy. He highlighted the need for India to develop Cyber Offensive Capability.



**Lt Gen (Dr.) R S Panwar, VSM (Retd)**

9. The Keynote Address was followed by the fourth Panel Discussion on “Science & Technological Applications for Security, Safety and Loss Prevention: Operational Realities”. The Moderator and Panelists for this discussion are:-

Moderator - Prof. V Kamakoti, (now Director) IIT Madras, India.

Panelists -

- Mr. Anil Yerra, Group Manager - Digital Innovation Strategist, Sonata Software
- Col Inderjit Singh, CIO, Vara Technologies
- Col Sumit Monga, Head - Government Affairs, Lenovo Computers
- Col Deepak Mahajan, Director (Information Technology), Hero Electronix, India

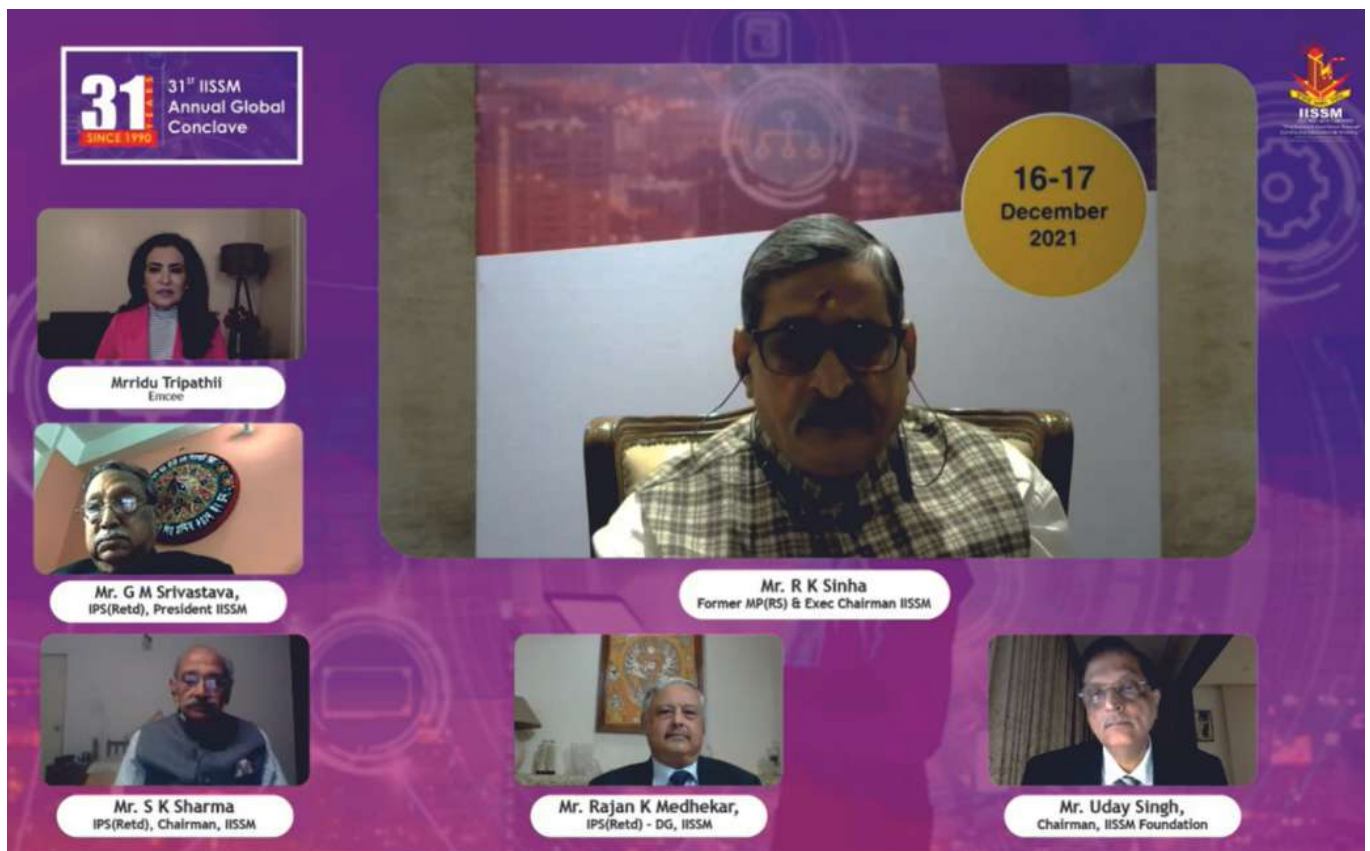
The Panel Discussion highlighted the need to develop end to end Protection capability. In addition the panel emphasized the need to have adequate protective measures in our Import procedures to safeguard against data being stolen / leaked through items being imported.



**4th Panel Discussion in progress**

The Panel Discussion was followed by the Valediction Ceremony wherein the Chief Guest was Mr R K Sinha , former Member of Parliament (Rajya Sabha) and Executive Chairman IISSM. He mentioned that IISSM has always provided a common platform for all Stakeholders to come together and move towards achieving Professional Excellence. Thereafter, Mr G M Srivastava IPS (Retd), President IISSM, briefly summarized the proceedings conducted over the last two Days.

Mr Rajan K Medhekar , IPS (Retd) , DG IISSM proposed a Vote of Thanks for all the Stake Holders, the Participants , the Key Note Speakers, the Moderators & Panelists and the Organizers for the successful Conduct of IISSM 31st Annual Global Conclave.



**Valedictory address by Mr. R K Sinha**



**Vote of thanks by Mr. Rajan Medhekar**



**Summing by Mr. G M Shrivastava**



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## Certified Security Practitioners' Course (VC)



The last Certified Security Practitioner Course for the year 2021 was held from 27 to 30 Dec 2021 (Weekdays Course) on virtual platform. The participants were from Delhi, Chennai, Mumbai & Gaborone (Botswana).

The sessions covered the topics like Fire safety Management, Risk Management, Disaster Risk Management, Fire Safety Management and Evacuation (National Building Code and NFPA Standards), IEDs and Bomb threat handling, Technological Application in Security Management, Bank, Hotel, Mall and Hospital Security, Incidence Response System & Crisis Management Framework, Corporate Vigilance - Overview & Preventive Aspects, Arms Act and Arms Licensing, , PSAR Act - 2005 - Need for review, Executive Protection and Role of PSOs, Cyber Security & Data Protection, and Business Continuity Planning. In addition, a Class Room Crisis Simulation Exercise, on Flood Situation Management was conducted which was highly appreciated.

The Classroom Exercise received an Excellent Response from the Participants.

The Faculty Members who conducted the Course were:  
Brig AK Pathak (Retd) and Col (Dr.) M P Sen (Retd): IISSM Faculties  
Brig (Dr.) VK Dutta (Retd): Guest Faculty

All four Participants have also shown a keen interest in our activities like Seminars, Conclaves and Membership in addition to future association.  
Overall, the course was very well appreciated.

**Few Quotes from Participants on Overall Assessment of the Course are mentioned below:-**



**Mrs Gaefiwe Crunch Kenosi,  
Director, ITSOSSENG SECURITY  
GUARD PTY LTD, MOGODITSHANE,  
Botswana**

"With much appreciation to opening my eyes to the new possibilities, revision and implementation of policies will be guided by this course."



**Maj Rahul Barthwal, Indian Army,  
Delhi**

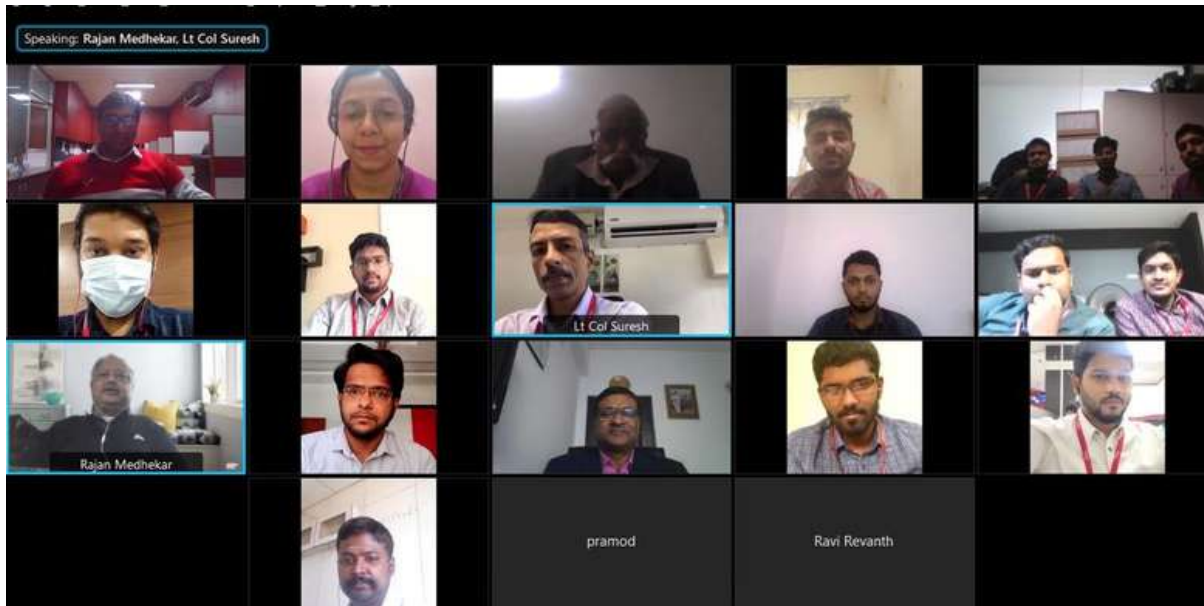
"Great learning and specially the exercises and case studies discussed."



**Ms. Madhhura Mohan Tayade,  
Assistant Manager Security, GIA,  
Mumbai**

"All the Faculties are great, they have superb subject knowledge."

## Disaster Management Capsule Course (VC)



A specially designed 'Capsule Course on Disaster Management' has been conducted by the IISSM on 31Dec2021, (One Day Course) on virtual platform. All the participants were from South Indian Bank and all (15) are deployed in various branches and Head offices of the Bank in the states of Kerala and Tamil Nadu.

The course was specially designed to train the Probationers as well as Senior Managers including the CSO of the bank. The sessions covered the topics like Overview of the Disaster Management, Fire Safety Management with some aspects of National Building Code and NFPA Standards, Technological Application in Security Management, ATM and Cash Vault Management in Banks. In addition, a Class Room Crisis Simulation Exercise, on Flood Situation Management was conducted which was highly appreciated by the participants.

The Classroom Exercise received an Excellent Response as the situations were similar that were/are faced by them every year.

The Faculty Members who conducted the Course were:

- Brig A K Pathak (Retd) and Col (Dr.) M P Sen (Retd): IISSM Faculties
- Mr. S J S Duggal : Guest Faculty

All Participants have also shown interest in our activities like Seminars, Conclaves and Membership in addition to future association. Overall, the course was very well appreciated.

**Few Quotes from Participants on Overall Assessment of the Course are mentioned below:-**



**Lt Col Suresh N (Retd), Chief Security Officer, South Indian Bank, Trichur**

"Really appreciative of the way it was conducted..... It was beyond expectation."



**Mr. Pramod P.J., Manager (Security), South Indian Bank, Kakkanad**

"Well conducted program."



**Mr. Rahul J S, Asst. Manager (Security), South Indian Bank, Kolkota**

"Excellent programme."



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# From Battle Fatigues to Board Rooms : Challenges of Transformation :

By Lt Col Vinod Kumar VK (Retd)

## INTRODUCTION

Top priority for employers is to find pools of untapped talent to fill various job vacancies in their organization. Hiring of military veterans has proven to be a success strategy for the corporate houses. Corporate generally earn good will from their customers and also boost public image of the company by employing military veterans. In turn, the veterans bring a wealth of knowledge and skill to the civilian workplace. They offer a unique set of skills, experiences and leadership capabilities developed and honed during their years in the uniform. Their wide-ranging experience and competence can be best utilized by the employers because the veterans are capable of delivering subject matter expertise, years of on-the-job training and advanced skills in the fields like information technology, logistics management, supply-chain management, men and material management, public relations etc.

Though military does an extremely effective job of training soldiers to operate within the framework of the organization, it generally send them back to the civilian life ill prepared to face the challenges of the civilian environment and deal with the future. Transition provides personal process of change and promotes a comprehensive view of veterans' post military difficulties as the life in civilian environment is connected to larger political, organizational and economic contexts. Hence the transition from military to civilian life including finding a suitable job in the corporate field become challenging for veterans.

## ENHANCED SKILLS OF MILITARY VETERANS

Veterans are Disciplined. Military personnel are trained with an emphasis on discipline. Veterans come fully equipped with the ability to set schedule for themselves and follow them.

Leadership and Team work. The veterans are the people who work very hard to earn respect of their peers and experienced in working as a team to pursue common goals.

Decision-making and Problem Solving. The veterans are trained to react quickly and adapt to a given situation precisely. They also adjust to new environment and ever changing situations in a dynamic manner and can handle high pressure situation with ease.

Honesty and Attention to Detail. Military professionals are accustomed and trained to meet the highest standards in terms of ethics, safety and other organizational imperatives.

Veterans Walk the Talk. A major aspect of transactional relationship is the 'Trust'. The military veterans are the people whom one can rely and trust at the word 'Go' because they feel accountable to the society, nation and the company they are working for and accordingly they behave in that manner. It is also noteworthy that military veterans in the country have earned respect because of their conduct in the civvies.

Respect for Hierarchy. Military service conditions demand full obedience to their superiors. They are tuned to sacrifice their lives in just one line or one word of verbal order without asking any question. When put into corporate positions, veterans are trained to consistently show respect and follow directions of their superiors. This makes veterans efficient and valuable team member.

Veterans Know When to Lead and When to Follow. One of the biggest assets the military personnel have is the fine balance between the role play of a leader and a follower and accordingly rise up to the occasion. They are trained to think fast and make important decisions quickly for the benefit of the mission. They know how to assess a situation, develop a solution, delegate and quickly identify any missing or weak links.

Global Perspective. Many veterans have years of experience working with international teams of diverse nature like UN Peace Keeping Missions and thus they develop and nurture a global perspective. It goes without saying that every soldier is trained to think beyond the boundaries of race, religion and culture and they gel, amalgamate in the new culture very easily.

## TRANSITIONING OUT OF MILITARY

Soldiers, while in service, are trained in very specific skills, behaviours and values. They learn the technical and professional skills necessary to operate weapons, equipment and machinery, carryout operational tasks as a team member or team leader in extremely high stake situations in an institutional hierarchy. It is important to note that some of the skills are so specialized and unique that sometimes personnel of different branches of military also fail to understand the nuances of that kind of skills. Such peculiarities result in a gap between military work and corporate requirements and hence a smooth transition to civil work place is felt essential.

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## CHALLENGES OF TRANSFORMATION

### “Finding a Job”: a Big Challenge

The current job market itself is facing serious difficulties. For military veterans, the challenge for finding a job is explaining how their military skills translate to the civilian workforce at times becomes extremely difficult for the uninitiated (in military culture and way of its functioning) HR professionals, more so with the younger HR executives. Even job searches become a difficult issue for military veterans. Military talent applicants are trained ‘just do their job’, but when an interviewer asks them to speak up and elaborate on their skills and successes, they find it difficult. Military veterans generally lack expertise of expressing their military experience in a way that applies to a civilian organization or workplace. When creating a resume, majority of the military veterans fail to address this important criterion. So there appears a perception barrier among civilian community about their skills and abilities. Hence the HR professionals of corporate organizations should understand military skill sets and how these skills can be translated into the industry.

### Lack of Skill Certification

A military veteran may be actually skilled in a variety of fields for employment in a corporate organization, but may not have the desired certification. Employers will have to understand that not all skills are certified; many skills acquired whilst on job needs to be identified. In some cases skills listed may not be up-to-date in nature and at times the civilian equivalent certification is far lower than the skill and expertise of the military personnel. Also, there is no feedback system existing in military establishment which are available to the employer regarding veterans’ previous performance, talent skill, knowledge acquired and capability. Making the corporate employer understand the multifarious tasks and different types of jobs undertaken in military is an important bridge to be crossed. Even the veterans need to understand this. In military, an officer is a judge, prosecutor, an accountant, an auditor, a counselor, a manager, an administrator and a leader. The list is endless. The employer needs to understand the full extent of the real input while recruiting a veteran.

### Adaptability to Corporate Functioning

Many corporate establishments feel that a veteran is very rigid, inflexible and stiff and carries attitude of the military service days, hence may not be suitable in a civilian establishment. But in reality, veterans are well exposed to different tasks in their service constantly adapting to variety of work

conditions due to frequent postings, change of unit and duties in different operational areas in the country and reporting to different superior officers each time. Hence adaptability of veterans should not be viewed with preconceived mind set and generalization.

### Employers Respect for Military Culture

In majority of the cases, military service is respected by employers, but still there are concerns about cultural barriers. Possibly the employer may not understand military culture till veterans are recruited and employed. However, the unemployed veterans are more likely to believe that their experience is not respected or understood by employers.

### Soft Skill Barriers

Military veterans bring with them the experiences such as persistence, reliability, conscientiousness and attention to detail. This sometime becomes barrier to successful corporate employment. Characteristics of being punctual, professional and respect to people in authority are often undervalued in civilian workplace. Veterans are usually aware of the skills and experience they bring to the new work place. Some are not able to adapt to the corporate environment and choose to exit because of the frustration they feel when civilians do not recognize their skills. At times it is felt that civilian employers have limited understanding of what veterans contribute. Some even don't know their job skills and how to treat veterans. They feel that the veterans don't understand how to convert their skills in their language and practice. But they realize that they offer more than civilians can offer.

### Lack of Adequate Educational Qualification

Lack of educational qualification is a barrier to employment. Higher educational qualification is a logical path to post military employment. Veterans face practical hurdles such as ‘competing with candidate who have been in the workforce for longer than me’ and lack of required educational qualification. This can also be the source of unexpected frustrations for veterans as readiness to transition increase with education.

### Starting Over Completely

After retirement from military service, when veterans are ready to look for new job, they may be unprepared for a variety of reasons. Service in military is disciplined, rigid and relatively transparent in a hierarchy. Sometimes veterans

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have unrealistic expectations of how their skills will transfer to corporate market. Though they are generally hard working, there is a frustration among them to start in low paying entry-level positions and feel as starting over completely. Many a times, veterans feel that moving to a smaller or unfamiliar city would make it difficult to establish themselves or gain employment in their desired area of work.

### **Inadequate Transitional Support from Military Organisations**

Majority of the soldiers do not receive transition support while proceeding on retirement. Many of the existing resettlement courses and programmes conducted by military organizations aimed to assist retiring personnel to get a job in the civil are found to be inadequate to meet the actual requirements. Because of this, many veterans do not feel ready for transition and take time to decompress. Soldiers while nearing retirement from military service need to be prepared for the transition and should be guided through the transition process to a job of their choosing, talent and aptitude as far as possible. The military organization has a major role to play in this regard.

### **Health Challenges as a Result of Military Service**

At times, some of the veterans may have physical or mental health challenges too, they face more difficulty in transition to corporate world. Many veterans come out from military service physically disabled, recovering from injury, suffering from post traumatic disorder and other psychological stress. These veterans face greater employment concern and deserve support from the system, unfortunately very few business organizations do feel that way. Employers, after employing such veterans, will have to not only nurture their career, but also support their transition to civil life and accommodate health challenges they are facing. Many employers simply fear of dealing with veterans with disabilities.

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### **CONCLUSION**

The veterans are a great source of talent for civilian employers. They bring distinctive capabilities and valuable skills developed through real-world, high pressure experience. Employers have an opportunity to capture these talents for their organization and help veterans transition by gaining better understanding of veterans' experience and leveraging the resources available. The employers will have to use a "total person" approach when hiring military veterans. Apart from looking at what their job was in the military, importance should be given to their skills and ability adapt to change. On the other hand military establishment should build on the existing training programmes that help address the work experience and education gaps that may hinder in transition from military career to corporate.

### **About the Author :**

Lt Col Vinod Kumar VK ( Retd) was Commissioned in 21st Battalion, The Rajput Regiment in Dec 1997. Apart from Command and staff appointments, he has been a member in UN Peacekeeping Mission in Ethiopia and Eritrea. He headed the Security Operations in Engine Factory Avadi, India. An alumni of prestigious Defence Services Staff College, Wellington, India and has done MA in Defence and Strategic Studies from Madras University.

Presently, he is serving with the Ex-Servimen Contributory Health Scheme Organization.

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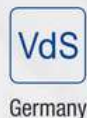


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