



Date: .....

**Subject: TO PROVIDE FULLY VETTED, TRAINED, DISCIPLINED & DEDICATED GUARDING & HOUSEKEEPING PERSONNEL (CIVILIAN/EX-SERVICEMEN)**

**Dear Sir,**

It is our pleasure to have an opportunity to share with you the details of our model used, key benefits, and methodology to generate your trust and confidence in **"Oak Security and facilities Pvt Ltd.Pvt. Ltd. "Certified ISO -9001 Company.**

The enclosed documents will give the details of the model used, key benefits, methodology to provide **"Total Quality Security Solutions" :-**

- a) Company Profile & Why **Oak Security and facilities Pvt Ltd.Pvt ltd ?**
- b) Why Oak Security and facilities Pvt Ltd. Guarding Personnel Demonstrate Proactively Professionalized Security Services with **PASSION??**
- c) Value-added services to our esteemed customers on **Crisis Management (Building Evacuation)** as Planning, training, and simulated exercises with review and recommendations by our trained Professionals.
- d) Procedure of Recruitment & Training.
- e) **Transition Methodology** for Handling / Taking over Security services at your premises.
- f) Some **Who Trust Us.**

We look forward to collaborating with you to support your performance objectives. For a non obligatory meeting between us or any other information needed, please contact the undersigned & E-mail.

We will be pleased to assist you right away.

**Working towards a vision of turning knowledge to action...**

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### **About our Company & Why**

#### **“ Oak Security and facilities Pvt Ltd.Pvt ltd ” ?**

Welcome to “**Oak Security and facilities Pvt Ltd.**”, it is our GREAT pleasure to have an awaited opportunity to introduce ourselves as one of the leading, professionally managed security organization.

**“Oak Security and facilities Pvt Ltd.Pvt ltd.”** Certified ISO-9001 Company incorporated in 2022 and has grown today to become India’s most recognized and professionally qualified “Total Security Solutions” provider. It has surpassed all growth expectations and very rightly, has been adjudged as the trendsetter in the Indian Security Scenario. We have earned an unflinching faith among security planner & establishment Managers, thereby enabling us to grow across the country with a work force over 760 guarding personnel at our disposal.

For “Total Quality Commitment” we have strong operation team of Guarding Personnel with full of Passion along with highly experienced Senior Defense Officers and comprising of Quality Control Managers, Mobile Field Officers, and Patrolling Supervisors suitably equipped with communication network.

We are providing multi-disciplinary services of the highest quality to Government, Semi- Government, Multinational Companies, Private/Public Sector Undertaking, Corporate Office, Business Houses, Industrial Units and Residences all over the country.

We design “Customized Integrated Security Plan” for total security solution. Our endeavor is to provide efficient yet cost effective security service through our handpicked, carefully selected, medically fit, thoroughly vetted, highly trained and proactive guarding personnel.

They are impeccably uniformed, suitably equipped and well supervised. They are responsible to “Create Safe and Secure Environment” by safe guarding assets, personnel and property against losses due to theft, pilferage, intrusion, sabotage, fire and accident.

**Oak Security and facilities Pvt Ltd.** Group is one of the very few security groups specialized in rendering ultimate security solutions with a vast network of 48 offices in India and are capable of professionally handling your all-India requirements.

Our Group Policy “We commit to secure your tomorrow today” summarizes our organization vision, commitment and dedication to our business and you. We look forward to hearing from you and welcoming you as our valued customer.





## **Company Core Values**

### **Integrity:**

We are committed to the highest standards of ethical and professional behaviour and endeavour to instil universally recognized and accepted core values of proper conduct in all our employees.

### **Teamwork:**

We operate as a coordinated body of collective wisdom and experience. Everyday our employees strive to discover and implement cohesive solutions to challenges by using the best minds we can assemble.

### **Innovation:**

We value, encourage and empower our independent contractors and employees to dream, to innovate and challenge conventional wisdom. We strive to raise expectations and break through barriers others deem impossible to breach.

### **Respect:**

We honour the rights and beliefs of our fellow associates, our customers, our employees and our community. We treat others with the highest degree of dignity, equal opportunity and trust. We respect the cultures and beliefs of people around the world.

### **Accountability:**

We act ethically and legally as we work to meet our contractual commitments. We take responsibility for our behaviour and our performance. We are accountable everyday. We support quality assurance and personal discipline in all our endeavours.

### **Excellence:**

We meet or exceed all professional and contractual expectations and obligations. We strive to deliver superior quality products and services on time and under budget. Our employees are dedicated, loyal and honourable.

### **Efficiency:**

We create value with limited resources everyday. Our employees create exceptional products and services in response to specific customer needs. We operate a streamlined organization that prides itself on solving issues in a lean, economical manner. We deliver great value for a great price.

### **Vision**

To be the India's leading service provider of integrated strategic services and innovative technology solutions.

### **Mission**

**Oak Security and facilities Pvt Ltd.** efficiently and effectively integrates a wide range of resources and core competencies to provide unique and timely solutions that exceed our customers stated need and expectations. Guided by integrity, innovation, and a desire for a safer India, **Oak Security and facilities Pvt Ltd.** professionals leverage state-of-the-art training facilities, coupled with professional operation teams, and innovative manufacturing/production capabilities to deliver world- class customer driven solutions.





## **Why Oak Security and Facilities Pvt Ltd. Guarding Personnel Project Proactively Professionalized Security Services with PASSION??**

- Our guards have gone through a scientific selection process and are trained for the tasks they are expected to perform. These guards are tested for their attitudes, aptitudes and suitability for the job. They are put through an extensive training schedule for 7 Days and 10 days OJT. To transform them into highly skilled and proficient individuals suitable to perform their functions in the challenging environment.
- Create a Customized security plan/Site Instruction 15 days prior to deployment as per the customer need to provide total security solution.
- We create, develop and maintain “Passion” in our guarding personnel, to out-think and out-perform themselves in every role, everyday by providing main and basic need of fulfilling all statutory requirements like ESI, PF, etc.
- We disperse Guarding personnel Salary payment by ATM CARD/ Cash on 7th of every month.
- We provide suitable, dedicated, hand-picked and on job trained Relievers for all our Sites. Our team compete and are monitored regularly for reducing response time in positioning these relievers at short notice.
- We build “High Level of Attitude” of our guarding personnel by streamlining the main focus of our management team, in providing all necessities to our guarding personnel at their doorstep. To help them to have ability to deal with personal, team and customer adversities in a powerful manner.
- We ensure “Boosting of Motivation Level” of guarding personnel by proactively creating professionalized development plan with the dedicated support of quality control management team, to enhance the effectiveness.
- We committed to maintain “Excellent Cordial Relationship” with our guarding personnel by frequent visit of Senior Management and by conducting the counseling sessions at the site where they are deployed. It is to generate greater amount of trust, openness, understanding and integrity in their relationship with our management and customers.



### **“Value Added Services” to Our Esteem Customer**

We provide customized “Crisis Management Services” mainly as building evacuation plans, procedures and training at your premises by our trained Professional from EAGLE PLEDGE

- To ensure your company can effectively employ consistent processes of Crisis Management disciplines to safeguard the people, image and operations of the Company. Our consultants will assist you at regular interval with suitable recommendation for implementation will give you the confidence and methodology to tackle real emergencies.
- **Methodology.**
  - ☐ Crisis Management Organization as CMT and CRT
  - ☐ Creating or Upgrading Crisis Management Guide
  - ☐ Initial Education and Training
  - ☐ Control Rating Process / Compliance Measurement
  - ☐ Review of Simulated Exercises.
  - ☐ Back up Recovery Site & Secured Area, System and Transit Plan / Procedure.
  - ☐ Workshop uses a combination of Case studies, Questionnaires, sharing process, Team presentations and Action based discussion.
- We provide update on regular basis about security scenario as early warning after procuring genuine information regarding the occurrence of security hazard, threat and incident / accident as per their need.
- We provide 24 hours support services, 365 days to our customer in all over India during the crisis and emergencies, along with suitable advice and guidance on pan India basis.
- We review existing security arrangements and for new projects, our team can advise and suggest optimum security measures at the design stage.
- We provide security assets, equipment and additional Guarding Personnel at short notice, at your site as per your need.

We can protect your People, Products, Property and reputation through an accurate assessment of existing, Physical Security

Our endeavor is in making detailed recommendations to establish higher level of Safety and risk assessment that plugs various loopholes in an optimum, efficient and yet cost-effective manner

- 1. Geographic Location**
  - a) Premises Location
  - b) Crime Rate & Risk Location Rate
  - c) Law Enforcement Proximity
  - d) Emergency Handling Office / Sites
- 2. Construction External / Internal**
  - a) Structural (Door, Window, Locks, Hinges, etc.) Resistance to Intruder
  - b) Fence & Gate
  - c) External Lighting
  - d) Neighboring Premises / Perimeter.



**3. Access Control Procedure / Policy.**

- a) Access Control Procedure
- b) Access Authorization Policy
- c) Visitor Control Policy
- d) Access Control Procedure of Sensitive / Secured Area
- e) Audit Procedure of Access Control Procedure
- f) Access Control System
- g) System capability & Deemed Adequate for the Operation
- h) Installation of Access Control Equipment
- i) All Access Door / Gate are Locked / Guarded

**4. Asset Control System.**

- a) Property Removal Policy & Procedure
- b) Property Removal Form / Gate Pass
- c) Audit Procedure

**5. Security System & Emergency Alarm System.**

- a) Security Intruder or Alarm System
- b) Emergency Exits Secured, Alarmed
- c) CCTV System and its adequate installation / operational capabilities as per client consent.
- d) CCTV recording and its Secure Area / Control Room

**6. Fire Control & Audit Procedure.**

- a) Fire System & its Installation
- b) Evacuation Lane & Emergency Exit
- c) Stand By System
- d) Fire Audit Procedure
- e) Emergency response plans and follows up.

**7. General.**

- a) Comprehensive physical security plan, security procedures defined, documented and provided to employees.
- b) Storage facilities provided for storage of confidential or proprietary/ secured area.
- c) Effective personnel – screening program
- d) Losses reported promptly for investigation & periodic analysis
- e) Effective procedure for the internal reporting of theft, losses or damage to company property.
- f) Effective ongoing security awareness program for employees and contractors.
- g) Adequate and Efficient communication system / equipment available for communication & for activating emergency alarm, its CMP.
- h) Vehicle movement & parking lots exposed to the public property fenced, guarded and or patrolled by security personnel
- i) Documented “sensitive” trash disposal policy.





We can even compile Crisis & Security manual, to provide practical physical Safety & Security standards / guidelines to operating management in the support of their individual responsibilities to plan, establish and maintain an optimum degree of positive control over the persons, materials and property entering and leaving their facilities to create an overall sense of Security.

We believe our business will be secure only if we are secure. Today Corporate Sector is under siege, would that surprise or shock you. Probably both, change in world economic order, erosion of moral values, organized crime, regional and international terrorism, strong unions, political instability, over stretch of law-and-order agencies, terminated employees, unemployment, hoaxes and threats, subrogate, Industrial espionage (stealing of corporate secrets), arson last but not the least inter and intra corporate rivalries have made the things under serious observations and control.

Whatever be the reasons, a crime of this nature apart from generating a feeling of insecurity among all ranks of employees, affects the confidence of investors too. Prevention is better than cure. Safety & Security prevention is the main theme. It cuts losses, saves money and increases work place confidence.

You can no longer rely on the government for protection; Multinational corporations have no choice but to accommodate to this change. Added to this are the failure of federal, state, and local governments to deal effectively with the issue of crime, violence and crisis. As a result, corporate Safety & Security outlays have been rising consistently for decades. This trend disturbs most top corporate managers, who regard Safety & Security costs as nonproductive expenditures. It also means that every Safety & Security money must be spent as carefully as possible. While good Safety & Security clearly makes good sense, corporate Safety & Security program too often are poorly conceived and executed, characterized by redundancies and waste, and not properly integrated into the company's overall strategic planning.

Today, no senior corporate manager can afford not to be concerned and informed about Safety & Security matters and how his or her company's Safety & Security money is spent. Safety & Security is not something that can simply be delegated to others.

We must educate our employees about the elements of good Safety & Security. Explain that the Safety & Security measures you have adopted are for their own protection and the wellbeing of the company. Enlist their assistance in reporting strange or suspicious behavior on the part of other employees. To undertake every reasonable measure to ensure the safety of employee and visitors, to prevent damage or destruction to property and other assets willfully or maliciously. It can maintain business continuity from unwarranted interruption.

It is amazing how people can take such stringent precautions at home or on their journey but completely ignore the Safety & Security of their office/industry where they spend most of their time.



## **Day and Night Monitoring Procedure & Control Mechanisms**

We have effective and foolproof systems of monitoring our security personnel deployed at various places for their alertness, discipline, and so on. The Procedure followed is as under:

### **Day Supervision**

#### **Visit by Supervisor and Asst. Manager Operations:**

The responsible officer / Supervisor will visit each location daily. The officer concerned will sign in the Daily Muster book and unit visit register kept at the location. This register will be put up to the client once or twice in a week for perusal. The concerned officer also fills up the visit report. Asst. Manager Operations will visit the site twice a week.

#### **Feedback by Regional Head-Operations, The Regional Head-Sales :**

Head operations will remain in regular touch with the client and keep taking feedback on security related services. They will be visiting the clients site once in a month to get the feedback and the feedback on quality of services provided will further help in improving the services if found lacking.

#### **Night Check.**

The Night Supervisor checks each location daily at a varied time schedule to maintain the surprise element. To create fear in the mind of the security guards deployed at night the check is carried out even thrice at various occasions.

The night supervisor fills up the Night Check slip and leaves behind at the location, which is put up next day to the client for perusal.

#### **Control Mechanism.**

A 24 hours control room number is functional to control all activities of day and night operation. At night one duty officer is available at the Control Room to handle any emergent situation.

All Field Supervisors and night supervisor are provided with mobile phone to be in touch with the Control Room.

The security post are provided with the residential telephone / mobile numbers of the managers, office staff to contact at any time in case of any emergencies situation.

Units visit reports and night check reports are daily checked by the Branch Head and suitable actions are taken to eradicate the shortcoming.

#### **Post Wise Instructions:**

Instructions for the various duties to be performed at different posts will be given in writing and a copy of it shall be laid out on the respective post. All security personnel will be familiarized with the site before mounting.

#### **Alertness of the Security Guard:**

The Security Guards and the Security Supervisors posted in the premises shall carry out extensive patrolling.

#### **Occurrence Book:**

An occurrence book shall be kept with the Security Supervisor to record on the important occurrences.



**Monitoring of Security Services:**

Our operational team will be visiting the client 5-6 times in a week during the day and at least 3-4 time in a week during night. However initially these units will checked on daily basis till the system is consolidated. The Branch Head of the area will be regularly in touch with your company and will be visiting the site regularly.

**Turnover of Staff:**

Security Personnel posted shall be changed every 10-12 months or earlier if desired by the management. These changes will be informed to the management or as advised by the client.

**Vigilance:**

Security staff has been briefed to act as the eyes and ears of the client. They will particularly identify any unusual behavior of the staff, any union like activities, formations of clicks and clans etc. These will be confidently reported to your senior management.

**Reports to be submitted:**

Monthly reports of activities carried out by our security staff will be initiated and the same will be sent to the management looking after the security of the Client covering the following:

- Visit carried out during day and night by the staff.
- Important occurrence relating to the security
- Vigilance report covering any union activity/other confidential matters.
- State of Fire Equipment
- Fire practice carried out
- Evacuation drill carried out
- Customer feed back form
- Any other important information desired by the client
- Measures to improve security, if any

**Record to be maintained at Client Location**

- Visitors Registers
- Occurrence Register
- Duty Register
- Key Register
- Material in / out Register
- Identity Card Register
- Important Instruction Register
- Important telephone Number Register
- Night Patrolling Register



## **Procedure of Recruitment & Training of Security Personnel**

1. This policy lays down the guidelines for recruiting all categories of personnel for the Security Division of **Oak Security and facilities Pvt Ltd**. Limited. No variation of this policy is made without written permission from the company Directors

### **2. Sources of Recruitment**

In order to base the recruitment process for procurement of man power following avenues shall be tapped:-

- a) Holding recruitment camps at different locations in the rural belt.
  - b) Advertisements in major newspapers of concerned area.
  - c) Personal contracts/references by known individuals.
3. The following procedure shall be followed :-
    - a) Based on vacancies in each category of personnel, combination of modes at Para 2 shall be employed to give wider coverage for the process of recruitment.
    - b) Selection Board is nominated by designation to effect selection of personnel category wise as per laid qualitative requirement attached at Appendix 'A'.
    - c) Day, date, time & venue is decided for carrying out the recruitment.
    - d) Initial test paper is made for each category by the selection Board and kept under lock and key to be taken out for making additional copies on the date of recruitment.
    - e) Relevant stationery and allied administrative arrangements be made for the smooth conduct of Recruitment process.
    - f) Arrangements for medical test of successful candidates are made to assess their suitability for employment.

### **4. Recruitment Process.**

On the day of designated day for recruitment, Selection Board along with administrative support staff assemble at venue site one hour prior to the appointed time to check all arrangements for carrying out recruitment. All staff is thoroughly briefed with regards to their respective functions. Following procedure shall be adopted for recruitment:-

- a) All perspective candidate assembled for recruitment shall be segregated category wise for which appearing for selection.
- b) Original documents of all candidates shall be scrutinized for fulfilling details as laid down for the post.



- c) Candidates found unsuitable due to lack of requisite requirements for the post are rejected at this stage and their original documents returned back to them.
- d) We follow scientific selection procedure for attitude aptitude test. Candidates are interviewed by the Selection Board if find fit for the concern post will be acknowledged for the same.
- e) All selected candidates are medically examined and candidates declared medically fit alone are considered for recruitment. Candidates declared unfit are returned their original documents.
- f) Selected candidates are suitably kitted as per Company's Dress Regulations.
- g) They are then sent to the Training Institute of the Group and given basic Induction Training.
- h) On successful completion of Basic Induction Training alone shall an individual be given service number.
- i) Candidates failing in Basic Induction Training shall be given another chance but if they fail to qualify second time they will not be recruited and their original documents are returned back to them.
- j) Candidates allotted service numbers alone are given duty and the recruitment process is deemed to be complete.
- k) All candidates given service number are subsequently verified through Police Authorities from respective areas.

Copy of terms and conditions of service are attached at Appx 'B'. Appendix 'A'  
{Refer to Para 3 (b)}



## **QUALITATIVE REQUIREMENTS OF SECURITY STAFF BELOW OFFICERS RANK**

### **SECURITY GUARD**

#### **(i) Educational Qualification**

1. Matric/10<sup>th</sup> Standard pass.
2. Should be able to read and write in Hindi. Knowledge of local language is desirable.

#### **(ii) Age**

1. Ex-Servicemen  
35-50 years of age with exemplary character.
2. Civilian  
21-50 years.

#### **(iii) Heights**

5'7" minimum

#### **(iv) Medical Category**

ANYONE. With no physical deformity.

### **GUN MAN**

Besides qualifications required for Guard, he should be in possession of a valid weapon license, preferably National.

### **SECURITY SUPERVISOR**

#### **i Educational Qualification**

10+2 pass  
Should be able to read and comprehend spoken English.  
Knowledge of local language preferable.

#### **ii Age**

- aa) Ex-Serviceman  
35-50 years with Exemplary character.
- bb) Civilian  
21-50 years.

#### **iii Medical Category**

AYE ONE with no physical deformity.

#### **iv Additional Qualifications**

- a) Should know driving and be in possession of valid driving license.
- bb) Should be a good communicator and be able to maintain close liaison with law enforcing agency.
- cc) Should have a security work experience of minimum 3 (three) years.

#### **v. Height**

5'7" minimum



**SECURITY GUARDS BASIC TRAINING**  
**7 DAYS CAPSULE**  
**BLOCK SYLLABUS**

S.N.	Subject	No. of Periods
1	Course Introduction	1
2	Service Conditions and Personnel Documentation	
3	Psychological and Behavioural Aspects	3
4	Uniform Accoutrements, Bearing & Turnout	2
5	Duties of Guard	2
6	Dos and Don'ts for a Guard	1
7	Gate House Duties	9
8	Communications	2
9	Fire Fighting	6
10	Crisis / Disaster Management	1
11	Patrolling	2
12	English Usage	2
13	Legal Aspects	1
14	Electronic Security	1
15	Intelligence Aspects	1
16	Practical Training	4
17	Guarding Special Procedures	7
18	Spare	2
19	Test	1
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Note : PT, Drill, OTW (Own Time Training) and Night Training additional as per schedule given.



**SECURITY GUARDS BASIC TRAINING**

**7 DAYS CAPSULE**

**DETAILED SYLLABUS**

Ser.	Details of Subject	No. of Periods
1	<b><u>Course Introduction (CI)</u></b>	1
2	<b><u>Service Conditions and Personnel Documentation</u></b> <ul style="list-style-type: none"> <li>➤ Service Conditions</li> <li>➤ Pay and Allowances</li> <li>➤ Preparation of Bio – Data</li> </ul>	
3	<b><u>Psychological and Behavioural Aspects (PB 1 &amp; 2)</u></b> <ul style="list-style-type: none"> <li>➤ Code of Conduct</li> <li>➤ Handling Pressures</li> <li>➤ Attitude, Behavior and Positive Thought</li> <li>➤ Courtesy and Etiquettes</li> <li>➤ Ethics, Moral Values, Sense of Responsibility</li> <li>➤ Honesty, Loyalty and Truthfulness</li> <li>➤ Dealing with People</li> <li>➤ Security Communication</li> </ul>	3
4	<b><u>Uniform Accoutrements, Bearing &amp; Turnout (UABT 1 &amp; 2)</u></b> <ul style="list-style-type: none"> <li>➤ Wearing of Uniform Correctly</li> <li>➤ Preparing the Uniform and its Maintenance</li> <li>➤ Proper Fitment of Accoutrements</li> <li>➤ Bearing and Turnout</li> <li>➤ Personality presentation &amp; projection</li> </ul>	2
5	<b><u>Duties of Guard (DG 1 &amp; 2)</u></b> <ul style="list-style-type: none"> <li>➤ Responsibilities of the Guard</li> <li>➤ Methodology of Guarding</li> <li>➤ Types of Post and Guarding Difference</li> <li>➤ Reactions to simulated situations at own premises and neighborhood.</li> <li>➤ Debriefing of Coming Off Duty</li> <li>➤ Proving safety, loyalty, faithfulness</li> </ul>	2
6	<b><u>Dos and Don'ts for a Guard (DD)</u></b>	1
7	<b><u>Gate House Duties (GH 1 to 9)</u></b> <ul style="list-style-type: none"> <li>➤ Duties and Responsibilities of a Guard</li> <li>➤ Access Control Measures</li> <li>➤ Search, Types and Conduct</li> <li>➤ Difference – Guard and Chowkidar</li> <li>➤ Documentation and Correct Maintenance of Various Register, How to Process Challans, Prepare Visitor Passes, Check Gate Pass of Outgoing Stores etc.</li> <li>➤ Guard Alertness</li> <li>➤ Duties on other posts</li> </ul>	9



8	<b><u>Communications (Com 1 &amp; 2)</u></b> <ul style="list-style-type: none"> <li>➤ Telephone Manning, Terminology and Commonly used Procedures and Phrases.</li> <li>➤ Logging of Telephonic Conversation / Message and Follow up Action – Maintenance of a Tele – Log</li> <li>➤ Radio – Telephony Procedures</li> <li>➤ Practice</li> <li>➤ Informative Tele Calling</li> </ul>	2
9	<b><u>Fire Fighting (FF 1 to 6)</u></b> <ul style="list-style-type: none"> <li>➤ Types of Fire</li> <li>➤ Fire Fighting Appliances / Equipment for Different Types of Fire, and their Correct Operation</li> <li>➤ Practical Handling of Fire Appliances and Fire Fighting Practices</li> <li>➤ Fire Insurance and Laws</li> </ul>	6
10	<b><u>Crisis / Disaster Management (CDM 1)</u></b> <ul style="list-style-type: none"> <li>➤ Natural &amp; Manmade Disasters / Crisis – their Effects</li> <li>➤ Duties of Security Staff During these Disasters / Crisis</li> <li>➤ Simulated Situations and Reactions</li> <li>➤ Preventive Measures to Minimize Losses During Disasters / Crisis</li> <li>➤ Interaction with Client Staff for Evolution of Effective Disaster / Crisis Management Drills and Procedures.</li> </ul>	1
11	<b><u>Patrolling (PTL 1 &amp; 2)</u></b> <ul style="list-style-type: none"> <li>➤ Patrolling General</li> <li>➤ Actions during Patrolling, Reactions to Simulated Situations</li> <li>➤ Day and Night Patrolling Conduct and Equipment Required for Both</li> <li>➤ Briefing and Debriefing of Patrolling Guards</li> <li>➤ Practical Training in Patrolling (OTW)</li> <li>➤ Patrolling observations and reporting</li> </ul>	2
12	<b><u>Legal Aspects (L 1)</u></b> <ul style="list-style-type: none"> <li>➤ Evidence</li> <li>➤ Witness</li> <li>➤ Information Required for Lodging FIR</li> <li>➤ Good Faith: Implication and Law</li> <li>➤ Self Defense: Implication and Law</li> <li>➤ Gunman – Use of shotgun, legal aspects.</li> <li>➤ Law Limitations</li> </ul>	1



13	<b><u>Electronic Security (ES 1)</u></b> <ul style="list-style-type: none"> <li>➤ Familiarization with Modern Security Gadgetry like Intruder Alarm Systems, CCTV, Access Control Systems, Fire Detection and Fire Alarm Systems, Guard Alert Systems, Hazardous Gas Detection Systems etc.</li> </ul>	1
14	<b><u>Intelligence Aspects (INT 1)</u></b> <ul style="list-style-type: none"> <li>➤ Need: Eyes and Ears of Management</li> <li>➤ Information Gathering and Reporting</li> <li>➤ Indicators of Fermenting Problems</li> <li>➤ Reaction to Simulated Situations</li> </ul>	1
15	<b><u>Practical Training (PRAC 1 to 4)</u></b> <ul style="list-style-type: none"> <li>➤ Gate House Duties</li> <li>➤ Reactions to Simulate Situations</li> <li>➤ Indicators for Fire, Trespass, Intruder (with or without weapon)</li> <li>➤ Early Recognition and Correct Reactions</li> <li>➤ Physical Development</li> </ul>	4
16	<b><u>Guarding Special Procedures (GSP 1 to 7)</u></b> (Special Training Capsule for the last day as per deployment of trainees will be structure on specifics of where he is to be deployed after completion of training since placement would have been completed by this time. The following types of specific security will be covered) <ul style="list-style-type: none"> <li>➤ Corporate Security ( Corporate Offices)</li> <li>➤ Industrial Security (Factories / Other Manufacturing Units)</li> <li>➤ Residential Security</li> <li>➤ Diplomatic Security (Foreign Embassies etc.)</li> <li>➤ Hotel Security</li> <li>➤ Airport Security</li> <li>➤ Bank Security</li> <li>➤ Campus Security             <ul style="list-style-type: none"> <li>❖ Prevention of Theft and Pilferages</li> <li>❖ Prevention of Trespassing</li> <li>❖ Handling Anti-Social Elements</li> <li>❖ Safeguard Property and Other Assets of Client</li> <li>❖ Prevention / Removal of Encroachments</li> <li>❖ Handling Visitors and Movement in and out of Various Stores / Equipment etc.</li> <li>❖ Handling strikes by Staff / Student Unrest Including Mob Control</li> <li>❖ Control Movement in and out of Vehicles</li> <li>❖ Control Cattle and Stray Dog Menace.</li> </ul> </li> </ul>	7
17	<b><u>Test (T 1 to 4)</u></b>	<b>1</b>
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## **Transition Methodology for Handing / Taking over**

- Conduct survey by Operation Management Team.
- Initially understand the service requirements and needs of our customers
- Create Customized the service plan as per the customer need to provide total security solution
- Selection of personnel as per the customized security plan for respective site.
- Provide suitable training to the selected guarding personnel.
- Proper Police Verification of Guarding Personnel from our Internal Security Department.
- Deployment of guarding personnel along with the existing security personnel at the site for 24 hours overlapping to understand the security scenario and loopholes.
- Taking over 100% services from the existing security personnel after 24 hours by procuring all the assets of the customer in writing.
- On Job Training to the guarding personnel and to the stand-by guarding personnel who will work as a reliever, it is mainly to take over duties in short notice.
- Positioning of operation team for a minimum of three times in 24 hours.
- Visit of Senior Management Team daily for a week.
- Surprise check by Quality Control Management twice a week day / night for a month and then on regular intervals.
- Feedback of security review and audit to key contact person of customer.
- Rectification and Implementation to upgrade the security services as per customer requirement.



## **SCOPE OF OAK SECURITY AND FACILITIES PVT LTD. SERVICES**

<b>Scope of Services</b>	<b>Details</b>
Help Desk Services	<p>Provide help desk / call center services to respond to end user requirements 24 x 7</p> <p>The help desk should be able to record, track and close work orders. The call record should be available to the company preferably over the web. Surveys should be conducted to measure the end user satisfaction.</p> <p>Help desk staff should be suitably trained and informed of the requirements for working in these facilities.</p>
Mechanical & Electrical Services	<p>Effectively manage selected service to ensure continuity in power, lighting, ventilation and air-conditioning, water, sanitary facilities, and associated services to meet end user needs to enable the company to operate safely, effectively and efficiently. All equipment needs to be operational at all times. Coordination with Building Services for power, elevators and HV AC.</p> <p>Assist in maintaining all emergency systems including fire, UPS, fire extinguishers, smoke vents, fire doors, safety lighting, and water sprinkler.</p> <p>Assist in maintaining ready stock of spares and consumables within the site or within vendor's warehouse.</p> <p>Monitor energy usage and recommend ways of optimizing power consumption and reducing costs.</p> <p>The service provider should build in a planned preventative, reactive &amp; predictive maintenance strategy.</p> <p>Maintain appropriate hazard warning signage. Number of reportable incidents per annum per site.</p>



Cleaning, sanitary services	<p>The service provider will ensure:</p> <ul style="list-style-type: none"> <li>• Furniture free from removable marks.</li> <li>• Floors free from dust, debris and marks.</li> <li>• Toilet areas clean and replenished with consumables.</li> <li>• Meeting rooms cleared and facilities tidied, boards clean</li> <li>• Internal glass free from removable marks</li> <li>• Waste contained within nominated storage bins in all locations and not overfull/creating hazard.</li> <li>• External smoking bins emptied and where required cleaned</li> <li>• Carpet Shampooing at a minimum of once per year.</li> </ul> <p>Ongoing cleaning would need to be carried out throughout the day.</p> <p>All major housekeeping works that involves heavy equipment would need to be done during non-peak hours as defined by the company.</p> <p>It will be the responsibility of the company to bring in all equipment and consumables. The service provider will maintain a stock register of all consumables and stock level benchmarking should happen at least once every quarter.</p>
Pest Control	<p>Carry out initial risk assessments and put in place preventative measures.</p> <p>Set up regular service with appropriate vendor &amp; carry out remedial work to eradicate pest infestation and prevent reoccurrence.</p>
Security	Will be retained as an in-house function.
Environment Health & Safety	<p>The service provider will be responsible for adhering the company environment health and safety practices. The service provider will assist in the roll out &amp; enforcement of all EHS policies and procedures.</p> <p>This will include making EHS part of the facility audit and coming up with recommendations which will help in providing a better work environment.</p>
Cafeteria & Pantry Management	<p>The service provider will ensure:</p> <ul style="list-style-type: none"> <li>• All equipment is functioning satisfactorily.</li> <li>• All stocks are maintained to the requisite levels.</li> <li>• Receive customer feedback and provide constant improvements to the end user satisfaction.</li> <li>• Introduce and implement an effective Catering Policy</li> </ul>



Mail & Courier Services	<p>To include:</p> <ul style="list-style-type: none"> <li>• Deliveries and collections of post to agreed locations and at agreed times.</li> <li>• Ensure details of all courier expenses are produced as per business unit usage at the end of every month.</li> <li>• Follow up on missing / lost / urgent documents as may be needed from time to time.</li> </ul>
Reprographics	<p>To include:</p> <ul style="list-style-type: none"> <li>• Make available paper and consumables close to location of equipment</li> <li>• Provide adequate response to equipment failure.</li> <li>• Fix equipment failure or replacement machine or redistribution of alternative equipment capacity.</li> </ul>
Vendor Management	<p>To include:</p> <ul style="list-style-type: none"> <li>• Management of all service providers for all services. It is The company' expectation that all services will be tendered and all benefits arising out of the service providers leverage will be passed onto the company.</li> <li>• Benchmarking of the company costs as per the industry norms and assisting the company in bringing its cost within the norms.</li> <li>• Quality control, policies and procedures implementation and associated training for all services.</li> </ul>
Audits	<p>Service provider will need to provide audit services as per the scope. The audit will need to be carried out by an independent team with the assistance of the on-site team. The service provider should recommend the frequency of these audits.</p> <p>Once the audits have been completed, the service provider will be required to implement action plan produced arising from audit results.</p> <p>Any costs associated with these audits should be included as part of the management fee.</p>
Internal Plants (where required)	<p>To include:</p> <ul style="list-style-type: none"> <li>• Suitable plants provided at locations agreed with the company.</li> <li>• Plant Maintenance, feeding and watering carried out.</li> </ul>



Stationery	<p>To include:</p> <ul style="list-style-type: none"> <li>• Management of the stationery vendor.</li> <li>• To ensure adequate stock level is maintained as per the company needs and specifications.</li> <li>• Issue of stationery to end users.</li> </ul>
Conference Room Management	<p>Rooms contain agreed furniture, equipment and consumables, correct layout.</p> <p>Ensure cleanliness and that rooms are being used as 'booked'.</p> <p>Give advice on booking and use of meeting rooms to the end users that consistently book and do not use, or misuse, the room services.</p>



### **Sample Job Frequency Table**

<b>SURFACE</b>	<b>JOB TO BE DONE</b>
Glasses	<ul style="list-style-type: none"> <li>➤ Up-to 6 feet cleaning</li> <li>➤ Above 6 feet cleaning</li> <li>➤ Spot cleaning at entrance door</li> </ul>
Outside area and Parking.	<ul style="list-style-type: none"> <li>➤ Sweeping of surfaces.</li> <li>➤ Pressure washing and removal of stub born soil.</li> <li>➤ Cleaning of overhead pipes.</li> </ul>
Vertical surfaces	<ul style="list-style-type: none"> <li>➤ Dusting of vertical surfaces like mica doors, stone cladding in public area, elevator walls.</li> <li>➤ Deep cleaning</li> </ul>
Carpet Care	<ul style="list-style-type: none"> <li>➤ Vacuuming of carpets.</li> <li>➤ Spot cleaning.</li> <li>➤ Skimming of carpets</li> <li>➤ Hot water Injection Extraction Cleaning</li> </ul>
Hard floors	<ul style="list-style-type: none"> <li>➤ Vacuum Sweeping</li> <li>➤ Mopping</li> <li>➤ Dry mopping</li> <li>➤ Scrubbing of floor</li> <li>➤ Buffing of floors</li> </ul>
Work Stations	<ul style="list-style-type: none"> <li>➤ Dusting of table tops</li> <li>➤ Deep cleaning of table tops and underneath</li> <li>➤ Deep vacuuming of partitions and soft boards</li> <li>➤ Deep vacuuming of upholstery</li> <li>➤ Cleaning Telephones &amp; PC's</li> </ul>
Work Stations	
Wash Room	<ul style="list-style-type: none"> <li>➤ Cleaning and re-dressing of toiletries.</li> <li>➤ Deep cleaning, taking care of tiles, WC's urinals, basinsetc</li> <li>➤ Replacing deodorants</li> <li>➤ Check cleaning</li> </ul>
Metal surfaces	<ul style="list-style-type: none"> <li>➤ Dusting Polishing and buffing</li> </ul>
Ceiling.	<ul style="list-style-type: none"> <li>➤ Cleaning of A.C. grills</li> <li>➤ Cleaning of light shades</li> <li>➤ Cleaning of false ceiling</li> </ul>
Wall hangings & fire extinguishers.	<ul style="list-style-type: none"> <li>➤ Dusting</li> <li>➤ Removing and putting back after cleaning from behind</li> </ul>
Windows & ceils	<ul style="list-style-type: none"> <li>➤ Cleaning of glass area</li> <li>➤ Vacuuming of blinds</li> <li>➤ Cleaning of window panes &amp; ledges</li> </ul>
Dustbins	<ul style="list-style-type: none"> <li>➤ Clearing the garbage</li> <li>➤ Washing / cleaning of bins</li> </ul>



**OAK SECURITY AND FACILITIES PVT LTD.PRIVATELIMITED**

**(Details of Statutory Registrations)**

REGISTERED OFFICE	B-4, Amber Tower Commercial Complex, Azadpur, New Delhi-110033 Mobile No.7011561019, 9643115454, 7011257711, 9891453313
BRANCH OFFICE	V-47, V-70, Main Dwarka Expressway, Pillar No. 72 Near Royal Oak International School, New Palam Vihar Sector-110, Gurugram-122017, HARYANA
	Bhauwala Chowk, Dunga Road, Near Panchayat Ghar Dehradun, Uttarakhand-248007
TRAINING INSTITUTE	B-506.Ramshwar Park,Loni,U.P
INCORPORATION NO.	U74999DL2022PTC407138
PAN NO.	AADC09413B
TAN NO.	DELO08814B
ESI NO.	22001417080000999
EPF NO.	10001091499CPM
GST No.	07AADC09413B1ZQ
LABOUR LICENCE NO.	2022330862
UDYAM REGISTRATION NO.	UDYAM-DL-06-0068149