

Updated: 25<sup>th</sup> June 2023

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

**Dear Sir/Madam,**

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 “**EGS SECURITY AND FACILITY MANAGEMENT SERVICES PRIVATE LIMITED (EGS-INDIA)**” 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 **EGS**?
- b) Why **EGS** 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 and Training.
- e) **Transition Methodology** for Handing / Taking over of 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 required, please contact the undersigned.

We will be pleased to assist you right away.

Working towards a vision of turning knowledge into action...

YESU RAJA E  
E-Mail: [marketing@egs-india.com](mailto:marketing@egs-india.com)

Mobile: +91-7200824111 / 7200820111  
E-mail: [info@egs-india.com](mailto:info@egs-india.com) | [grievances@egs-india.com](mailto:grievances@egs-india.com)  
Website: [www.egs-india.com](http://www.egs-india.com) / [www.evergreenfacilityservices.in](http://www.evergreenfacilityservices.in)

## Table of Contents

A FEW OF OUR VALUED CLIENTS.....	3
REGISTRATION DETAILS .....	4
ABOUT OUR COMPANY / WHY “EGS”?.....	5
COMPANY’S CORE VALUES .....	6
TEAMWORK:.....	6
INNOVATION: .....	6
RESPECT: .....	6
ACCOUNTABILITY:.....	6
EXCELLENCE:.....	6
EFFICIENCY: .....	6
VISION.....	6
MISSION .....	6
WHY EGS’ GUARDING PERSONNEL PROJECT PROACTIVELY PROFESSIONALIZED SECURITY SERVICES WITH PASSION? .....	7
DAY AND NIGHT MONITORING PROCEDURE & CONTROL MECHANISMS.....	11
DAY SUPERVISION.....	11
PROCEDURE OF RECRUITMENT & TRAINING OF SECURITY PERSONNEL.....	13
SECURITY GUARDS’ BASIC TRAINING 7 DAYS CAPSULE .....	16
TRANSITION METHODOLOGY FOR HANDING / TAKING OVER.....	21
SCOPE OF EGS FACILITIES& MANAGEMENT SERVICES.....	22
SAMPLE JOB FREQUENCY TABLE .....	26
LIST OF CLIENTS – EGS-INDIA .....	27

A FEW OF OUR VALUED CLIENTS



REGISTRATION DETAILS



**MSME**

MICRO, SMALL & MEDIUM ENTERPRISES  
सूक्ष्म, लघु एवं मध्यम उद्यम

OUR STRENGTH • हमारी शक्ति

Ministry of MSME, Govt. of India

MSME # UDYAM-TN-18-0036812

**PSARA**

Private Security

Agencies [Regulation]

Act, 2005

PSA License # 1837/2023 – All Over Tamil Nadu



**National Career Service**

1-8330-7108-5



क.रा.बी.नि.  
**ESIC**

ESIC # 66000435950001018



**EPF**

Employees Provident  
Fund

EPFO # MDTNY1733887000



सत्यमेव जयते



**GeM**  
Government  
e Marketplace

GeM ID – 18A2200001297052

## ABOUT OUR COMPANY / WHY “EGS”?

Welcome to “EGS”, it is a great pleasure to have an awaited opportunity to introduce ourselves as one of the leading, professionally managed security organization. Our motto is ***“The ultimate prevention at the highest level”***.

“EGS” is incorporated as a company in 2016. It has grown today to become South India’s most recognized and professionally qualified “Total Security Solutions” provider. It has surpassed all the growth expectations and very rightly, adjudged as the trendsetter in the South Indian Security Scenario. We have earned an unflinching faith among security planner and establishment managers, thereby enabling us to grow across the country with a work force over equipped guarding personnel at our disposal.

For “Total Quality Commitment” we have a strong operation team of Guarding Personnel filled with passion along with highly experienced Senior Defense Officers 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, Non-Government, Multi-National Companies, Private/Public Sector Undertaking, Corporate Office, Business Houses, Industrial Units and Residences all over South India.

We have designed a “Customized Integrated Security Plan” for total security solution. Our endeavor is to provide efficient yet cost effective security service through our hand-picked, 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.

EGS is one of the very few security groups specialized in rendering ultimate security solution with a vast network in South India. It is capable of professionally handling all your requirements throughout South India.

Our Group motto: **“We commit to secure your tomorrow today”** summarizes our firm’s vision, commitment and dedication to our business and you. We look forward to hearing from you and welcoming you as our valued customer.

## **COMPANY'S CORE VALUES**

### **INTEGRITY:**

We are committed to the highest standards of ethical and professional behavior and endeavor to instill 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, innovate and challenge the conventional wisdom. We strive to raise expectations and break through barriers that others deem impossible to breach.

### **RESPECT:**

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

### **ACCOUNTABILITY:**

We act ethically and legally as we work to meet our contractual commitments. We take responsibility for both our behavior and performance. We are accountable every day. We support quality assurance and personal discipline in all our endeavors.

### **EXCELLENCE:**

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

### **EFFICIENCY:**

We create value with limited resources every day. 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 leading service provider in South India with integrated strategic service and innovative technological solutions.

### **MISSION**

EGS 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 South India, EGS 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 EGS' 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 attitude, aptitude and suitability for the job. They are put through a rigorous and extensive training schedule for 7 Days and 10 days On the Job Training in order to transform them into highly skilled and proficient individuals suitable for performing their functions in the challenging environment.
- ✓ Create customized security plan/Site Instruction 15 days prior to deployment as per the customer's need to provide total security solution.
- ✓ We create, develop and sustain "Passion" in our guarding personnel, to out-think and out-perform themselves in every role every day by providing main and basic need of fulfilling all statutory requirements like ESI, PF, etc.
- ✓ We disperse Guarding Personnel's payment by ATM CARD on 7th of every month.
- ✓ We provide Insurance Coverage to create safe and secure environment for the personnel through New India Insurance Co. for Rs. 50 Lakhs. If interested by client.
- ✓ We provide suitable, dedicated, handpicked and on the job trained Relievers for all our Sites. Our team competes and is 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 very effective 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 their effectiveness.
- ✓ We are committed to maintain an "Excellent and Cordial Relationship" with our guarding personnel by the frequent visits of Senior Management and by conducting on-site counseling sessions, where they are deployed. It is to generate greater amount of trust, openness, and integrity in their relationship with the management and customers.
- ✓ We always make our guarding personnel "Smile through their Heart", mainly by extending support to their children's education through scholarship and keeping their family welfare under consideration at the time of need and crisis. It helps them to demonstrate higher levels of optimism, energy and result-orientation.

### **"Value Added Services" to Our Esteemed Customers**

- ✓ We provide customized "Crisis Management Services" mainly for building evacuation plans, procedures and training at your premises by our trained Professional.

- ✓ To ensure that your company effectively employ consistent processes of Crisis Management disciplines to safeguard the people, reputation and operations of the Company. Our consultants will assist you at regular interval with suitable recommendation for implementation and give you the confidence and methodology to tackle 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 update on a regular basis about security scenario at the earliest warning after procuring genuine information regarding the occurrence of security hazard, threat and incident / accident as per their need.
- ✓ We provide 24-hour support service on all 365 days to our customers throughout South India during a crisis and emergencies, with suitable advice and guidance all over the World.
- ✓ We review existing security arrangements; our team can advise and suggest optimum security measures from the design stage for new projects.
- ✓ We provide security assets, equipments and additional Guarding Personnel even at a very short notice, at your site as per your need.
- ✓ We protect People, Products, Property and Reputation through an accurate assessment of existing Physical Security.
- ✓ We endeavor to make detailed recommendations to establish higher level of Safety. We also do risk assessment that plugs in various loopholes in an optimized, efficient and cost effective manner.

1. **Geographic Location**

- Premises Location
- Crime Rate & Risk Location Rate
- Law Enforcement Proximity
- Emergency Handling Office /Sites

2. **Construction External /Internal**

- Structural (Door, Window, Locks, Hinges, etc.) Resistance to Intruder
- Fence & Gate
- External Lighting
- Neighboring Premises /Perimeter.



**3 Access Control Procedure /Policy.**

- Access Control Procedure
- ID Badge Policy
- Access Authorization Policy
- Visitor Control Policy
- Access Control Procedure of Sensitive / Secured Area
- Audit Procedure of Access Control Procedure
- Access Control System
- System capability & Deemed Adequate for the Operation
- Installation of Access Control Equipment
- All Access Doors / Gates are Locked /Guarded

**4 Asset Control System.**

- Property Removal Policy & Procedure
- Property Removal Form / Gate Pass
- Audit Procedure

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

- Security Intruder or Alarm System
- Emergency Exits Secured and Alarmed
- Security Intruder Alarm System connected to a Security Company or a Law Enforcement Agency.
- CCTV System & its adequate installation / operational capabilities.
- CCTV recording and its Secure Area / Control Room
- Audit Procedure

**6 Fire Control & Audit Procedure.**

- Fire System & its Installation
- Evacuation Lane & Emergency Exit
- Stand by System
- Fire Audit Procedure
- Emergency response plans and follow-up.

**7 General.**

- Comprehensive physical security plan and defined security procedures are documented and provided to team employees.
- Comprehensive bomb-threat response plan
- Storage facilities provided for confidential or proprietary/ secured area.
- An effective personnel – screening program
- Losses are reported promptly for investigation & periodical analysis
- Effective procedure for the internal reporting of theft, losses or damage to company's property.
- Effective ongoing security awareness program for employees and contractors.
- Key Control Policy Procedure / Audit Procedure
- Adequate and Efficient communication system / equipment available for communication & for activating emergency alarm, its CMP.
- Vehicle movement & parking lots exposed to the public property fenced, guarded and or patrolled by security personnel
- 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 that 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 top echelons of management vulnerable to heinous acts such as killings and kidnapping for ransom etc.,

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. Hence, Safety and 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 is the failure of federal, state, and local governments to deal effectively with the issue of crime, violence and crisis. As the result, corporate Safety and Security outlays have been rising consistently for decades. This trend disturbs most of the top corporate managers, who regard Safety & Security costs as non-productive expenditures. It also means that the money spent for Safety & Security is 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 adopted are for their own protection and the well-being of the company.

Enlist their assistance in reporting strange or suspicious behavior on the part of other employees.

To undertake reasonable measures to ensure the safety of both the employee and visitors. To prevent damage or destruction to property and other assets either willfully or maliciously. It can maintain the continuity of the business from unwarranted interruption.

It is surprising 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 fool-proof system of monitoring our security personnel deployed at various places for their alertness, discipline, and so on. The following procedures are systematically arranged and executed.

### **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 the 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.

#### **Visit by Branch Head & Sr. Manager Operations:**

In addition to routine checks by the fields supervisor, the Sr. Manager Operations and Branch Head visits the units at least once a week and meet the client to resolve the issues if any for further improvement in the security services.

#### **Feedback by Regional Head–Operations & Regional Head–Sales:**

The regional head operations and regional head – sales 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 Checking:**

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 the activities of day and night operations. At night one duty officer is available at the Control Room to handle emergency situations.

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

The security posts are provided with the residential telephone / mobile numbers of the managers, office staff to contact at any time in case of any emergency 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 all 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 times in a week during night. However, initially these units will be checked on a daily basis till the system is consolidated. The Branch Head –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 3–6 months or earlier if desired by the management. These changes will be informed to the management in advance.

**Vigilance:**

Security staff has been briefed to act as the eyes and ears of the client. They will particularly identify the unusual behavior of the staff, union like activities, formations of clicks and clans etc. These will be confidently reported to the 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 feedback form
- ✓ Any other important information desired by the client
- ✓ Measures to improve security, if any

**Record to be maintained at the 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 EGS Company. No variation of this policy is made without written permission from the Proprietor.

### 2. Sources of Recruitment

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

- a) Directorate of Employment, Directorate General Resettlement.
- b) Holding recruitment camps at different locations in the rural belt.
- c) Advertisements in major newspapers of concerned area.
- d) Employment Exchange(s).
- e) Personal contracts/references by known individuals.

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

- a) All prospective candidates assembled for recruitment shall be segregated category wise for selection.
- b) Original documents of all candidates shall be scrutinized for the correctness fulfilling QRs as laid for the post in question.

- 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) All eligible candidates are subjected to a written test. Their answer sheets evaluated and merit list drawn. Candidates failing in written test shall not be further considered and their original documents are returned back to them.
- e) We follow scientific selection procedure for attitude and aptitude test. Candidates qualifying in written test alone are interviewed by the Selection Board and awarded marks by each member of the Board and added in their score of marks in written test.
- f) Final merit list is made category wise catering for 20% reserves in each category and vacancies filled strictly as per the merit list subject to becoming fit medically.
- g) All selected candidates are medically examined and candidates declared medically fit alone are considered for recruitment. Candidates declared unfit are returned their original documents.
- h) Selected candidates are suitably kitted as per Company's Dress Regulations.
- i) They are then sent to the Training Institute of the Group and given basic Induction Training.
- j) On successful completion of Basic Induction Training alone shall an individual be given a service number.
- k) 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.
- l) Candidates, who are allotted service numbers are given duty and the recruitment process is deemed to be complete.
- m) All candidates given service number are subsequently verified through Police Authorities from the respective areas.
- n) Copy of terms and conditions of service are attached at Appendix 'B'.

## Appendix 'A'

{Refer to Para 3 (b)}

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

(i) Educational Qualification

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

(ii) Age

- Ex-Servicemen  
35-55 years of age with exemplary character.
- Civilian  
21-55 years.

(iii) Height

5'7" minimum

(iv) Medical Category

With no physical deformity

#### GUN MAN

Besides qualifications required for a 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

- Ex-Serviceman  
35-55 years with Exemplary character.
- Civilian  
21-55 years.

(iii) Medical Category

- Without any physical deformity.

#### ADDITIONAL QUALIFICATIONS

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

#### HEIGHT

5'7" minimum

## SECURITY GUARDS' BASIC TRAINING 7 DAYS CAPSULE

### BLOCK SYLLABUS

S. No.	Subject	No. of Periods
1	Course Introduction	1
2	Service Conditions and Personnel Documentation	
3	Psychological and Behavioral 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	Traffic Control	1
13	English Usage	2
14	Legal Aspects	1
15	Electronic Security	1
16	Intelligence Aspects	1
17	Practical Training	4
18	Guarding Special Procedures	7
19	Spare	2
20	Test	1
		49

Note: PT, Drill, OTW (Own Time Training) and Night Training additional as per schedule given.



## SECURITY GUARDS' BASIC TRAINING - 7 DAYS CAPSULE DETAILED SYLLABUS

S. No.	Details of Subject	No. of Periods
1	<b>Course Introduction (CI)</b>	1
2	<b>Service Conditions and Personnel Documentation</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>Psychological and Behavioral Aspects (PB 1 &amp; 2)</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>Uniform Accoutrements, Bearing &amp; Turnout (UABT 1 &amp; 2)</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>Duties of Guard (DG 1 &amp; 2)</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>Dos and Don'ts for a Guard (DD)</b>	1

7	<b>Gate House Duties (GH 1 to 9)</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>Communications (Com 1 &amp; 2)</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</li> <li>• Maintenance of a Tele – Log</li> <li>• Radio – Telephony Procedures</li> <li>• Practice</li> <li>• Informative Tele-Calling</li> </ul>	2
9	<b>Fire Fighting (FF 1 to 6)</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>Crisis / Disaster Management (CDM 1)</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>Patrolling (PTL 1 &amp; 2)</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>Traffic Control (TC 1)</b> <ul style="list-style-type: none"> <li>• Details of Traffic by Types</li> <li>• How to Organize Traffic Control?</li> <li>• Traffic Control Signs</li> <li>• Drill for Traffic Control</li> <li>• Equipment Required for Traffic Control</li> <li>• Practical Training(OTW)</li> </ul>	1
13	<b>English Usage (EU 1 &amp; 2)</b> <ul style="list-style-type: none"> <li>• Words, Phrases Commonly Used</li> <li>• Conversation Practice</li> <li>• Awareness of English Media &amp; Language adoption</li> </ul>	2
14	<b>Legal Aspects (L 1)</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
15	<b>Electronic Security (ES 1)</b> <ul style="list-style-type: none"> <li>• Familiarization with Modern Security Gadgets 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
16	<b>Intelligence Aspects (INT 1)</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
17	<b>Practical Training (PRAC 1 to 4)</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) Early Recognition and Correct Reactions</li> <li>• Physical Development</li> </ul>	4

18	<p><b>Guarding Special Procedures (GSP 1 to 7)</b></p> <p>(Special Training Capsule for the last day as per deployment of trainees will be structured 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)</p> <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
19	Spare (SPARE 1 & 2)	2
20	Test (T 1 to 4)	1
		49

## 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 the respective site.
- ✓ Provide suitable training to the selected guarding personnel.
- ✓ Proper Police Verification of Guarding Personnel from our Internal Security Department.
- ✓ Obtain approvals from quality control department before the deployment of guarding force.
- ✓ 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 the 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 24hours.
- ✓ 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 EGS FACILITIES& MANAGEMENT SERVICES

Scope of Services	Details
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>

<p>Cleaning&amp; Sanitary services</p>	<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 cleaned where required.</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>
<p>Pest Control</p>	<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>
<p>Security</p>	<p>Will be retained as an in-house function.</p>
<p>Environment Health &amp; Safety</p>	<p>The service provider will be responsible for adhering the company environment health and safety practices. The service provider will assist in the rollout &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>
<p>Cafeteria &amp; Pantry Management</p>	<p>The service provider will ensure:</p> <ul style="list-style-type: none"> <li>• All equipments are 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 at the 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 maybe 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 Company's 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 onsite 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	To include: <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	Rooms contain agreed furniture, equipment and consumables, correct layout.  Ensure cleanliness and that rooms are being used as 'booked'.  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.



## SAMPLE JOB FREQUENCY TABLE

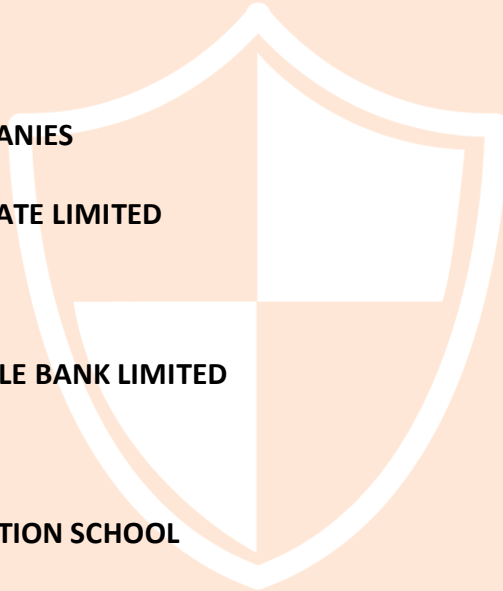
<u>Surface</u>	<u>Job to be done</u>
Glasses	<ul style="list-style-type: none"> <li>• Up-to 6 feet cleaning</li> <li>• Above 6 feet cleaning</li> <li>• Spot cleaning at entrance door</li> </ul>
Outside area and Parking.	<ul style="list-style-type: none"> <li>• Sweeping of surfaces.</li> <li>• Pressure 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 tabletops</li> <li>• Deep cleaning of table tops and underneath</li> <li>• Deep vacuuming of partitions and soft boards</li> </ul>
Work Stations	<ul style="list-style-type: none"> <li>• Deep vacuuming of upholstery</li> <li>• Cleaning Telephones &amp; PC's</li> </ul>
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, basins etc.</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 lightshades</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>

## **LIST OF CLIENTS – EGS-INDIA**

- **RADIO MIRCHI - EVENTS**
- **SARAH TUCKER COLLEGE**
- **ARASAN BAKERY AND RESTAURANT PVT. LTD**
- **NOVA CARBONS PVT. LTD. – EVENTS**
- **TINNEVELLY DIOCESAN TRUST ASSOCIATION**
- **DIOCESE OF PALAYAMKOTTAI**
- **ST. JOHN'S COLLEGE**
- **ST. JOSEPH'S CHARITY INSTITUTE**
- **Dr. SRIVATSANNAMBI HOSPITAL**
- **ASHOK LEYLAND (ANWAR MOTORS)**
- **MASA CONSTRUCTION**
- **MARINE ELECTRICALS (I) PVT. LTD. (SOLAR PLANT)**
- **ESSAR (VETRIVEL ASSOCIATES PVT. LTD.)**
- **CUMMINS (JN MACHINERY PVT. LTD.)**
- **ESSAR (VIJAY FUEL STATION)**
- **KRR MALL**
- **TVS – MTA (ASHOK LEYLAND HEAVY VEHICLE SHOW ROOM & SERVICES)**
- **AISHWARYA JEWELLERY - VISMAYA GROUP OF COMPANIES**
- **MARBLE VALLEY FOODS & BEVERAGES PVT. LTD.**
- **MAYAN IMA RESIDENCE**
- **CANADA RESIDENCE**
- **EMPEE SUGARS INDUSTRY LTD.**
- **SACRED HEART HOSPITAL**
- **SAI RAM FARM**

- **RUBY BUILDERS**
- **ESSAR (MERCY RAJAN FUELS)**
- **HOTEL YONA**
- **VOLGA SOLAR SOLUTIONS PVT. LTD. – SOLAR PLANT**
- **WISO ENERGY SOLUTION – SOLAR PLANT**
- **STONE LINK PROJECTS AND INFRASTRUCTURE PVT LTD**
- **SAFE CONTAINERS PVT LTD**
- **HARIBALAKRISHNA AUTOMOBILES (EICHER SALES & SERVICES – TRUCKS AND BUSES)**
- **DE-STYLUS DESIGNERS PVT. LTD**
- **VAKMA USA INFRA**
- **MANNA DAIRY FARM**
- **JN TEXTILES for EVENTS**
- **RAJESHTHILAK HOSPITAL**
- **VELAVAN HYPER MARKET PRIVATE LIMITED**
- **SRI RADHA KRISHNAN AUTOMOBILES**
- **SELVAN ELECTRICALS**
- **KALYAN JEWELLERS**
- **JOHN GROUP OF COMPANIES**
- **K K RICE MILL**
- **ANNAI VELANKANNI MULTISPECIALITY HOSPITAL**
- **DERIK GROUP OF COMPANIES**
- **GV CONSTRUTIONS**
- **SRI RAM LALA**
- **JR STEELS**
- **SRI BALAJI GROUP OF COMPANIES**

- **AM CARS**
- **INDIAN ORGANIC FARMLANDS**
- **URBAN**
- **CHINNASAMY INTEGRATED FARM**
- **A N HOTEL**
- **PIONEER ARK**
- **GOLDEN CITY**
- **AMUTHA SURABHI AGRO PRODUCTS**
- **SINDU MURUGA CONSTRUCTIONS PRIVATE LIMITED**
- **MINERVA**
- **TCG GROUP OF COMPANIES**
- **LINEAGE POWER PRIVATE LIMITED**
- **THE DONKEY PALACE**
- **TAMILNAD MERCANTILE BANK LIMITED**
- **PSS MULTIPLEX**
- **St. ANN'S MATRICULATION SCHOOL**
- **BALA ART GALLERY FARM**
- **NATURAL COTTON SPINNERS PRIVATE LIMITED**
- **AKSHAYA SIGNATURE HOMES PRIVATE LIMITED**
- **ANISKA TRADING PRIVATE LIMITED**
- **ALAGAR JEWELLERS**
- **BELL HOSPITAL**
- **VR WATER INFRA COMPANY**
- **WELCOME COMPLEX**
- **HOTEL BANU BIRUNTHAVAN**



- **REHOBOTH MOTORS**
- **RmKV SILKS PRIVATE LIMITED and etc....**

