

**PROPOSAL**

**FOR**

**PROVISION OF LARGEST**

**SECURITY PROVIDER**



**Submitted By :-**

**M/s LSR Global Solution Company**

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# I. LSR INTRODUCTION

1. “LSR Global Solution Company” is an up-and-coming private Company registered under the Indian Companies Act 1956. The company has been formed with an aim and objective of providing entire range of Security & Guarding services and solutions throughout Haryana State. It has strong commitment and dedication to offer these services in a highly professional and effective manner with good blend of quality and cost. The company has adopted a zero error quality philosophy and complete customer satisfaction by offering customized security and solutions according to requirement of each business partner so that the particular body corporate or the legal person feels free and contended to handover the entire security management to this prestigious organization.

2. The company fulfils all legal requirements such as EPF, ESI gratuity, leave, statutory off, labour license, service tax, income tax, provisions of security regulations and all other laws of the land as applicable from time to time.

3. LSR has been operating in India since 2014 and is currently employeing are highly trained, smartly uniformed and strictly supervised professionals. With an extensive network of more branches and regional offices across the country, the company provides unmatched security solutions to all its Clients. We are proud to be associated with an impressive clientele including Diplomatic, IT Industry, Multinationals, Hotels Industrial Units, Airlines & Airports, Financial & Educational Institutions, Malls & Multiplexes, BPOs, Public Authorities, Small Businesses, Medium Sized and Large Businesses, NGO’s, Power Plants, Highway Security and many more.

4. “LSR Global Solution Company” is one of the best paymasters in the security industry and takes every care for welfare and well being of its employees. Hence, it not only attracts the best talent of the industry but also retains them as a precious asset to the company. Today we are proud to provide the best of quality services that is tailor made to customer requirements and specifications and one stop shop for all Security related services.

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**5. Range of Services: LSR** prides itself on being a professionally managed security organization and offers a wide range of services as follows:-

(a) **LSR Secure Solutions**

(i) Mobile Patrol,

(ii) VIP Guards,

(iii) Stationary Guards,

(iv) Reception Services,

(v) Alarm Response Services,

(vi) Physical Protection,

(vii) Store Detective Services,

(viii) Route Vehicle Controls,

(ix) Event Security,

(x) Highways Security,

(xi) Metro Rail Security and

(xii) Power Plants Security

(b) **LSR Security Systems**

(i) Alarm Monitoring,

(ii) Access Control,

(iii) Home Alarms,

(iv) CCTV,

(v) Surveillance,

(vi) Alarm Installation,

(vii) Fire Alarm services,

(viii) Fire Detection Services,

(ix) Fire Suppression Services,

(x) Sprinkler Systems,

(xi) Fire Extinguishers and

(xii) Perimeter Protection.

(c) **LSR Cash Solutions**

(i) Cash Processing,

(ii) Cash Transportation,

(iii) Cashier Services,

(iv) ATM Outsourcing & Management,

(v) International Valuables,

(vi) Retail

(vii) Cash Management,

(ix) Valuable Escort Services and

(x) Treasury Services

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(d) **LSR Facility Services**

(i) House Keeping

(ii) Maintenance Services

(iii) Chauffeur Services

(iv) Corporate Services

(v) Care Taker Services

(vi) Related Services

(vii) Meter Reading Services

(viii) Document Storage Services

(e) **LSR IT Services**

(i) Software Development

(ii) ERP and business Process Re-engineering

(iii) Cyber security

(iv) Time & Attendance

(v) Multimedia

(v) E-Commerce and Web Solutions

(f) **LSR Training Services**

(i) Physical and Electronic Security, CCTV & Access Control

(ii) Fire Prevention Control

(iii) Premises Evacuation Drills

(iv) Bomb Threat Counter-measures & Crisis Management

(g) **First Select**

(i) Executive Search

(ii) Permanent Staffing

(iii) Contract Staffing

(iv) Manpower for Turnkey Projects

(v) Human Resource consulting

(vi) Training

(vii) Video Conferencing

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(h) **Other Services**

(i) Corporate Wear

(ii) Industrial Worker Wear

(iii) Security Industry

(iv) Service Industry

(v) Academic Regalia

(vi) Accessories

(vii) Printing

(viii) Security Training,

(ix) Consultancy Services,

(x) Security Survey Services,

(xi) Remote Site Management.

(xii) Risk Assessment

(xiii) Central Monitoring Services

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**II. LSR COMPANY PARTICULARS DETAILS**

**6. DETAILED PARTICURARS OF THE COMPANY**

(a) Name of the company : **M/s LSR GLOBAL**

**SOLUTION CO**

(b) Address Corporate Office: **H-1, Karam Bhoomi,**

**Kanwar Singh Nagar,**

**Main Nazafgarh Road,**

**Nilothi More, New Delhi-41**

(c) Address Head Office : **Shop No – 60, Chaudhary**

**Complex, Opp – TCP-2, Hisar – 125006 (Haryana)**

(d) Branches : **Gurgaon and also other**

**working stations.**

(e) Name of the Prop. : **Mr. Sajjan Kumar Godara**

(f) Contact No. : **9999695586, 9467489940**

(g) Registration No. : **PSA/REG/HSR/**

**L1-HSR-1/0128572**

(h) PSARA Licence No : **Ser No 398/Haryana Police**

(j) E.P.F. Registration No. : **GNRTK1343317000**

(k) E.S.I.C. No. : **13000766570001015**

(l) Service Tax No. : **AJMPG1156ASD001**

(m) Email Id : [59lsrglogal@gmail.com](mailto:59lsrglogal@gmail.com)

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#### III. LSR STATIC GUARDING

7. LSR is positioned as the Leading Professionally managed Security Service Provider that offers a wide range of Security Services. A strong workforce of well-trained security personnel renders services round the clock towards the common objective of protecting assets, property and life. LSR’s unique position in the industry is the reflection of its responsive attitude and high standards of services, which are based on its strong and fundamental pillars of:-

(a) Extremely stringent process of Selection in accordance with the Group’s policies.

(b) Regular and exhaustive Training complementing our International Standards.

(c) The Company places great importance on the quality of Supervision, operating round the clock.

(d) Emergency response is ensured by state of the art 24 hour control Room operating 24x7 hours basis.

8. The company’s National Guarding operations have been geographically segmented into four zones and under each zone. Each Zone is headed by a Managing Director, Region by Sr. Vice Presidents / Vice Presidents / General Managers and Branches by Branch Managers. Each Branch is fully equipped with support staff, inclusive of Operation Managers, Finance Managers, Personnel Managers and other supervisory staff.

9. The Company provides smartly uniformed, highly trained and well-supervised guards for security and safety of assets, personnel and property. Guarding Services are carried out by ways of provi­sion of guards for static posts and mobile / beat patrols for all types of premises.

10. Guarding services are carried out by provision of guards for static posts and mobile/ beat patrols for all types of premises. LSR guards carry out the following functions at individual premises: Gate/ Entrance Control, Reception, Patrols, Response Functions, Executive/Personal Security Services, Escort Services. The wide ranges of services provided by LSR Secure Solutions are as follows:-

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(a) **Secure Solutions**

1. Static Guarding
2. Executive Protection
3. Mobile Patrol
4. Event Security
5. Investigation
6. Beat Patrol

11. The Company firmly believes that the main criteria in providing quality security services are:-

(a) Selection

(b) Training

(c) Supervision

(d) Post &Site Instructions,

(e) Corporate Response,

(f) Client Feedback

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#### IV. SELECTION PROCEDURE & RECRUITMENT

12. The utmost attention is given to the recruitment of our personnel in accordance with stringent parameters laid down as a Group policy. This includes education, age, physical fitness and background checks. Further, the Internal Security Department in each region is responsible for verification and background checks and service records of each employee. The Company are ensure the following:-

(a) Security Guard Background Investigations:

(b) The Antecedent Verification involves the following:

(i) Identity Verification.

(ii) Address Verification

(iii) Character Verification

(iv) Criminal Record Verification

(v) Verification of Educational Records (through Personnel Department)

13. On a request for recruitment for Guard, the documents are verified to individuals (A retired Police Official not below the rank of Sub-Inspector of Police) will be deputed to make discreet enquiries with the neighbours of the above addresses of the Guarding Personnel. Discreet enquiries will also be made through the informants to find out as to whether there are any adverse remarks against the Guarding Personnel on the records maintained at the Jurisdictional Police Station. During the course of enquiry the fingerprints of the Guarding Personnel will be obtained and the same will be got verified through the informants as to whether he was involved in any criminal cases.

14. If during the above check he is found with no adverse remarks and if he is found suitable, he will be recommended for being appointed as Guarding Personnel in our Company.

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15. Attributes which we seek in LSR personnel are:-

(a) Education & Intelligence

(b) English Speaking

(c) Good Communication Skills

(d) Physically & Mentally Robust

(e) Eye for details

(f) Alertness/Promptness

(g) Ability to react

(h) Firm & Determined

(j) Anticipating Skills

(k) Investigative Skills

(l) Pleasing, Helpful & Cordial

(m) Well-Mannered

(n) Decent Telephone Manners

## V. SPECIAL EVENTS & RISK PROTECTION SERVICES

16. We conduct Executive Protection Operations for High Profile Principals including Corporate Executives, Prominent individuals and Royalty. The service provided is based on the needs of the Principal.

We ensure security at International and Domestic Exhibitions, IT Exhibitions, Jewelry Shows, Sports Events, Conventions & Conclaves. We provide Total Security Packages for all.

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**VI. POST & SITE INSTRUCTIONS**

17. Before the Company takes up any assignment, a team of Operations staff visit the site to analyze and understand the Security needs of client’s premises and requirements. Based on the survey report a Security setup for the premises is designed. A detailed set of instructions including Charter of duties for Security personnel; client’s expectations from security staff, emergency procedures and other relevant details are documented. This set of Post & Site Instructions are prepared in consultation with client.

## VIi. SUPERVISION

18. In order to provide quality service, we give a lot of importance to in depth and active on-the-ground supervision.  In this regard, a strong Operations team comprising of Managers, Security Officers and Patrolling Supervisors, who are equipped with Radio Communications & Mobile Phones, carry out checks on all our assignments and guards on a 24x7 basis.

## VIIi. RISK ANALYSIS & LOSS PREVENTION

19. LSR provides consultancy to Corporate and Industries on all aspects of Risk Analysis & Management and Loss Prevention including handling of emergency situations. In addition, other services offered are:

Security Audits.

(a) Re-appraising of existing and future threats, designing security plans and proposing cost effective solutions

(b) Awareness Capsules for Management, Employees and Security staff on:-

(i) Emergency Procedures and Crisis Management

(ii) Fire control & Evacuation

(iii) Bomb Threats

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## IX. BEAT PATROL SERVICES

20. The Company has introduced a unique concept of Beat Patrol Services. The process involves physical checks at premises and establishments after closing hours or closed premises of a client. This ensures that the security and safety of the establishment is in perfect order. We install specially programmed electronic tag systems at each location. It is read by a programmed electronic key used by the Beat Patrolling Supervisor. The report thus generated through the software is forwarded to the client for his reference.

21. **The Concept -** Beat Patrol concept is fairly new. Under the new scheme LSR shall cover a defined area, for commercial buildings, residences, showrooms, retail outlets etc. and our patrol officers shall visit each of these points twice in a shift of 8 hrs. during Night.

22. **Purpose -** Purpose of launching this Beat Patrol Service is not to replace your existing Security, but to reinforce, supervise and upgrade the optimum Security at your establishments.

23. **Equipment**

(a) Motor Cycle

(b) Proxy Pen

(c) Radio Sets

24. **Functions & Responsibilities**

(a) Patrolling Duties during night shift.

(b) Check the premises at least twice during the shift.

(c) Carry out checks on client’s existing Security personnel if deployed

(d) Check that shopspremises is properly locked.

(e) Investigate all unusual activity at the premises.

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25. **Guard Control System -** It is for the first time that Guard Control System will be used extensively. We shall be installing Electronic Tag Systems in all the shops covered under the contract. During the Supervision round, our patrolling Officer will swipe at each shop and the detailed night check report for each of the location can be taken out the next day by connecting GCS device to a PC and print out can be taken & submitted to the client next morning.

26. **Beat Patrol Response -** During the Beat Patrol rounds at night shift, in case Beat Patrol Officer comes across any of the following situations, he will immediately inform the concerned person and our 24 hours Control Room functioning in each city. The Control Centre has complete record pertaining to the clients who are using this service and the Control Centre will immediately inform the client for any of the following incidence which has taken place at their premises.

(a) Fire

(b) Burglary

(c) Tampering with locks

(d) Any suspicious looking vehicle

(e) Any suspicious movement near the location

(f) Any unusual sounds or lights

(g) Any person found on the premises whose presence is suspected

(h) Immediate response for any other kind of emergency.

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###### X. TRAINING

27. The Company Policy mandates before any deployment that all Company employees undertake a comprehensive Training Course which also fulfills the requirement as per the PSARA Act in the country. In addition to lessons on basic guarding skills they are taught the rudiments of First Aid, Fire Fighting and Self Defense.  The training process is ongoing and progressive throughout the em­ployees’ career to refresh and further develop their knowledge. The main topics covered:-

(a) Basic Training.

(b) Refresher Training.

(c) Continuous Educational and Skill Development Programs.

(d) Management Development Programs.

(e) On the Job Training at client premises.

28. Our training courses are designed after having in-depth discussions with the client and assessing the training needs of the staff. The aim of these courses is to enhance the security skills of the security personnel and develop management skills in the supervi­sory and management staff.

29. **COURSE CONTENT -** A broad outline of the various courses conducted for the Guarding Staff is set out below. These courses are conducted by way of class room lectures using audio visual aid, role play exercises and on the site practical training.

(a) **Basic courses**

(i) Principles of Security

(ii) Guarding Skills

(iii) Gate House Duties

(iv) Search Procedures

(v) Patrolling the Premises.

(vi) First Aid and Rescue operations

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(vii) Traffic Control and Parking

(viii) Customer Relations

(ix) Emergency Procedures

(x) Security Systems

(xi) Telephone and Wireless Operating Procedures

(xii) Report Writing

(xiii) Self Defence

(b) **Refresher Course**

(i) Code of Conduct

(ii) Report Writing

(iii) Handling Emergencies

(iv) Legal Aspects of Guarding

(v) Handling Electronic Security Systems

(vi) Fire Prevention and Control

(vii) First Aid

(c) **Specialised Course**

(i) Bomb Detection

(ii) History and Motives

(iii) Types and Contents of Bombs

(iv) Action in case of Bomb Threat

(v) Car Search Techniques

(vi) Role Plays

(d) **Unarmed Combat**

(i) Hold Techniques

(ii) Blocking and Locking Techniques

(iii) Choking Techniques

(iv) Defence against Knife Attacks

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(v) Defence against Baton

(e) **First Aid**

(i) Principles of First Aid

(ii) Diagnosis

(iii) Ailments,  Suffocation’s,  Wounds & Bleeding,  Shocks,  Burns   and Scalds, Electrical Injuries

(f) **Electronic Security Control System**

(i) Security Design

(ii) Type of Systems

(iii) Access Control

(iv) Intrusion Control

(v) Electronic Locks

(vi) Fire / Smoke Detectors

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## XI. VALUE ADDED SERVICES

30. **QRT (Quick Reaction Team)- Mobile Patrolling Vehicle with Armed Guard, Security Officer and Guards. -** To support the entire security set-up, Mobile Quick Reaction Teams are available at the disposal of the Control Room. These teams are connected through Radio Communications & Mobile Phones. QRT mainly comprises of personnel who are well-equipped and capable enough to take corrective and required actions during emergencies.

31. **24 Hours control room**: - A state–of-the-art Control Room monitors and responds to all Medical, Criminal and Fire related emergencies at the clients’ site in shortest possible time.  24x7 Control Room monitors alarms generated remotely at site and provides customized response. In order to provide the best response to its customers, the Compa­ny has a concept of 24 hours Control Room located in all its Regional & Branch Offices. A trained Controller is put in each Control Room whose job is to receive messages, analyze them and inform the right person. This acts as one point communication and command center, after the regular office hours. This certainly gives support to the operations team and works as a `Nerve Centre’ of a response organization comprising of Duty Director, Operations Director, Regional Director and the Managing Director in case of any emergency

32. **Implementation of ERP (Enterprise Resource Planning) -** The Company has gone in for ERP (Enterprise Resource Planning) for all our activities / functions in, commencing from the Recruitment stage till the settlement at the time of retirement. This would ensure that all activities are accurately mapped and delivery levels are assessed at each and every stage to ensure that the duty hours are performed, invoices generated and satisfaction level of the customers are accurately managed.

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33. **Customer Care Department: -** We have a 24/7 Customer Care Department at our Head Office in Gurgaon as well as in all locations. The Customer Relations Manager will be available to our clients for managing their expectations as well as resolving any problems.

34. **Internal Security Department: -** An Internal Security Department has been set up to:-

(a) Carry out Antecedent Verification of all Security personnel and of the employees of all leading clients.

(b) Assist in investigations of thefts/losses in clients’ premises.

(c) Liaise with Senior Police Officials for meeting management objectives and supporting our clients.

(d) Carry out periodic weapons training for armed guards.

35. Retd Police/Army Officer is heading the Internal Security Department at our Head Office and ensuring total Police liaising and support.

36. **Crisis Response Support: -** With a networking of over 10 Branches, we are able to provide support to your own clients in distress be it in evacuation, in emergencies or for any accidents / incidents requiring Police liaison / support.

37. **Security Audits: -** Regular Security Audits are conducted especially at the time of renewal of Contracts to evaluate gaps in the Security fence and provide reinforcement.

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38. **Training Academy -** We have a Central TrainingAcademy at our HO.

39. **One Stop Shop in all Security Solutions -** With our sister companies viz., Systems (providing CCTV, Access Control Cards, Electronic Devices, etc.), Facility Services (providing Chauffeurs, House Keeping), Information Technology (providing IT Support), Cash Services (providing safe vault, safe transportation of cash / bullion, etc.) we are able to provide total Security Solutions for all your Offices and Associates in the country.

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**XII. KEY DIFFERENTIATORS**

40. The following points for Key Differentiators :-

(a) Largest provider of Total Security Solutions

(b) International Expertise with experience & exposure to Indian Security Market Scenario

(c) Single point of contact for all Security and Safety related services

(d) Extensive National Network allowing better market coverage with a single point of contact for Multi location clients.

(e) Offering various levels of security personnel including Guards, Lady Guards, Armed Guards, Supervisors, Inspectors, Marshals, Vigilance Officers and Security Officers

(f) Stringent recruitment procedures through background checks

(g) Comprehensive training programs through Central Training Academies across the Nation.

(h) 24-hour Control Rooms and Quick Response Team across the country.

(j) Intense supervision by patrol teams to ensure effective supervision and quick response.

(k) Customized services to meet specific security requirements.

(l) Professional expertise for Risk Analysis and Threat Assessment to Corporate and individuals.

(m) Compliance with all mandatory, legal and statutory obligations.

(n) Providing consultancies and conducting awareness capsules on Crisis Management, Bomb Threats, Fire Control, Premises Evacuation and Business Continuity Plans.

(o) Devising Integrated Security Design.

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## xIII. CORPORATE AND INDUSTRIAL INVESTIGATION

41. A full-fledged Investigations department is managed by the finest professionals qualified to handle investigations covering fields as diverse as:

(a) Assignment for Foreign Missing Persons Bureaus

(b) Background and Antecedent Checks for Corporate

(c) Brand Protection

(d) Cases Involving infringement of Copyright / Trademarks Acts

(e) Setting up Internal Security Cells for Industries

(f) Tracking anonymous threats / calls

(g) Insurance, loans and claims

(h) Verification of financial health of companies for joint ventures and takeovers.

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**XIV. FINANCIALS**

42. **Financials: -**

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No.** | **Category** | **Deployment**  **(7 days a week)** | **Unit Rate(Rs. Per Month 1X12 hrs)** |
| (a) | Guard/ Lady Guard | 1x12 Hrs. | 16000.00 |
| (b) | Head Guard | 1x12 Hrs. | 18000.00 |
| (c) | Supervisor | 1x12 Hrs. | 20000.00 |

43. All the above mentioned positions are based on 7 days a week basis. The above prices are inclusive of all charges including our contribution towards ESI, PF, Gratuity, Bonus, Substitutes for weekly offs, holidays, leaves and other reliever.  It also includes cost of training, equipment and uniform for security personnel, etc.

44. **TERMS AND CONDITIONS:**

(a) Service tax extra, as applicable will be levied on the total Invoice Value.

(b) Adequate lead-time should be provided in order to mobilize the manpower to start the contract.

(c) Guarding services will commence after signing of the agreement.

(d) The rates quoted above are based on wages, cost of materials and other expenses. In case of variation in the rate of wage as notified by the Government the unit rates shall be revised to absorb the direct increase in wage and the corresponding social security costs involved. Service tax or any other tax shall be effective as per rates notified by the government.

(e) The prices are valid for till the next wage revision.

(f) Guarding services will commence after signing of the agreement.

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(g) The proposal being offered is subject to modifications in terms of increase or decrease of manpower subject to operational requirements.

(h) Any communication or electronic device if applicable would be provided by the client.

(j) There will be an site allowance of Rs 1500/- for security guard, lady guard and head guard, site allowance of Rs 2000/- for Supervisor and Inspector on an 8 hrs, Shift Basis.

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**XV. CLIENT RELATIONSHIP**

45. At Company, customer care has always been a tradition. Understanding the client’s needs, anticipating their requirements, checking on clients’ comfort levels, using feedback constructively has preempted many a crisis situation, thus contributing to the company’s growing satisfied customer base.

46. We are proud to mention that we have many world renowned organizations, banks, multinational companies and retail outlets among our clients. Please find below the various type of organizations and premises we are currently securing.

(a) Bank & Financial Institutions

(b) Hotels

(c) Hospitals

(d) Commercial Complexes & Offices

(e) Industrial Houses

(f) Factories & Manufacturing Plants

(g) Warehouses

(h) Residential Complexes and Buildings

(j) Telecom

(k) Educational Institutions

(l) Showrooms

(m) Departmental Stores

(n) Shopping Centers

(o) Super Markets

(p) Government Departments

(q) Transport Facilities

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##### XVI. CLIENT FEEDBACK

47. To further improve upon our services and meet the expectations of our clients, we seek continuous comments from our Customers. We have a system whereby we get a regular Client feedback that helps us not only for corrective actions, wherever required, but also to upgrade ourselves as regards our services.

## 48. This shall be achieved by:

## (a) Responding to customer requirements / feedback promptly.

## (b) Constituting a team of trained dedicated, skilled and customer focused workforce to meet the quality requirements.

**(c) Analyzing data and taking action to improve performance of QMS processes.**

## “As one of the largest security company in India we take pride in providing the highest level of services to our clients and attending to their individual requirements”