



Corporate Due Diligence • Fraud Investigations  
• Discreet Inquiries • Intelligence Operations

## **PROMAN SECURITECH PVT. LTD.**

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## COMPANY PROFILE

### WHO WE ARE

Proman Securitech Pvt. Ltd., is a fast growing professionally managed leading Services Provider, providing a broad range of people and supportive services across the country, through bespoke offerings. Proman Securitech trained professionals guarding human and capital assets of customers of different sectors such as corporate, manufacturing, hospitality, retail, infrastructure, e-commerce, and residential, among others.

What separates us from the others is our relentless commitment to constantly deliver world class solutions. While others talk, we listen; we ask questions, we understand your risks and work together with you to control and seamlessly mitigate any potential loss to revenue, profitability and damage to brand.

The key to our success is our understanding of our customers and their business. We, then help our customers to assess current and future risks correctly, delivering total security solutions that are tailored specifically for your needs.

What sets us apart is our expertise. Our company is guided in all aspects by our Advisory Board which comprises former Directors General of Police, Secretaries to the Government of India and decorated officers of the Indian Army.

Our security experts have decades of experience in planning and implementing excellent security procedures and protocols to secure some of the most critical infrastructure and highly threatened individuals of the country.





## **BOARD OF DIRECTORS/ADVISORS**

### **Chairman: Shri Mukund Behari Kaushal, IPS(Retd)**

Ex DG CRPF, Ex Commissioner of Police, Delhi

Mr. Kaushal is regarded as one of the most successful Commissioners of Delhi Police and possesses possibly the widest range of experience in policing and security. Mr. Kaushal's outstanding leadership capabilities are a great help to Proman in the areas of business development and in forging strategic alliances.

### **Sr Advisor: Shri Anil Chowdhry, IPS (Retd)**

Ex Secretary Internal Security, MHA

After a tenure of 22 years with the Intelligence Bureau wherein he oversaw IB's counter terrorism efforts in J&K, counter intelligence operations, VIP Security and Industrial Security. He also headed IB's VIP security wing for almost 7 years. With his VIP security expertise, he guides us in all areas of business with special focus in strategizing and implementation of high value target and executive protection

### **Sr Advisor: Maj Gen(Retd) AS Parmar**

A highly decorated officer from the Infantry (Rajputs) of the Indian Army, Maj Gen Parmar has served in various military leadership roles. Most recently he was heading the CMP wing of the Indian Army. Maj Gen Parmar guides Proman in matters relating to HR and staffing.

### **Advisor: Shri Kamal Kumar IPS(Retd)**

Ex Director of The National Police Academy, Hyderabad

Sri Kumar is recognized as one of the best brains in the country on training needs of police, intelligence and security personnel. He works closely with the management team and the training staff to establish a cutting edge training program that will adhere to requirements specified under PSARA.

### **Director: Shri Ankur Chowdhry, MBA, Bsc**

Mr. Chowdhry holds an MBA in Finance & Entrepreneurship from the Stern School of Business, NYU and a Bachelor's Degree in Computer Science from the University of Maryland, both US. He has worked for over 7 years in various operational and project management capacities with leading Wall Street banks. Mr. Chowdhry is responsible for the day to day management of and overseeing the operations, sales and finances of the company and helps us leverage technology to differentiate our service and delivery.





## **THE ETHOS**

Diverse people with diverse views make a team stronger. Hence, Proman maintains a workplace that is inclusive.

Employees constantly strive towards delivering unmatched service excellence through teamwork.

We believe that trust is the foundation of leadership. We have grown from strength to strength due to our ability to form trusted relationships with customers and stakeholders.

Our philosophy of growth stems from our intrinsic ability to seamlessly manage change, our uncompromising focus on quality, and our endeavor to meet the growing expectations of our customers.

## **MISSION**

Our mission is to achieve and sustain a leadership position in the industry by providing unmatched services to our customers and to ensure a secure, healthy, and productive environment for our customers.

## **VISION**

Our vision is to be the most Preferred Brand in Security & Business Service Market.

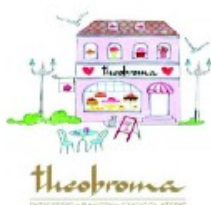
## **COMMITMENT TO QUALITY**

Our stringent Quality-of-Service policies ensure that our customers get ethical, efficient, and effective services. We regularly update our Quality Management Systems to ensure that our customers always get the best and the most advanced quality of service that the industry has to offer, globally.

We are very proud to mention that we are a 100% compliant company as per the Private Security Agencies Regulation Act (PSARA) and this has led us to achieve the ISO 9001:2008 standards in 2008. Because of our constant up gradation of service standards, continuous execution of innovative business processes and a very strong management team that believes in Total Quality Management, we have been able to deliver world class leading solutions in India and maintain a successful 99.5% customer retention.



## FEW OF OUR DELIGHTED CUSTOMERS







## WHAT WE DO

### MANNED GUARDING

Well-trained security personnel's instinct and judgment beat even the most advanced technology, making 'Manned Guarding' the most crucial aspect of any effective security deployment strategy.

Every security personnel is selected through a stringent selection process that includes detailed background checks. Further, our personnel undergo a rigorous 160-hour training program to meet industry and region-specific security norms.

Owing to an innovative approach and a dedicated workforce, we have an industry-best client retention rate of 99.6%

### EVENT SECURITY

At Proman, securing events is not just about posting men in uniforms, it is about planning and executing an effective security plan based on risk assessment.

Event security has evolved over the years with improvement in physical security protocols combined with technological advances. Our Event Security teams come fully equipped with specially trained security personnel and close protection officers to manage large, high-risk events with the capability to identify suspicious activities and read body language to predict threats.



### CLOSE PROTECTION

We provide protections to chief executives, celebrities, public figures and High Net-worth Individuals. Protecting high-risk Principals often involves roles like escorting, preventing of crime/Protecting from threats i.e. from business opponents, kidnapers, stalkers or over-enthusiastic fans.

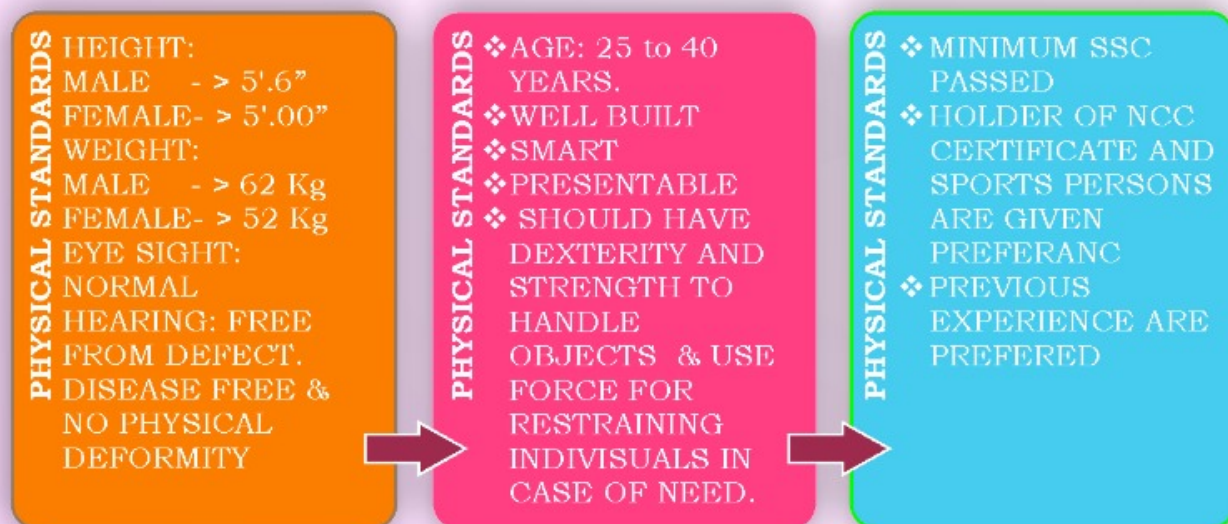
On the way or at the venue of the meeting/event, if any changes in circumstances detected that could pose a threat, respond to those threats and situations rapidly and effectively to protect the subject by first Protecting physically and then removing from harm's way.





## RECRUITMENT PROCESS

We follow a stringent selection process with background checks, fingerprinting and police verification so that the very best secure your business.



## TRAINING

A security guard is a person that is hired to protect people and/or property. Security guards act as a preliminary defense system, prior to police involvement & are a vital part of the safety of our country's schools, hospitals, public places, businesses, etc.

Since most security guards in this country work in public places (such as airports, malls, hospitals, businesses, etc.), guards need to be thoroughly trained in public relation relating to all kinds of

People and how to identify and handle Suspicious activity. During security training course these topics are also covered, to ensure that security personal can recognize weapons, and suspicious activity.

Documentation of events is another important aspect of the security guard position. Training will cover these important practices as well as tactics on how to question and recognize suspicious activity.

All of these items are condensed into a short amount of time i.e.100 hours of classroom training spread across 15 days and 60 hours of training on the job/site spread across 5 days.

We provide regular customized training (basic & refresher training) to ensure up-gradation of skill-sets of front line staff.

There is a 3 Tier Training Program consisting of:

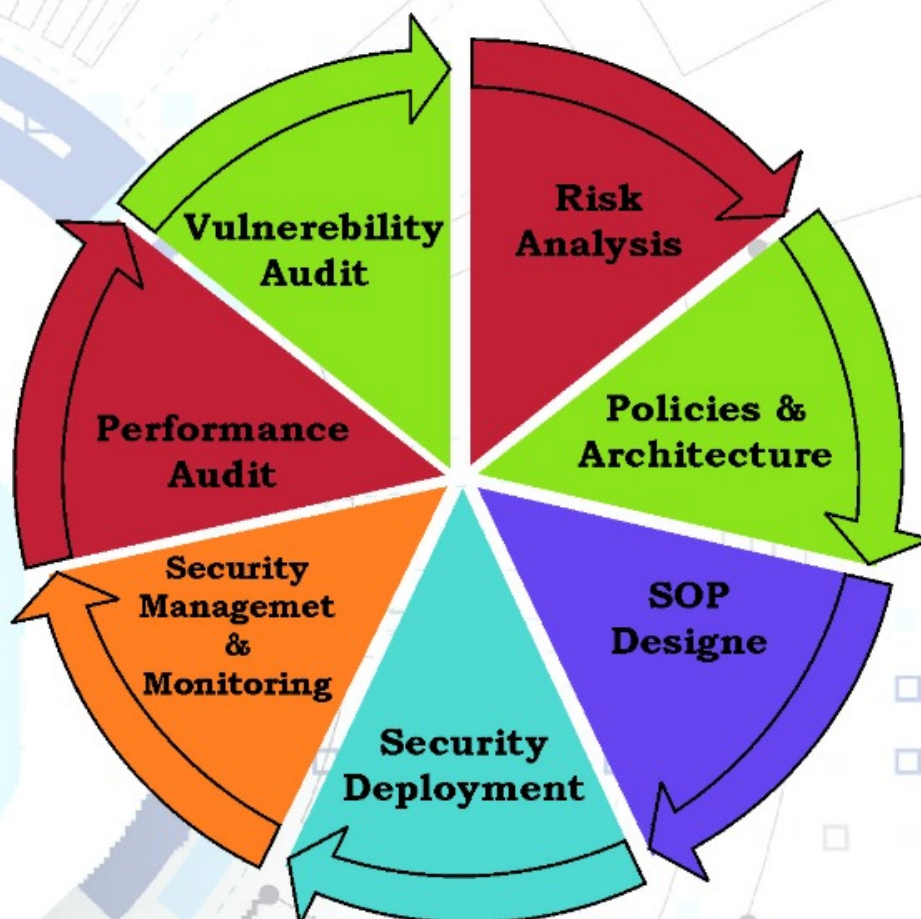
- Basic Guarding Training
- Industry specific Training
- Site specific Training

There is a comprehensive On-the-Job (OJT) Training calendar being enforced across all units.



## TRANSITION MANAGEMENT/UNIT DEPLOYMENT

**Building the “Real” Security Plan.....continuous process.....**



### **Types of activities undertaken during transition / deployment:**

- Project Plan
- Infrastructure to support operations / Nomination of SPOC
- Recruitment as per clients requirement
- Background verifications
- Training
- Pre-deployment OJT
- Takeover of site
- Post-deployment monitoring, Audit and Refreshers training sessions
- Periodic Review





## CLIENT RIVEW PROCESS:

<u>PARTICIPANTS</u>	<u>AGENDA</u>	<u>FREQUENCY</u>
Client: Senior Management Proman Securitech: Senior Management	<b>Strategic Direction</b>	Quarterly
Client: Function Head Proman Securitech: Regional Head	<b>SLA Adherence, Performance Review, &amp; Issues Resolution</b>	Monthly
Client: Functional Head Proman Securitech: Branch Manager & Ops Manager	<b>Quality assurance, adherence to Service Level Agreement, Issues identification, Tactical Planning and Execution.</b>	fortnightly
Client: Security Mgr.  Proman Interaction Area	<b>Operational Planning, Issues Identification and Resolution.</b>	Daily



## WHAT DIFFERENTIATES US FROM COMPETITION

- Unlike other security companies our guarding division is vertically split into industry specific verticals so as to provide industry specific specialized services.
- Certified processes in the form of procedures, work instructions and formats ensure seamless delivery of integrated security solutions.
- We offer 24x7 assistance to respond to any vulnerabilities/breach in any of your facilities.
- Proman Securitech is non-unionized and enjoys the advantage of motivated and committed work force.
- We follow a stringent selection process with background checks, fingerprinting and police verification so that the best secure your business
- Industry/Vertical specific customized training for front line staff.
- Licensed under PSARA 2005.

### STATUTORY

- Complies with the PSARA Act 2005.
- Duly registered under the Shops & Establishments Act 1958.
- Duly registered under the Employee Provident Fund Scheme 1952.
- Duly registered under Employee State Insurance Act 1948 & GST.
- Registered in MSME & NSIC

Proman is 100% compliant to the all Labour Laws of the land.

## YOU CAN TRUST US

*"The nucleus of our corporate culture is built around shared values of responsibility, ownership and entrepreneurship. Every employee is an owner and this entrepreneurial culture is what leads us as an organization to go that extra mile and deliver world class security solutions with a smile.*

*Our customers trust us with their future and their businesses. It is this culture of trust and ownership, which differentiates us from the rest and helps foster long mutually beneficial partnerships that we enjoy with all our customers across the country."*