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## ABOUT US

### Background

We take pride in introducing **GLOBE GROUP** as India's leading ISO 9001: 2000 certified security group providing a wide range of security & safety-related products and services that include - Manned Guarding Services; Escort Services; Event Security Management; Special Security Squads for Executive Protection; Electronic Security Systems; thereby donning a holistic mantle of providing "*Service with Commitment*" to over our customers through 20 location offices across the country.

Since the company's inception, GLOBE GROUP has secured leading Indian and Multinational Corporate, Government Institutions. Over the last 47 years, we have created a niche in the market by offering a truly comprehensive range of Security services.

### Vision

"To be a shining example as a Leader in Innovation and the first choice for clients, employees & all business associates."

### Mission

"To delight our clients by offering truly comprehensive and customized services, which cater to even a smallest need of each client. To deliver the highest levels of professionalism, creative solutions and timely responsive services."

## QUALITY POLICY

Globe Group's quality policy is to achieve sustained, profitable growth by providing products and services which consistently satisfy the needs and expectations of its customers. This level of quality is achieved through implementation of a system of documented procedures that provide guidance to our employees and reflect the competence of the Company to existing customers, potential customers and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

### The objectives of the Quality Management System are:

- To maintain an effective Quality Management System complying with International Standard ISO 9001.
- To achieve and maintain a level of quality which enhances the Company's reputation with clients.
- To ensure compliance with relevant statutory and regulatory requirements.
- To endeavour, at all times to maximize client satisfaction with the services provided by Globe Group.

### Activities & Scope

A policy of continuous self-appraisal and attention to detail has ensured the expansion of our client base. The company has implemented a quality management system to demonstrate its ability to provide consistent products that meets customer and applicable statutory and regulatory requirements. This enables

the company to address and achieve customer satisfaction through the effective application of the system, including processes for continual improvement and the prevention of nonconformity.

**The scope of the quality management system applies to:**

- Selection and Recruitment of Guarding personnel/ staff
- Training of personnel
- Deployment of Guarding Personnel
- Monitoring of units

**RANGE OF SERVICES**

We provide specialized security solutions which cater to the specific needs of our clients in various categories:

- **Manned Guarding Services – Armed and unarmed**

We have over 5,000 disciplined and professionally trained personnel from all over the country. Our guarding personnel are deployed at various locations across India, including corporate houses, MNCs, Government Institutions, residential premises and the like. We also cater to the guarding services of industrial establishments and residential complexes.

- **Escort by rail, road and cargo**

We provide industries and corporates with armed/unarmed escort and services for cargos. Such services are mostly availed by diamond merchants, airlines, etc. to escort individuals or cargos between destinations.

- **Personal Body Guards / VIP Protection**

We provide body guards/VIP protection of the highest international standards using the skills and experience of local and overseas operators. Our operatives are veterans from Special Forces or those recruited for their unique skills and ability to conduct them in a distinguished manner, after clearing several vigorous vetting and selection processes.

- **Event Security Management**

Specific events require special security arrangements. We provide tailor made security solutions combining electronic gadgetry and security personnel, using computerized systems for coordination and control. From co-coordinating local law enforcement and medical services to planning for extreme scenarios, our diverse expertise and unsurpassed event management capabilities, approach primary and secondary issues such that every contingency is identified and addressed through meticulously drafted plans. We cover events like beauty pageants, concerts, sports, marriages, auctions, etc.

- **Trained dog squad**

Our dog squad comprises highly pedigreed and trained German Shepherds, Doberman Pinschers and Labradors along with skilled and experienced handlers. These squads are effectively used in industrial applications for perimeter and facility patrol, building/area search operations and intruder detection / apprehension. Labradors are specifically used to detect explosives and narcotics. In residential facilities, they are used for home / family protection, intruder deterrence and intervention, as also for personal property protection.

- **Security equipments like metal detector, CCTV, alarm systems and others**

We have forged strategic alliance in the security industry by joining hands with the world's leading security equipment company. We provide CCTV surveillance systems, intrusion detection systems, access control systems, fire detection systems, building management systems.

## **SELECTION**

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. All employees are subjected to vigorous vetting. Further, the Internal Security Department in each region is responsible for verification and background checks and service records of each employee.

## **TRAINING**

All Guarding Personnel deployed by Globe Group undergo the basic Security Training Course which imparts the necessary skills to perform duties.

In addition to lessons on basic guarding skills they are taught the rudiments of First Aid, fire fighting and Self-defence. The training process is ongoing and progressive throughout the employees' career to refresh and further develop their knowledge.

Training is imparted on job sites (customer premises) in our various branch offices, Regional Training Centres, as well as within the premises of a highly functional and well-equipped Central Training School presently located in Delhi.

Our site specific training courses are designed after 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.

### **The basic training module covers:**

- Duties and responsibilities of guarding personnel , code of conduct , dealing with people , alertness and performance of guarding personnel
- Courtesy, obedience, mannerism, FIR, Panchnama and communication system.

- Fire prevention and control, Health and safety at work, Evacuation procedure, First aid , Handing taking over procedure and handling of keys
- Knowledge of post wise instruction and unit instruction , ATM duty , Disaster Management

## **PRE-DEPLOYMENT ACTIVITIES**

Before Globe Group takes up any assignment, a team of operations staff visits the site to analyze and understand the security needs of client's premises for Survey of the site. 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.

## **POST – DEPLOYMENT SUPPORT**

### **Supervision, Rotation & Surprise Checks**

The security personnel are supervised by area officers & area managers who visit the units regularly i.e. at least thrice in a week during daytime and twice night visits for surprise checks. In addition senior executives conduct surprise visits regularly.

The rotation of security personnel is done, preferably every six months or as per your requirement. The staff is subject to transfer, as we do not encourage our staff to become familiar with employees or the union, which is in the interest of the security.

### **Customer Care Cell**

Over and above regular checks, night rounds and surprise checks, we have customer care cell that keeps in touch with our clients to get feedback on the services and resolves the issues, if any.

## **DOCUMENTS & MIS**

- Occurrence Book Management
- Administration & Co-ordination of Establishments (sites)
- Instructions Book
- Unit Visit Report
- Management Visit Report
- Night Visit Report
- Unit Performance Report
- Management Performance Level Report

## CLIENTELE (Partial List)

- ARVIVA INDUSTRIES LTD. (Harry Collection)
- BENCHMARK ASSET MANAGEMENT COMPANY LTD.
- CENTURY TEXTILES LTD. (A B.K. Birla Group Company)
- CSS CORP
- CREATIVE IT SYSTEMS
- DIRECTOR GENERAL OF SERVICE TAX (a GOI Enterprise)
- ESSAR TELECOM & INFRASTRUCTURE PVT. LTD.
- ICICI PRUDENTIAL ASSET MANAGEMENT CO.
- INGERSOLL-RAND (INDIA) LTD.
- INTEGRATED DATABASE LTD
- KARUR VYSYA BANK
- KORES (I) LTD.
- LEGRAND (I) LTD
- MELSTAR INFORMATION TECHNOLOGIES LTD
- OMNITECH INFOSOLUTION LTD.
- THERMAX LTD.
- TREASURE ISLAND RESORTS
- WORLD TRADE CENTRE

## APPRECIATIONS

*"Your security guard Mr. V.S. Kamble apprehended 3 thieves while on duty without caring for his own safety. We greatly appreciate his dedication and loyalty, which serves as a good example to his colleagues and juniors"-----Mr. Amir Nensey, Chairman, Royal Palms (India) Pvt. Ltd.*

*"Your security guard Mr. S.D. Boricha has shown great presence of mind and excellent ability to see through different situations thereby saving our valuable merchandise."-----Mr. Gurpreet Singh, Store Manager, Crossword Bookstores Ltd.*

*"The services provided to us have been satisfactory. The guards are well trained and efficient in carrying out their duties without causing problems to either our patrons or the management."-----Administrator, Chithralaya Exhibitors (India) Motion Picture Exhibitors.*

## VALUE ADDED SERVICES

1. **Centralized MIS** - Our Customer Care department shall submit a monthly dossier highlighting all the relevant information on your pan-India units for better control, overview & management.
2. **Single point of contact (SPOC)** within Globe shall be provided (on a deployment of minimum 100 security personnel) to you, thereby enabling the convenience to you to deal with only one person for all its communication with respect to service & commercial issues for pan-India locations.
3. **IT readiness & focus – GLOBE GROUP** is effectively using the Information Technology across its various offices and businesses for fast, efficient & accurate operations, control & management.
4. **Customized training – Globe Group** will provide regular customized training (*basic & refresher training*) to ensure up-gradation of skill-sets with respect to SLAs & advances in guarding practices.
5. **Security systems & management services** - To manage & test security systems installed and liaison with vendors for maintenance, repairs & AMCs.
6. **Transparency & accessibility** - Information with objective evidences given as and when required. Accessibility ensured right from the guard to the Chairman 24x7, 365 days.
7. **Superior business ethics** - Licensed and 100% abiding by all corporate governance rules & laws-of-the-land.
8. **Security re-audits** - by professionals to recommend *maximum productivity and flexibility of operational preparedness* in the changing threat & risks perceptions.

## ADVANTAGES WITH GLOBE GROUP

Further, by partnering with **GLOBE GROUP** your organization would be privy to **many tangible and intangible benefits** viz.:

**1)** Your organization shall *save* a **great deal of ordeal and quality time of human resources** at micro levels, by avoiding tedious procedures of selection, vetting and finalization of local security vendors. Thereby also mitigating hidden **risks** of corruption, favouritism and unethical purchasing at local levels. Throughout the world today, majority of the CEO and corporate business heads are decentralizing all business functions except, security and intelligence because they know that security is an extremely sensitive & valuable tool and one of the last resorts when all things fail.

2) Your organization shall always be assured of **100% qualitative services** throughout the tenure of the contract at all facilities.

3) Your organization shall be eligible to utilize all other specialized services of GLOBE GROUP at **discounted prices**. Whether it's a commercial/personnel investigation in India/abroad or requirement of special security services for short-term assignments or assistance during duress situations or installation of hi-tech security systems, we are just a phone's call away. Besides, on joining our GLOBE GROUP family, you shall be entitled to free consultancy and support through out India, from time to time.

4) Your organization will be able to identify and track any vulnerabilities/breach in any of the facilities without raising their brows with GLOBE GROUP on their side. Now obtaining information about any internal employee or conducting a discreet enquiry against a third party/firm or enforcing a strict system during critical times, is extremely simple. **With this partnership in place, leakage of sensitive information to third party investigators or security companies is eradicated**. Besides, with GLOBE GROUP by your side, you can be rest assured of integrity; business ethics and a professional work culture- that's what GLOBE GROUP is well known for.

## **DISCLAIMER**

The material contained in this proposal has been prepared solely for the purpose of providing information about Globe Group, its subsidiaries and associated companies and the services which they offer.

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