

AG SECURITY SERVICE

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# AG SECURITY SERVICE

**(Security** **&** **Facility** **Management** **Services)**

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We are one of the leading Facility Management Company. We deliver quality services in facility management. The Company is registered under company's registration act. We deliver innovative methods to deliver high quality services to our clients. We have a team of highly dedicated personnel and field workers with a core competency of providing a wide range of facility management services. We are in this field since 2016. We provide services to:-

 Multinational Companies

 Manufacturing Units

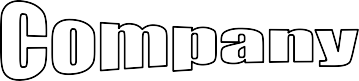
 Institutes

 Industrial Houses

 Hotels, Showroom

 Hospitals

 Hostals



Our Strength

 Efficient management supports our services and our Supervisors are put through a specialized training in their respective jobs and are very well aware of systematic approach ensuring an immaculate atmosphere causing minimum disturbances/ obstructions.

 To approach high quality results our personnel are deputed only after careful analysis and selection procedures keeping in view the specific requirements of respective clients. They are provided with neat and clean uniform and are having proper name plate/identity card duly authorized by the client.

## OUR REGISTRATION NO.

1. PAN NO. - BOWPS4925M
2. GST NO. - 07BOWPS4925M2ZV
3. ESIC NO. - 11001262810001018

## PARTICULARS OF MANPOWER

 Facility Manager

 Manager Housekeeping

 Supervisors

 Office Boys/ Field Boys

 Pantry Boys

 Housekeeping Boys

 Lady Housekeepers/Maids

 Security Guards

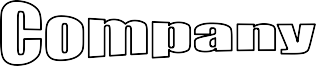
 Security Supervisors

 Gunmen

 Electricians

 Loaders

 Receptionists/ Computer Operators/Transport Help Desk Executives Any other type of manpower i.e. Electrician, AC Operator, Plumber, Key Maker etc as per requirement of your organization.



### QUALITY POLICY

It is our ultimate goal to fully satisfy our customers' needs and to gain their confidence in us. One of our key goals is to provide quality services of high standards by using best market practices. This aim is supported by the management system, which embrace both quality assurance and continual improvement of our services. Quality assurance provides confidence to our clients and us that our services are meeting their expectation. Our quality assurance system emphasis the importance of adequate planning and review and aim to meet our client's requirements on each location.

We actively foster personal attitudes of co-operation, team work and a keen sensitivity to the continual improvement of our services through strict adherence to Quality Management System (QMS).

## QUALITY CONTROL

Quality assurance covers all activities from development, servicing and documentation. This introduced the rules: "fit for purpose" and "do it right the first time", It includes the regulation of the quality of raw materials, assemblies, products and components; services related to production; and management, production, and inspection processes.

We use paradigms for QA management is the PDCA (Plan-Do-Check-Act) approach.

**ACT**

**PLAN**

**AP**

**CD**

**CHECK** **DO**

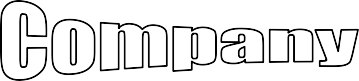
Quality Control measures and Training Methods are the two ways without which it is not possible to provide our clients the versatile/healthy-working atmosphere:-

**PLAN:-** Establish the objectives and processes necessary to deliver results in accordance with the specifications.

**D0:-** Implement the processes.

**CHECK:-** Monitor and evaluate the processes and results against objectives and Specifications and report the outcome.

**ACT:** - Apply actions to the outcome for necessary improvement. This means reviewing all steps (Plan, Do, Check, Act) and modifying the process to improve it before its next implementation.



### OFFICECLEANING AND UPKEEP/HOUSEKEEPING DAILY TASKS

 Floor & Wall Cleaning & disinfecting

 Cleaning, sweeping, mopping of all the floors including all staircases, cabins, lobbies, passages, reception, Training rooms, Labs, Conference rooms , Meeting rooms, security offices and other areas within the office premises.

 Cleaning of ashtrays, wastepaper baskets and disposing off all the collected refuse at designated areas.

 Spraying Room Fresheners / Air Fresheners at regular intervals.

 Cleaning of all Glasses (Glass Doors, Glass partitions, Glass Walls, Glass Tops etc.) with proper Glass Cleaning Agents.

 Putting plastic bags in all dustbins to avoid stains & stinks.

 Cleaning of outer area out side the main entrances, Security centers, main gate and area within 4 walls.

 Day login of Maintenance related problems to the help desk and update to Admin concerned person.

 Maintenance of Log Book among the Supervisors for giving a proper handover for the next Shift.

 Disposing off all the waste outside the office premises at appropriate place.

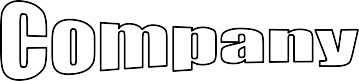
Weekly Tasks

 Cleaning, dusting & vacuuming of the office area including all its

furniture, fixtures and its tapestry, equipment and accessories.

 Cleaning of terrace & wash stains on the walls.

 Washing of outside area within the premises.



## TOILET CLEANING

### DAILY TASKS

 Clean and disinfect all vitreous fixtures including toilet bowls, urinals and sinks.

 Clean and disinfect all surfaces such as toilet seats, containers etc. Brush thoroughly to include below water lever and under rims including areas at hinges and cistern handles.

 Walls, doors and toilet partitions should be thoroughly cleaned and toilets should be free of any bad odor.

 Check and refill all dispensers, C-Fold Towels, JRT rolls, liquid soap case, Tissue boxes as & when required.

 Waste bins to be thoroughly washed and dried twice a day.

 Wash & clean mirror with detergent solution.

 Check and remove hairs, dust, dirt or any such object from anywhere in the toilet area and clean the toilet every half an hour.

 Check during cleaning that the toilets are not choked or the urinals are not overflowing.

 Check exhaust fans, lights are in order. If not, inform the Maintenance Department immediately.

 Check and maintain Odonil in toilets for maintaining a fresh fragrance.

 Cleaning of floor & tiles.

 Toilet cleaning to be done at regular interval.

 Proper co-ordination with maintenance deptt. regarding the maintenance requirements related to routine housekeeping.

Weekly Tasks

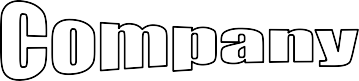
 Clean and polish all chrome fittings, glass frames, soap holders etc. to a shiny finish.

 Cleaning of glazed tiles of all toilets.

 Escalation of pending problems to admin.

 Washing & Cleaning of the entire Toilet from Ceiling to floor including Doors.

 Scrubbing, buffing & polishing all floors of office area.



## PERSONAL DO'S AND DON'TS

### DO'S

 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.

 Be well groomed with short & tidy hair, trimmed nails etc.

 Keep spare uniform available to change at short notice.

 Be always polite and courteous to clients' all employees and Guests.

 Be observant & remove dust, dirt or any unwanted objects immediately.

 In case of any emergency, urgent requirement or untoward situation, immediately report to infrastructure department.

 Always wash hands with disinfectant soap & use hand gloves to maintain a clean & hygienic atmosphere

 Wash hands before filling water, tea / coffee or before handling anything in the Pantry.

 Cover cuts or sores on hands with waterproof dressings.

 Serve the Beverages to client's employees / Guests very neatly and with professional courtesy.

 Answer telephone calls politely and be courteous to all clients' employees.

 Always follow electrician's instructions while cleaning DG and AHU area.

 Report to the supervisor if any electric connection is loose.

 Always wear rubber gloves for cleaning of electrical panel, electrical switches and boards.

 Use GUM BOOTS for electric work, cleaning of chiller area, washing terrace and washing of carpet area.

### DON'TS

 Misbehavior with any clients employee, Guest, other Contract personnel of any magnitude.

 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.

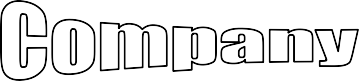
 Group gatherings, disturbance.

 Involvement in any kind of activity at client site with mollified intentions (including theft), either directly or with the support of any third party.

 Do not touch naked wires and loose connections & get it repaired by the maintenance deptt.

 Do not use wet clothes for cleaning of electric switches, electric panels and fly

catchers.



### SECURITY SERVICES

 We work on the principal of commitments and each client for us is Unique. Security personnel are provided as per the requirement of the clients.

 Our response level is immediate; we take only the time required to travel to the site in case of emergency.

 We are responsible for uniform, discipline, pay and allowances & leave etc.

 Our personnel can not become member of any union.

 Our personnel shall be available under all circumstances.

 We pay utmost attention during strikes, labour, unrest and gheoras.

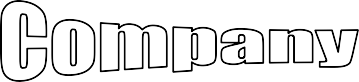
 Our staff is well trained in fire fighting.

 We maintain a close Liaison with local police authorities.

 We provide additional staff at short notice.

 Submission of periodical reports, apprising the management of any irregularity observed and suggesting remedial measures.

 Our focus is to have a long term relationship not only by providing just a services but quality services to the satisfaction of the client.



### DUTIES AND RESPONSIBILITIES

 Our security personnel will be responsible to ensure security of the installation / premises.

 To keep Liaison with the police/ Local Authorities with a view to get timely help in the case of contingency.

 To advise the management on such system as may be deemed necessary to carry out security activities effectively.

 To keep utmost vigilance of the unit round the clock and ensure security of material and property, movable and immovable.

 Checking of all incoming & outgoing material and keeping proper record to check pilferage / malpractices.

 To exercise access control and ensure that no unauthorised person enters the premises and maintain record of all visitors.

 Our security personnel will be at your services but the administrative control shall remain with us.

### TRAINING:-

Being fully conscious of the necessity of training at all levels to ensure quality of services and client satisfactions, it is our organization culture to pay optimum attention to our selection and training programme which one designs to provide.

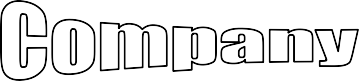
 Basic Training for new entrants.

 Refresher Training for personnel already in service.

### MODE OF RECRUITMENT

 Various resources of Media.

 Direct recruitment for ex-serviceman from armed forces centers.



## TERMS & CONDITIONS

**AG SECURITY SERVICE** will maintain on the following Terms and Conditions:

 The service under the contract shall be available for the specific building of the company only.

 The duration of the contract shall be one calendar year from the date

of the signing of the contract and receipt of the contract fees.

 The contract shall be renewed well before the expiry of the contract and renewal shall be made with mutual consent. After every 11 months, the renewal will be done with an increase of 10% over the existing rates.

 In case of any dispute one month of prior notice should be given from the company or vise versa.

 Our Company has a right to deploy or change any person if required.

 All amendments i.e. Special arrangements will be made on the disposal of the discussion offer.

 Payment shall be made on monthly basis.

 The billing date foe each calendar month will be the first day of each month & payment date will be seventh of each month.

 In case of delay of the payment, interest @10% of the bill amount will be charged.

 The payment cheque has to be issued in the name "**AG SECURITY SERVICE**" **payable at New Delhi.**

 All disputes subject to Delhi jurisdiction only.

For any queries in this regard please refer to the undersigned.

We *shall be highly obliged if you honor us with the trust and confidence. W*e *would like* to *assure you* of *our best services and sincere, honest and dedicated hard work in making our association with you a grand success.* We *close down with high hopes and sincere wishes. Assuring you* of *best services at all times* we *remain,*

*Yours Sincerely,*

For **AG SECURITY SERVICE**

**(PROPTIETOR)**

**ANNEXURE:A**

### QUOTATION FOR SECURITY & FACILITY MANAGEMENT SERVICES

Sir,

We hereby submit our quotation in favor of your requirement according to present applicable minimum wages. We are forwarding you our break-up for security & facility management services.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Category | Min. Salary | EPF | ESIC | Bonus | EL | CL | Total | Service  Charges (15%) | Total |
| Housekeeping boy |  |  |  |  |  |  |  |  |  |
| Security Guard DAY | - | - | - | - | - | - | - | - |  |
| Security guard night | - | - | - | - | - | - | - | - |  |
| H. Boys |  |  |  |  |  |  |  |  |  |
| Supervisor |  |  |  |  |  |  |  |  |  |
| Pantry boy |  |  |  |  |  |  |  |  |  |
| Comp. Opt. |  |  |  |  |  |  |  |  |  |

**NOTE:**

We hope our above offer is in line with requirements. We look forward to hear from you and assuring you of our best services always, Thanking you.

Service tax will be extra charge as per Govt. rules Yours faithfully,

**For AG SECURITY SERVICE**

**PROPRIETOR**