



WATCHOID
SECURITY & FACILITY
SERVICES (P) LTD.

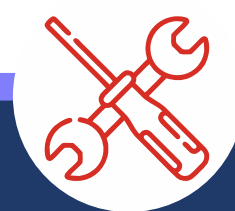
THE WATCHOID RULE BOOK



Security



**House
keeping**



Maintenance

COMPLETE PROTECTION SERVICES

 www.watchoidgroup.com

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INTRODUCTION

Established in 2015 by Shri Satyendra Srivastava, Watchoid Security & Facility Service is a Delhi-based Indian security company with the highest standards of security in the industry. The organisation is supported and managed by dedicated professional staff and an ISO 9001:2008 certified Quality Management System [ISO 9001:2008 is a Quality Management System standard that ensures consistent levels of organisational performance and customer satisfaction through the continuous development, control and maintenance of company processes, systems, policies, and procedures].

The Watchoid Security & Facility Service is revered for its commitment and experience in providing quality personalised services in the field of security and vigilance and is prepared to respond to your immediate security needs at any hour of the day. Our loyal clients range from retail outlets to large corporations, meaning our Security Guards are experienced in security all across the board. We keep our Security Guards and Officers up-to-date through regular, intensive seminars, and can offer an experienced, capable and dynamic team that focuses exclusively on the safety of you and your assets.

We endeavour to be like guardian angels to you and look after all your security requirements with absolute professionalism. Your safety and security are of prime concern at Sentinels, and we persevere hard to ensure the environ is a safe place to live, learn, work and play. Our goal is to address the unmet security needs of commercial, residential, institutional and individual clients. We at Watchoid Security & Facility Service are here to help you provide with around the clock, professional service for all security issues.

In over three decades of continuous operations, we have assembled a team of seasoned, respected professionals. Security is a critical component of business that is left to carefully chosen professionals. Our primary aim is to provide the private sector with a superior level of professional security service. High standards continue to be the foundation of our business philosophy.

Our company is professionally organised and works on the principle of effective delegation of duties. Our organisational structure provides exceptional services for the preservation and protection of men and machine. In any organisation there exists a standard set of core business processes that must exist for the organisation to function properly. The need and the advantages of a business process are quite apparent in large organisations. A process forms the lifeline for any business and helps it streamline individual activities and make sure that resources are put to their optimum use.

Following are the various processes which define our general corporate philosophy and the conduct expected of every single employee working for us.

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Watchoide Security & Facility Service provides employment opportunities to persons who're motivated to work in the private security field. We always strive to recruit the best person for the job. Our recruitment and selection procedures have been designed to ensure that they are consistent, fair and provide equality of opportunity. All selection decisions are based solely on ability and irrespective of gender, religion or caste.

Applicability

- 1 Candidates who are healthy and have a good personality as well as body language, are applicable /can apply for the position of a security guard.
- 2 The minimum standard for selection is:
 - A. Security Guard
 - Height - 5'8" (Hill & Nepal Area up to 5'6")
 - Weight - 60 Kg
 - Age - 18 up to 35 years
 - Lady Guard
 - Height - 5'3" (Hill & Nepal Area up to 5'1")
 - Weight - 50 Kg
 - Age - 18 up to 35 years
- 3 The candidate shouldn't be from the Naksalwadi or any other restricted area, from where there's a problem in getting a verification.
- 4 In cases involving re-enrolment, the candidate won't be directly enrolled without the approval from the Head of Operations and final approval by either one of the Md's

Documents Required

- 1 Aadhaar Card (to ensure name, father's/husband's name and DOB).
- 2 One original certificate regarding educational qualifications, which will be retained by the Recruitment
- 3 Department. Mandatory (Matric or Higher Education/ 9th pass or Transfer Certificate (TC))

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Documents Required

Ex-Serviceman: Original Discharge Certificate for verification/School Leaving Certificate

Gunman: Original valid license for verification and one original ID/certificate

Driver: Original valid Driving License for verification and one original ID/certificate

Fireman: Original Fire Diploma and one original ID/certificate

4 Photocopy/original Pan Card or Voter ID Card.

Procedure

- 1** After fulfilling the above conditions, an enrolment form will be filled up by the Recruitment Head. After this, the candidate will be interviewed by the MD's or Director and Head of Operations.
- 2** Those security personnel who have been selected would then be sent to the training centre (as per PASARA on post/OJT).
- 3** After completion of training, the security personnel is required to report to the HQ (Recruitment Department) for passing out with a full uniform kit, and will again be interviewed by either one of the MD's/Director/Head of Operations. Separate instructions for locations outside Delhi/NCR.

Post Selection

- 1** The following documents will be prepared by the Recruitment Department for the selected candidate's file as per the information/details required by HR/Compliance: Verification Roll KYE and local police verifications
 - ESIC registration
 - Employee Card (ID Card)
 - Opening a bank account and issue an ATM kit
- 2** The Recovery Roll is to be sent to the Accounts Department along with other documents every month.
- 3** After documentation is completed, movement order will be issued to the individual employee. They will then report to their respective Area Manager. Operations Department will take feedback from the respective Area Manager.

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Education and physical standards for various categories of personnel have been laid down in conformity with the criteria mentioned in ISO 9001:2008. The aptitude tests have been designed in consultation with research and analysing wing of various armed forces and paramilitary organisations. Training plays a pivotal role in the metamorphosis of a raw candidate into effulgent security personnel. With this in mind, a training syllabus that adapts to the time which is ongoing and periodically upgraded is designed by experienced professionals like senior retired army and paramilitary officers, besides persons of repute in the field of training. A training institute is located at BR-49 Sector 116, Noida Gautam Budh Nagar UP, which has abundant space for physical training as well as a few classrooms.

Overview

- 1 The training facilities include the following:
- 2 Classrooms with modern techniques of teaching
- 3 Simulated area for fire fighting
- 4 Simulated model for gate management, in and out movement of material, traffic control, etc.
- 5 Ground for drill and physical training.

The following people impart training:

- 1 Retired senior Army Officers of the minimum rank of a Colonel
- 2 Retired Commandment of BSF/Paramilitary forces
- 3 JCOs/NCOs of armed forces
- 4 Inspectors of BSF/Paramilitary forces

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The training process broadly covers the following:

- Physical training
- Drill
- Access control/gate management
Visitor control
- Visitor control
- Material control
- Security management of a building
- Manufacturing/industrial unit training
- Export-oriented unit training
- Specialised training for different categories of units
- Evacuation and disaster management training
- Statutory compliance and benefits
- Fire fighting
- Traffic management
- Security training for residential area/building/complex
- Terrorist encounter resistance training
- Crowd control
- Dealing with a strike, bandh or dharna by employees
- First aid training

Quality control of training

Various stages maintain the quality of training that is being imparted to recently recruited security guards or those who have returned after a long holiday, have been instituted for an unblemished record:

- 1 Weekly test and interviews.
- 2 Mock drill tests for gate management, etc.
- 3 Midterm test, both practical and written.
- 4 Random checks about candidate's assimilation
- 5 Final test which also includes an on-the-job/on-post examination

Passing Out

Once the Head of Training is satisfied with a particular batch and their suitability of posting, the process of passing out is put through, which itself is the last test. Then the Security Guard along with an Assessment Sheet is sent to the MD for a final interview and passing out.

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Responsible Department: Recruitment

After completion of the recruitment and training process and fulfilment of all the formalities, the filling process starts.

- 1 Checklist for verification of enclosed documents (copy attached)
- 2 Rate Card (copy attached)
- 3 Employee details form
- 4 Domestic Servant/Employee verification form (copy attached)
- 5 Fingerprint impression of the employee (Part-ii-A) (copy enclosed)
- 6 Bio-data with photograph
- 7 Job application form
- 8 Terms & Conditions of the job and appointment letter.
- 9 Form No. 11 (P.F Declaration form)
- 10 Form – F (payment of Gratuity Act)
- 11 E.S.I Declaration Form
- 12 Employee Declaration

Checking/Verification Of Personal File

First of all, rates are entered into the system (SEMS) by the Pay Roll Officer. After that, files are verified with a checklist by liaison Manager (Ex-police staff) and finally signed by O I C records. All the files are kept in alphabetic order by the Human Resource Department





Responsible Department: Operations

The most crucial process in the company is the operational process. These are the processes which define the primary activities that a company needs to perform to successfully execute its business.

Company Culture

Company Culture defines the environment in which employees work. It includes a variety of elements, including work environment, ethics, and operations policy.

Work Environment

- The entire Operations and Administrative Department have one primary goal — to look after the clients and security personnel under their command.
- Regular meetings with clients should be ensured.
- For every client, a 'know your client' file, has to be maintained by the Operations Department, containing the following details:
Owners , CEO/MD , CFO/Head Finance , Head Admin handling security
- All the client's employees dealing with security
- Any change in the client's work structure, for instance, new people joining in the categories mentioned above, need to be immediately conveyed to the HQ, MD's, Directors, Head-ops and Head Finance.
- There should be uniformity in each unit in terms of:
 - Uniform pattern
 - The SOP for every unit
 - Standards of the workforce being hired and deployed
- No personal gratifications from anyone.
- To understand and execute their duties with diligence and honesty.
- Everyone should try and work together as a team, and respect each other.
- No Security Personnel should pick up anything from any site or take any items, no matter how big or small.
- If the Security Personnel is on duty in a store, he/she isn't to take anything from the said store even after paying for it.
- Maintain Decorum. Never say no, to the client. In case, any problem or doubt arises the Area Manager should instantly contact the Head-ops or one of the Md's.

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Ethics

- To fulfil the goals of the organisation, the top priority should be client satisfaction and to keep the Security Personnel happy.
- To keep the functioning of the company smooth, constant communication between the client and the company via the Area Manager is imminent.
- The Area Managers are required to wear proper uniform and ensure that the Security Guards do the same.
- Always do what is right, in case, any doubt then the Area Manager/General Manager/Security Guard should always ask Head-Ops or either of the Md's.
- The General Manager, Area Manager, and Security Personnel should be loyal to both the company and the client while on duty.
- Each person working for the company should do their duty with honesty and diligence.
- Be courteous but firm in the discharge of duties.
- Never use a mobile phone during a meeting, unless necessary.
- Never beg the client to send good feedback to the HQ.

Administrative Guidelines

- To maintain transparency between the organisation and the client, as well as, among the subordinates and the security staff.
- Report all incidents irrespective of their nature, minor or significant.
- Rotation of Security Guards needs to be done every six months. The client should be informed about the 'Rotation Policy' of the company and told why it is essential.
- No Security Personnel to be changed without approval and without informing the client.
- Maintain a proper system of applying for leave, as mentioned later on under the heading, 'Leave Policy.'

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Administrative Guidelines

- It's crucial to ensure that all Security Personnel receive their salaries by 10th or maximum 12th of each month. If this doesn't happen then, the Accounts Department needs to be informed via WhatsApp, email or call. The Area Manager must keep reminding the Accounts Department till all salaries have been cleared.
- Planning of seasonal uniform is mandatory, minimum a month in advance.
- Ensure proper documentation at all units.
- Maintain a diary with data of all clients and Security Personnel.
- Report cases against a client's policy on security matters, honestly.
- Professional conduct and no use of abusive language on site.
- Respect for female staff.
- All Security Personnel need to report for duty at least 15 minutes in advance. In case, of an emergency, they can't come then they should immediately inform their respective supervisor.
- All Security Personnel should execute their duties in an alert manner.
- Know the clients and his units detailed history, working norms, and specific requirements.
- The Area Manager should attend to the Security Personnel grievances on a priority basis, and if unresolved then the HQ should be informed.

Standard Operating Procedure for the Operations Department

- This SOP aims to lay down the guidelines for the Operations Department in the execution of their duties.
- No change of Security Guards in a new contract for the first three months. In case, a Security Guard has to be changed for a particular reason then it has to be done with the written permission of Head-Ops. Moreover, if the change is due to an emergency, it should be intimated to the Head-Ops.

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Standard Operating Procedure for the Operations Department

- No post should go vacant in any of the units
- No Security Guard will be changed unless the client has been informed and his approval taken and the new security has been introduced. In special circumstances, the client must be notified via SMS.
- No Security Personnel should do more than 35 duties (12 hours) and 45 duties (8 hours).
- A client's complaint has to be resolved within 24 hours, and the HQ should be kept in the loop.
- Each Security Guard must have an ID card on him/her at all times, irrespective of where they're posted.
- The present strength should be maintained ten percent over and above the authorisation.
- To ensure that the Security Guard has gone back home after 12 hours or 8 hours of duty.
- Any Security Guard will do no 24 or 36 hours of duty.
- Each sector will prepare and present a sample unit to show the best Security Guards, in terms of uniform, behaviour, body language and execution of duties

The violation of any of these guidelines will attract a financial penalty.

Daily Routine

The Area Manager is required to inform the Control Room about their reporting time and the units they've checked.

Contact all the important units, and obtain their status of the workforce, OT and vacant posts.

Take a report from all other units about the status of the workforce, OT and vacant post.

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Daily Routine

- **The Area Manager is supposed to visit important posts and do the following:**
- Check the attendance sheet.
- Question the supervisor about the workforce, OT and vacant posts.
- Check whether the deployment is as per planning.
- Go to each post.
- Check whether the Security Guard is doing his duty correctly.
- Meet the client or the security in-charge, as may be the case.
- Go to the next unit and do the same till all the important units have been checked.
- Select a few units for a surprise check.
- Plan deployment of each unit for the night shift and the next in the morning shift.
- If any changes are made then both the Security Guard and the client should be informed.
- Prepare a daily report of their visits and send it to HQ.
- In case, of shortage in a sector, the Area Manager should fix a target for himself for enrolment.
- Follow the reporting system

Sector Information Data

- The following data should be there in all sectors as a ready reckoner:
- Authorised strength in each unit.
- The present physical strength of each unit.
- Nominal roll of the sector as well as the unit.
- Each Security Guard's mobile number.
- List of people on leave and detail of the leave.
- List of people AWOL, month wise.
- Client's name and mobile number.

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Sector Information Data

- Name of the security in-charge from the client's side and his phone number.
- Payment rate of each Security Gaurd.
- The above mentioned data should be regularly updated.

The above mentioned data should be regularly updated.

Control Room Operations

- The Control Room which is in the Head Office works 24x7. During the day it functions as the reception, and after working hours it functions as the Control Room.
- The Control Room will be manned at all hours by a Supervisor, and his/her duty timings will be from 8 pm to 8 am.
- The Control Room must have the below-mentioned documents in the form of soft and hardcopy: Telephone numbers, both landline, and mobile, of all the staff members along with their permanent and local addresses.
- An updated list of telephone numbers of all the clients and the security officers of those units.
- List of landline number at every unit.
- Telephone call log book.
- Handing-Taking Over register, visitor register, incident register and daily 'Dispatch Register' of Security Guards at other sectors.
- The officer-in-charge should attend all the calls, especially the ones which come in after office hours. All the messages should be recorded, and the necessary action should be taken. In case, of any doubt, the officer should immediately contact the Head-Ops for guidance.
- The officer will regulate the entry of the Security Personnel visiting the HQ during the day and will direct them respectively ensuring no Security Personnel moves beyond the authorised point.
- He will exercise full control over the deployment and duties of Security Guards deployed during the day and night.
- The Control Room/Reception will be administered by the Admin Department and operationally controlled by the Head-Ops.

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Control Room Operations

- Whenever the client reports any incident, the Officer-in-charge will take appropriate action and inform the concerned officials. He will then revert to the client about the action taken.
- He will exercise control over the vehicles placed under command economically and in consultation with the Admin Department.
- Control Room will record all the calls received after office hours and maintain a logbook which shall be sent to the Ops Team daily. The Head-Ops should review this.
- Ensure that no Security Personnel visiting the Corporate Office should leave without his/her issue being resolved.
- Frisking of any Security Personnel, whether old or new, before entry has to be done.
- The Control Room Officer should ensure that the main gate is locked during the night, and the night supervisor will ensure that all office lights, fans, air conditioners, etc, are switched off, and rooms are locked.
- No Security Guard will be allowed to stay in the premises of the Corporate Office at night.
- The Officer will maintain a visitor register, and no one shall be allowed unless his/her identity is established.
- In case, any incident of fighting or misbehaviour is noticed the officer-in-charge will intervene and inform the Head-Ops immediately.
- Due respect should be given to the females visiting the office for official purpose or otherwise.
- The Officer should regulate the entry of Security Guard ensuring no crowding in the enrolment section or the full and final section.
- All dispatch of stores and Security Guards will be recorded in separate registers.
- Night Control Room officer will give the night report to the Head-Ops before 7.30 am.
- If any incident, which needs to be reported to the MD's, he will do so on the telephone, in case, of no response then through WhatsApp.
- Proper handing-taking over to be carried out between the day and the night officer and entered in the handing-taking over the register.





Standard Operating Procedure at Night

- Night operations in all sectors will be conducted in the same manner as during the day.
- Each sector will have a Night Area Manager assigned by the HQ. At times there may be a contingency wherein one Night Area Manager will be looking after the two sectors which are in proximity to each other.
- Duty timing for the Night Area Manager will be from 8 pm to 6 am.
- Night Area Manager will report on the sector/sectors under him to the Control Room the following morning and will contact the Day Area Manager and the General Manager of the respective sector to give a briefing of the night shift.
- Last minute adjustment in deployment will be carried out by the Night Area Manager, and in case, any particular sector is required to be monitored then it will be done by the Night Area Manager.
- Night Area Manager has to maintain a diary with details of each unit's deployment/strength during the night and names and telephone numbers of all the nightshift Supervisors and Security Guards.
- He will plan a minimum of two to three surprise visits in his sector.
- Night Area Manager will check 80% of units in his sector unless there's an emergency or he's held up to resolve any incident issue.
- The Night Area Manager will check the following aspects of the units which are under him:
 - Deployment at night.
 - Deficiency in deployment.
 - Any Security Guard on more than 12 hours of duty.
 - Security Guard found sleeping
- At Random he will question the Supervisor or the Security Guard about the knowledge of their duties, and also, create a report about the performance of the Security Personnel.
- In case, any Security Personnel is found unfit for a particular unit, for instance, a Security Guard may be unsuitable for a residential area but not for a factory or export house, then necessary action will be taken to transfer the said Security Guard from the residential area to a factory or export house, etc.
- He will check the gate operation procedure at night — locking and sealing system.





Standard Operating Procedure at Night

- Before moving to the next unit, he should instruct the unit Supervisor, in case he feels that there's room for improvement regarding uniform, appearance, alertness, etc, of the security Guard.
- He should avoid checking the unit in any particular sequence so that whenever a check is conducted, it is a surprise.
- The Night Area Manager should compile his report in the following manner:
 - The number of units checked.
 - The number of Security Guards on more than 12 hours of duty.
 - His comment on the quality of uniform and appearance of the Security Guard.Before finishing his duty, he should update the Day Area Manager about his observations during the night.
Between 6.30 am and 8 am, the Night Area Manager, should give the General Manager of his sector an update on his shift.
- The HQ will issue a duty chart, and this should be followed to a T.
- A Night Area Manager is authorised three off's which will be decided beforehand by the MD's and the Head of Operations.
- In case, of any incident at night, the Night Area Manager will give a full description of the event, action taken on the Night WhatsApp group as well as on the Sector WhatsApp group.
- If any Night Area Manager is looking after two sectors then he should carry out the night-check in the following manner:
 - Check the sectors on alternate days.
 - Check 50 percent units of both the sectors.
 - Check selective units of one sector and more units of the other.
- The above will be decided by Head of Operations, and the instructions will be passed on by the Operations Department.
- Those Night Area Manager's whose sectors are significant will be provided with a vehicle.
- If he finds any Security Guard sleeping, then he can question the Supervisor on this regard, but shouldn't get into any arguments and instead should report to the HQ.





Standard Operating Procedure at Night

- As a piece of advice, the Night Area Manager shouldn't involve himself in any argument or discussion with the Security Guard who has been found sleeping, instead, the officer should take snaps of the sleeping Security Guard as proof.
- In case, the Security Guard is using his blanket, etc, or has reported to duty drunk or is using the client's assets or facilities like AC room, etc., then these cases should be reported to the Head Office immediately.
- The Area Manager is supposed to check every Security Personnel, for instance, random checking of ID card, etc.
- Any Security Personnel who is misbehaving will be immediately sent to the Head Office. In case, any action is taken then the message needs to be instantly relayed to the control room.

Policy

All cases regarding absentee Security Personnel, sleeping on the job and AWOL cases will be dealt with by respective General Managers as per the procedure mentioned below.

Absentee Cases

- Security Personnel's who've been absent without permission for a period up to 4 days, but haven't been declared AWOL, will be sent to their respective General Manager.
- The GM will decide the necessary action to be taken against the said Security Guard and the penalty to be imposed on him/her.
- The Head Office will be kept in the loop either through WhatsApp, mail or call.
- The penalty that the General Manager has imposed will be affected by the Head Office on the basis of the information given by the General Manager.

Penalty

According to the company guidelines, the rate of penalty should be INR 500 for each day of absence.

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What is AWOL?

Any employee who is absent from his duty consecutively for three days or more without prior intimation/ sanctioned leave is treated as Absent Without Leave or AWOL.

Procedure for AWOL:

- Security Officers of the units must inform the Area Managers about the employees who are absent from duty for three consecutive days or more.
- Area Managers of respective areas have to maintain the unit wise list of the employees who are absent without intimation/prior sanctioned leave.
- Area Managers submit the list of AWOL to the Operations Department.
- Executive (Operations) prepares the list of AWOL. Head (Operations) checks and verifies the list and submits to the HR Department for onward processing.

Role of the HR Department:

- As per the list from the Operations Department, the HR Executive prepares the letters of AWOL.
- Head of HR checks, verifies all the letters as per list and then duly signs the letters.
- Executive (HR) post the letters to every individual through registered post on his permanent address, and the photocopies are filed in respective files.

Reminder Letter :

- If an employee does not join his duty after receiving AWOL letter, then 2nd & 3rd reminder letters are issued to the individual after ten days interval respectively.
- 2nd and the 3rd reminder is sent after verification from the Recruitment Manager. If an individual re joins duty, then a copy of the movement order is attached in their personal file and no further reminder is to be sent.

Penalty :

- The rate of penalty will be as mentioned below:
Seven days salary reduction for a period of up to 15 days.
Fifteen days salary reduction for a period of up to 44 days.

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Sleeping on the Job Cases :

Security Guard found sleeping either by Area Manager or the client will be dealt with directly by his/her respective General Manager, who will then impose a penalty on the guard.

Penalty :

The penalty of guards who've been found sleeping is INR 500, in case, the client reports that the guard is sleeping or any other default, the penalty will be INR 1000.

Note:

- No case will be dealt with by any Area Manager on his own.
- A register will be kept, to maintain the record of each case dealt by the General Manager in his sector.

Taking Over a New Contract

Before taking over a New Unit :

- Survey the new site.
- Select Security Personnel for the site keeping in mind that the number of new Security Guards should be minimum.
- Site-specific training of every Security Personnel who'll be posted there.
- Liaison with the client for the date and time of induction.
- Demand requisite gadgets, SOP's, stationery items, etc., for the new site and collect them beforehand.
- Keep extra uniforms.

Ensure that the company transport is available for transporting personnel and equipments (if, that's the case).

- Brief each guard about the time of reporting.
- Reach the new site on time to check the uniform of guards, and to make replacements wherever necessary.
- Ensure there's a proper box or a container to secure items which are meant to be kept at the gate.
- Report your arrival to the client.

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During Takeover of a New Unit :

- Ensure that each guard is presentable and greets the client properly.
- Ask the client for instructions.
- Proper handing/taking over of items should be done with the security officer of the outgoing security company.
- In case, of any reluctance by outgoing guards, ask the client to sort the problem out.
- Take a round of the facility along with the day/night workforce, and show them their respective post, and duties to be performed on each post.
- Depute guards on each post, and check whether they understand the job requirement of each post.
- Workout the job profile of each post with the help of outgoing guards, client, etc., and prepare a rough job profile for each post.
- Take the help of security supervisor for preparation of identity cards.
- Display SOP at the security control room.
- Check the status of documentation.
- Allocate attendance sheets.
- Arrange refreshments for guards on the first day.
- Take fresh instructions from the client, if any, and convey them to the GM and HQ.
- Send a mail and SMS after the takeover process is complete.

After Takeover of a New Unit :

- Daily visits to the new unit.
- Display identity card on the person.
- The SOP should be displayed in the security control room.
- Preparation of new registers, if any.
- A lay policy of proper periodic rounds by Area Managers and others by starting a 'rounds register.' Take daily briefing of guards, and within two weeks replace non-adjusting guards to ensure smooth functioning.





Important Registers :

- Attendance register
- Attendance sheet
- Long roll
- Grievances register
- Recruitment/induction register
- Handing/taking over the register
- Rounds register
- Incident register

Meeting with Clients :

Before the Meeting :

- Adhere to the timings
- Wear proper uniform
- Visit posts and collect data/information/feedback
- Mobile phones should be on silent mode
- Make notes of the important points
- The Area Manager should consult with their respective GM or the Head of Operations before the meeting

During the Meeting :

- Respectfully greet the client.
- Introduce yourself and share visiting card.
- Don't ask for tea, snacks, etc., unless asked.
- Listen to the client patiently, and don't interrupt unless completely necessary.
- Depute sturdy Security Supervisors for effective command and control.





Addressing Client Compliances :

- Find out the client's compliances.
- Work together with the Billing and HR departments so that the compliances are met on time.
- Communicate with the client's Admin Department to get consent on surprise audits.
- It is essential to ensure that before any audit takes place all the security documents on the access of men and material are intact.
- Brief the guards about the do's and don'ts of Labour Law

Standard Operating Procedure for response to Client's Complaint

The SOP lays down the guidelines and should be interpreted according to the situation that arises.

- The responsibility of responding to complaints made by clients is directly related to the time factor, prioritising complaints, quick action to meet the client's requirement and to keep the client updated about the progress made till the work is completed.
- Whenever a complaint is received via mail, the first step is to call the client and let them know that their email has been received. The client also needs to be updated about the action that'll be taken regarding his/her complaint, both on call and via mail. If the situation requires a one-on-one meeting with the client, then the needful should be done according to the client's convenience.
- The emails should be studied in detail, to understand the client's requirement. It is inadvisable to be defensive instead the Area Manager or General Manager should have a proactive approach to resolve the issue.
- A timeline should be set to resolve the client's issue, and both the client as well as the HQ should be updated about the process of resolving the issue either via WhatsApp, email or preferably on call.
- There will be various kinds of complaints, however, changing the security guard which is the easy way, should be avoided. Corrective action wherever necessary should be discussed with the client to resolve the issue.
- EOD of its receipt should close the complaint to the satisfaction of the client. In case, the issue requires a meeting then that should be done EOD or a specific date given by the client. HQ needs to be in the loop all the time. No commitment should be made which can't be met within a specified time

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Standard Operating Procedure for response to Client's Complaint

The SOP lays down the guidelines and should be interpreted according to the situation that arises.

- The timeline for resolving the issue, which is given and accepted by the client must be adhered to. Observations made by the MD should be attended to by EOD or by 10:00 am next day, and MD along with Head of Operations should be informed.
- In situations where the Security Guard needs to be changed, the reason and replacement information need to be given to the client. If not, then HQ and the client need to be informed. A positive response with dedication is the key to success in the service industry

Promotion Policy

All Security Guards enrolled by the company are applicable for a promotion. This policy enhances the upward mobility of the Security Personnel's, and complement our current business practices which allow for personal development. Please find below the structure for promotion of Security Guard:



In order to have a uniform policy and procedure for internal promotion, the following guidelines need to be followed strictly.

Promotion from Security Guard to Head Guard

- Should have completed schooling.
- Should be able to read and write in English.
- Should have a good personality.
- Should have worked as a Security Guard at showrooms, offices and manufacturing units.
- Should not have been declared AWOL.
- Shouldn't have overstayed his/her leave in the last year

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Selection Process

- Area Manager or General Manager will identify suitable Head Guards keeping in view the demand for Supervisors in his sector.
- Area Manager will interview the Security Guard, and if found suitable he/she will be sent to the HQ after informing the Head-Ops and Recruitment Head.
- The Recruitment Head will organise a written test as per the questionnaire attached in Appendix — B.
- He/she will then be interviewed by the MD and Head-Ops and will bring along their test paper.
- If found fit then he/she will be promoted to Supervisor, and entry to that effect will be made in his/her file under the supervision of the Recruitment Head.

Promotion from Supervisor to CSO

- Should have completed schooling.
- Should be able to read and write in English.
- Should have a good personality.
- Should have worked as a Security Guard at showrooms, offices and manufacturing units.
- Should not have been declared AWOL.
- Shouldn't have overstayed his/her leave in the last year.
- Should know about computers.
- Should have served as a Supervisor in any unit for at least two years.

Selection Process

- Area Manager or General Manager will identify suitable Supervisor keeping in view the demand for CSO in his sector.
Area Manager will interview the Security Guard, and if found suitable he/she will be sent to the HQ after informing the Head-Ops and Recruitment Head. The Recruitment Head will organise a written test as per the questionnaire attached in Appendix — B.
- He/she will then be interviewed by the MD and Head-Ops and will bring along their test paper.
- If found fit then he/she will be promoted to CSO, and entry to that effect will be made in his/her file under the supervision of the Recruitment Head.

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Standard Operating Procedure for Handing-Taking over of a Sector by New Area Manager/General Manager

This SOP is meant to lay out the instructions for handing-taking over the charge of a particular sector.

Handing-taking over of a sector can be divided into three phases:

First Phase - Visit all the units along with the present AM/GM, for this the time allotted is two days. In case, the units in the visiting sector are a lot then the visiting period can be extended, only after due permission has been received from the Head of Operations.

Second Phase - Meet the client along with the present AM/GM. During this meeting, the new AM/GM should meet the client's company's officials who are connected with security.

Third Phase - The new AM/GM should meet all the Security Guards in each unit, and note down their particulars like mobile number, address, etc.

- Both the officers, i.e. the handing over and the taking over will meet the Head of Operations for a briefing.
- The GM/DGM will take the detailed unit list from the Operations Department, and brief the incoming and outgoing Area Manager on the handing-taking over process.
- The detailed list provided by Operations Department should contain authorised strength, present strength, shortage/surplus, Security Personnel on leave, name, and address of unit along with the who's who in terms of security service interaction and size of the unit.
- The outgoing AM/GM will ensure that the incoming AM/GM meets the clients, day and night shift guards, briefed on each units background duties and any special instructions.
- The Operations Department to take final feedback and ensure that the handing-taking process is adequately met.
- The new AM/GM is to sit with the Finance Department and understand client's billing and payment terms.
- The new AM/GM is to sit with the Recruitment Head to understand the process of recruitment and further deployment.
- The new AM/GM is to sit with the Human Resource Department to understand all the legal aspects like reporting AWOL, attendance sheets, etc.
- The new AM/GM is supposed to learn the uniform code for all the seasons and when to provide what.





Standard Operating Procedure for Handing-Taking over of a Sector by New Area Manager/General Manager

- The new AM/GM should also be told about the ceremonial uniform and the communication protocol.
- Check whether the units have a requisite display of Matrix SOP, significant telephone numbers and if not then it should be implemented on a later date.
- Check the documents required in each unit are maintained or not. If not, complete the process on a later date.
- Any existing security gap is to be highlighted by the handing over the incumbent.
- Note the client's name and officials dealing with security and the hierarchy of the unit.
- The new AM/GM must always carry his/her visiting card.
- Always keep the client's mobile number.
- Inform the Head of Operations daily as to the progress being made in the handing-taking over process. This can be done over a call, on WhatsApp, messages or email.
- While visiting the units, the new AM/GM should get to know all aspects about the security of that unit and a deficiency notice for compliance at a later date.
- After completing the points mentioned above, the AM/GM should start meeting the clients in a particular order, and this has to be done along with the outgoing AM/GM. Please find below a flowchart demonstrating the order in which the clients are to be met:
- Security Gaurd In Charge —> Head of Admin Department —> Head of Human Resource Department —> Owner of the Company
- The new AM/GM should after a point start visiting the units on his/her own





Procedure for Leave of Security Personnel

Step 1

Any Security Personnel applying for leave should give in an application with his/her name, ID card no., unit in which they're posted, and leave dates (from and to). He/she should make a duplicate copy of the same.

The Security Personnel should then hand over the application to his/her Area Manager, and get a receipt on the duplicate copy as a proof of submitting the form.

However, the receipt doesn't mean that the leave has been sanctioned.

Leave request can also be sent to the Area Manager via SMS or WhatsApp with the same details as mentioned above. The Security Personnel must keep a record of the SMS

Step 2

Whether the leave will be sanctioned or not, the Security Personnel will get to know within 72 hours of asking for the holiday.

In case, there's no response after 72 hours, then he/she may send an SMS to their respective Area Manager.

The Area Manager will inform the Security Personnel whether his/her leave has been sanctioned or not, if, yes, then the AM will let the Security Personnel know about the leave dates.

Same can be informed to the Security Personnel via SMS or WhatsApp.

Step 3

The Security Personnel should only go on leave on the dates mentioned in his/her application/SMS. The Security Personnel should keep the leave application/SMS as a record until he/she resumes duty. The Security Guard must sign the leave register.

Step 4

The Security Personnel who is not present on duty without a sanctioned leave will be treated as AWOL

Step 5

In case, of emergency, for instance, death, accident or severe illness of blood relatives (father, mother, brother, sister, grandparents), the Security Personnel can proceed after sending an SMS to his/her Area Manager and wait for his reply for 3-4 hours. On return, the Security Personnel must get back the medical or death certificate for regularising the leave.





Responsible Department: Administration

The following details Sentinel Security's standard Billing Policy in all the operating units. This Billing Policy outlines the billing methods of our company. This Billing Policy is subject to change in the company's discretion!

Aims and Objectives

The objective of the Billing Policy is to ensure that the consolidated bills are forwarded to the clients according to the timetable mentioned below. The Billing Policy should incorporate consolidation of the physical attendance, and the additional deployments made during the month as intimated by the client through email and/or authenticated by the Head of Operations. The billing must correspond to the rates chargeable to the client, in line with the contract agreement and the acceptance of the rates by the client.

Procedure

The Accounts Department shall prepare an authenticated list of billing rates for each unit. Billing will be based on physical attendance. The timetable for the billing procedure which should be adhered to:

1st to 3rd of every month — Non-compliance units and the standard units

3rd to 7th of every month — Compliance units where verified attendance is to be compiled and submitted/attached

7th to 10th of every month — Balance units or extra deployment to non-clients

Billing Generation Process

The 'first bill' will be made from the Contract Detail Information Sheet. This will be done after confirming and matching the date and strength from PO/LOI/confirmation mail received from the client. This must be accompanied by inter-office memo, jointly signed by Head of Operations, Head of Finance and one of the MD's. This document along with the date and strength of the contract will also mention the rate of the agreement. The billing generation process will commence after receiving all of these documents. Billing will be done category wise.

There are three distinct categories of bills:

- **BS - Bill of Supply**
- **TI - Tax Invoice**
- **SEZ - Special Economic Zone**

GST will be charged only where it's applicable. In case, the company/unit comes under BS or SEZ then GST will not be charged.

The Billing Manager will be responsible for generating the bills. After which the bills will be verified and signed by Head-Accounts.

Bills should also be digitally signed. Procedure for electronic signature authentication/certification of Head of Accounts must be put in place.

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Bills of Compliance Units

- Before sending the bills, following documents in respect to each unit should be compiled along with a check sheet. The check sheet should include the following along with names of respective SPOC's (Single Point of Contact)
 - Muster Roll/Attendance Sheet - Head of HR
 - Salary Sheet - Head of HR
 - Wage Slip - Head of HR
 - ESI & PF ECR copies - Head of HR
 - ESI & PF challans - Head of HR
 - Compliance letters - Head of HR
- Verified attendance should then be taken as a reference document for the generation of bills. In case, there is a difference of attendance between the verified attendance and attendance submitted; it should then be clarified by GM/AM and the Head of Operations.
- OJT (on-the-job-training) isn't billable. Cases will be dealt with simultaneously as these are not chargeable to the client.

Bills of Non-Compliance Units

An attendance sheet will be the sole authenticated document for the preparation of these bills. The responsibility of the verified and confirmed attendance sheet shall be the responsibility of the Head of Operations and the concerned GM or AM. Any OJT's or Temporary Deployments, etc., should be reflected in the verified attendance sheet.

Bills of Temporary Deployment

- Bills which don't fall under any of the categories mentioned above will be dealt as bills for Temporary Deployment, and these bills will be prepared in accordance with approval received from the client and the rates accepted.
- Whenever the client has accepted the rates for additional deployment, the bills for these other deployments should be prepared separately or included in their regular bills.
- Whenever the deployment of a special category like PSO or bouncer, has been made the client should be billed separately. However, if the client wants, then this bill can be included with their regular bill.

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BILLING PROCESS

Distribution

- The distribution of bills will be the responsibility of the Administration Department in consultation with the Head of Operations. They jointly have the responsibility to ensure that each bill is handed over to the client and receipted.
- Administration Department will ensure the proper handing over of the bills by the person nominated by Head of Operations for onward submission to the clients.
- The person nominated for the distribution of bills will obtain legible receipts and hand it to the Administration Department. They, in turn, will pass it to the Accounts Department.
- Accounts Department will keep the record of the receipts. It will be ensured that all the bills are distributed latest by 7th of every month.
- The client should be asked whether they're okay with only the electronic copy of the bill. Upon receipt of his consent, we'll switch over to an electronic mode of billing. However, until the client approves, the intimation would go to them that an electronic copy of the bill/bills will be sent to them along with a hardcopy of the same.

Reports and Returns

- The Accounts Department will prepare daily MIS (Management Information System) for 1st to 10th of each month indicating the following:
 - A unit whose bills have been prepared and handed over to the Administration Department.
 - Number and names of units whose bills haven't been prepared as per the timetable mentioned under the subsection — 'Procedure,' along with a valid reason.
- The Auditor will commence his function from the 1st of every month, and will carry out the audit of the bills, but will not interfere in the preparation of bills.
- The Auditor may check all the bills under the special categories, where the number of bills to be reviewed is not very high. For bills under the General Category, i.e. TI Category, the Auditor may conduct a random check.

Please find below the things that'll be checked explicitly in the bills:

- **Rate (category wise)**
 - Strength**
 - GST applicability**
 - Compliance to the procedures**
- The Auditing Process should be completed within seven days of completion of the Billing Process.

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Responsible Department: Accounts and Finance

This procedure serves as the basis for consistent and equitable salary timely disbursement decisions within the company. Salary at WATCHOID SECURITY SERVICES & FACILITY, is to be determined by the terms and conditions of employment, collective agreements, compensation policy and payments made by the clients.

Administrative Guidelines

- A list will be prepared by 27th of every month stating the payment that has been cleared, and the salary that can be disbursed between the 7th to 10th of the following month. This will be looked into by the Accounts Department. PFB a sample salary sheet list:-
- In case, the Finance Department is unable to release the salary for a particular unit due to non-payment of dues by the client, then an every day a follow up meeting will be done between the Finance Team and Md's.
- Salary to be disbursed starting 7th of every month. (Compliance Units)
- After 10th of salary month, the Finance Team will go on day-to-day drive mode for the salary which hasn't been released and will give a regular update to the MD's.
- All salary to be disbursed in total by 15th of every month.

The Accounts Department has to close all salary by 28th of every month.

Meeting:

There will be a payment release review meeting, and the Accounts Department will schedule this meeting after taking into consideration time and date (between 27th to 30th of each month) which suits everyone.

Authority and Responsibility

- Any delay in disbursing of salary will be done only after seeking due authorisation from either of the Md's.
- No payment to be stopped or released by the Finance Department without 'okay' signature by either one of the Md's.
- Any special case needs to be discussed between the Finance Head and MD's daily until the matter is resolved. No salary to be disbursed after the 28th without MD's approval.

NAME	PENDING PAYMENT	RELEASE STATUS	DATE	MD'S SIGNATURE
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Responsible Department: Accounts and Human Resource

A wage is a monetary compensation (or remuneration, personnel expenses, labor) paid by an employer to an employee in exchange for work done. This policy outlines the Wage Preparation Policy of the company.

Attendance

- All the attendance comes through the Operations Department between 1st to 4th of every month.
- Attendance is verified and duly signed by the Operations Department and handed over to the HR Department.
- The HR Department does maintenance of the attendance records.
- Attendance Sheets are handed over to the Pay Roll generating department.

Rates of New Employees

- Rates of new employees come through the Recruitment Department with new files.
- The HR Department verifies rates.

Revised Rates

- Rates Revised as per client's contract
- Rates Revised as per the prevailing Minimum Wages Act
- Rates Revision details come through the Accounts Department
- Rates checked and verified by the HR Department

Deductions

1. Cash 2. Bank Advance

Arrears Payment

- As per the client's requirement
- Arrears detail comes through the Accounts Department
- Arrears checked by the HR Department

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Drivers Overtime (OT)

- Maintained by the Administration Department
- Approved by the Accounts Department
- Checked and verified by the HR Department

Allowances

- Amtek - Fixed Rs. 1 000/- (maximum)
- E & Y
- Ex-Gratia
- Lotus Valley - Fixed Rs. 900/- (maximum)

Salary Summary

- Salary summary is to be generated by the HR Department along with all the supporting documents.
- The Head of HR is supposed to check the summary and make changes, if necessary.
- The summary has to be verified by the Head of Accounts and then approved by one of the Managing Directors.
- After that, the salary will be released by the Accounts Department.

Preparation of Salary Sheets/Wages Sheets

- The Salary Sheets are supposed to be prepared and checked by the HR Department.
- These are then required to be handed over to the Operations Department on the 7th of every month, between 9.30 am to 10 am (IST).
- The Operations Department will then check the sheets and distribute them to Area Managers, sector wise.
- The Area Manager will collect the sheets for the signature of the employees and return the sheets after acquiring the signature mentioned above.
- UAN Generated for PF and ESI challans.
- UAN generated for new joiners.
- PF & ESI Summary generated.
- PF & ESI Summary checked by Head of HR.

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Preparation of Salary Sheets/Wages Sheets

- Summary verified by the Accounts Department.
- PF & ESI Summary approved by the Managing Director.
- Generate PF & ESI challans and deposit online to the concerned department by 12th of every month

Preparation of Form-H (as per Company's compliance)

- The HR Department is supposed to prepare Form H of salary for company compliance.
- This is to be checked by the Head of HR and verified by the Accounts Department.
- The Form-H is finally to be blinded by the HR Department.

Closing Salary

- The Closing Salary summary is to be prepared by the HR Department, between 26th to 28th of each month.
- The Head of HR will check and verified by the Accounts Department.
- Finally, it'll be approved by one of the Managing Directors.





Responsible Department: Accounts and Human Resource

Businesses operate within a complex system of laws, regulations, and standards. Governing internal and external relationships and practices, the impact of a failure to meet regulatory requirements can be substantial — not limited to financial, criminal and reputational penalties and damages. Transparent management of the decisions made within your business every day is a crucial means of reducing risk. This Compliance Policy is subject to change in the company's discretion!

Internal Compliance

- Muster Roll
- Wages Register
- PF Deposit
- ESI Deposit
- Labour Welfare Fund
- Monthly PF return of International Workers (Statement-I-W-I, under Para 83 of EPF scheme, 1952) by 15th of every month.
- Annual bonus return Form D, Rule-5 under the Payment of Bonus Act 1965 by 30th December of every year.
- Annual returns of 'The Maternity Benefit Act, 1961' in form No. L, M, N, O, Rule 16 (1) by 21st January.

External Compliance

- Compliance Documents with the monthly bills of clients. PF & ESI Challans, Muster Roll, Wages Sheets (as per prescribed form of the state), etc.
- Client's Internal Audits
- Client's External Audits of PF, E.S.I, Labour Inspections, etc
- Labour License of Clients
- Half yearly return in Form XXIV under the Contract Labour Act 1970 by 30th January and 30th July
- Statutory Registers of Contract Labour Acts:

External Compliance

- Wages Register
- Wages Slip
- Employment Cards
- Register of Fines
- Register of Overtime
- Register of Advance
- Register of Deduction for Damage or Loss
- Register of Workmen employed by Contractor
- Leave Register
- Bonus Register

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Our skilled Security Officers are adept at multitasking, with experience in a myriad of fields like retail, corporate houses, agencies, and other service industries. We here at Sentinels know what our client's needs are and we accomplish them by following the processes mentioned above. Our range of services are exclusive and includes:

- Providing uniformed security personnel
- Periodic security checks/audits of premises
- Event management
- Handling fire fighting equipment and fire control measures
- Emergency evacuation drill
- VIP protection
- Investigation and surveillance services

Responsible Department: Accounts and Human Resource

- To provide professional, personalised and cost-effective security services.
- Customise security services to suit the specific needs of our clients.
- To building and maintain a systems driven organisation that recognises that the people working for them are their most important assets.

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WE SECURED MORE THAN
THOUSANDS
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