



# CORPORATE PROFILE



## SPS SECURITY



+91- 9001829544  
+91- 8999435864



25, Govindam Green Residency,  
Bad Ke Balaji, Ajmer Road,  
Jaipur-302026



spsjaipur1994@gmail.com



# Team Security Protection Services in Action





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# COMPANY PROFILE



## WHO WE ARE

**Security Protection Services**, is a fast growing professionally managed leading Services Provider, providing a broad range of people and support services across the country, through bespoke offerings. **Security Protection Services** trained professionals guard 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.

Our expertise is our differentiator. 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



**Pawan Jakhar**  
Managing Director



**Sugnaram**  
Senior Advisor



**Vijay Laxmi**  
Chief Executive Officer  
(CEO)



# THE ETHOS

Diverse people with diverse views make a team stronger. Hence, SPS Security 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 ServiceMarket.

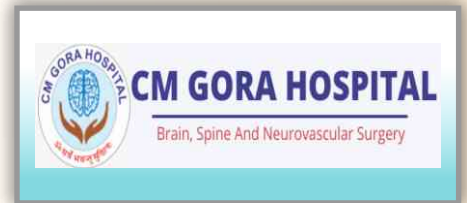
## COMMITMENT TO QUALITY

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). 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 rate.



## 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.

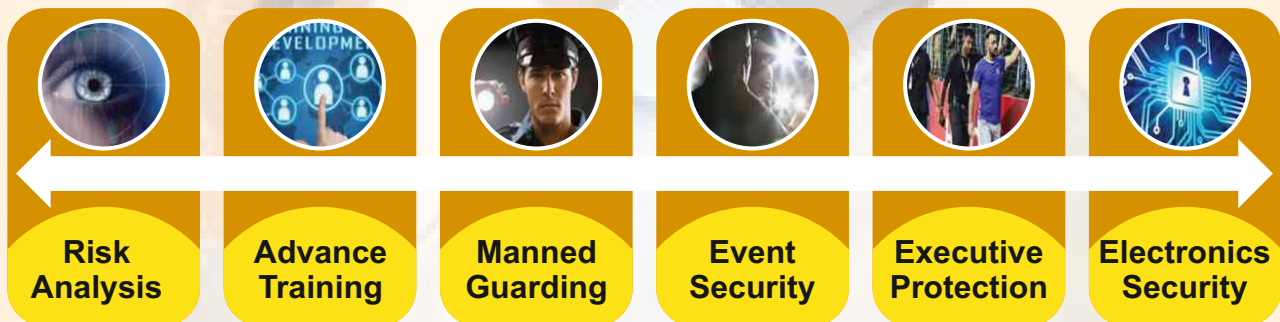
Every security personnel is selected through a stringent selection process that includes detailed background checks. Further, our personnel undergo a rigorous 160-hour training program to meet industry and region-specific security norms.

Owing to an innovative approach and a dedicated workforce, we have an industry best client retention rate of 99.5%

## EVENT SECURITY

At SPS Security, 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 protection to chief executives, celebrities, public figures and High Networth 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 are detected we respond to those threats and situations rapidly and effectively to protect the subject by first Protecting physically and then removing from harm'sway.

## Security Systems – Design and Installation

We offer services of expert analysts to conduct a survey, understand threats and your home or office topography and draw up a fool proof design to ensure no shadow areas. One of our many vendors will then execute the plan using one of the many brands available in the market and offer hassle free inslation and post sales service.

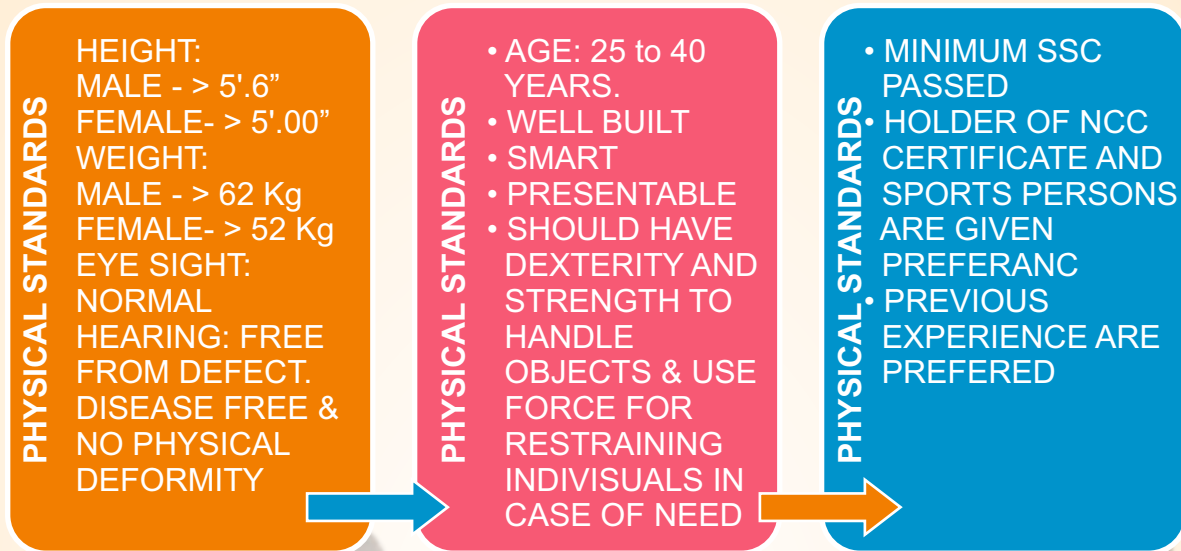
### We offer :

1. Design and installation
2. Audit of existing security systems
3. Both on site and remote, real time surveillance(along with specialist operators)
4. Training in Security and Fire safety systems
5. Service and Maintenance of installed equipment



# 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 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 possible terrorist activity During security training courses these topics are also covered, to ensure that security personal can recognize weapons, threats 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 upgradation of skill-sets of front line staff.

There is a 3 Tier Training Program consisting of:

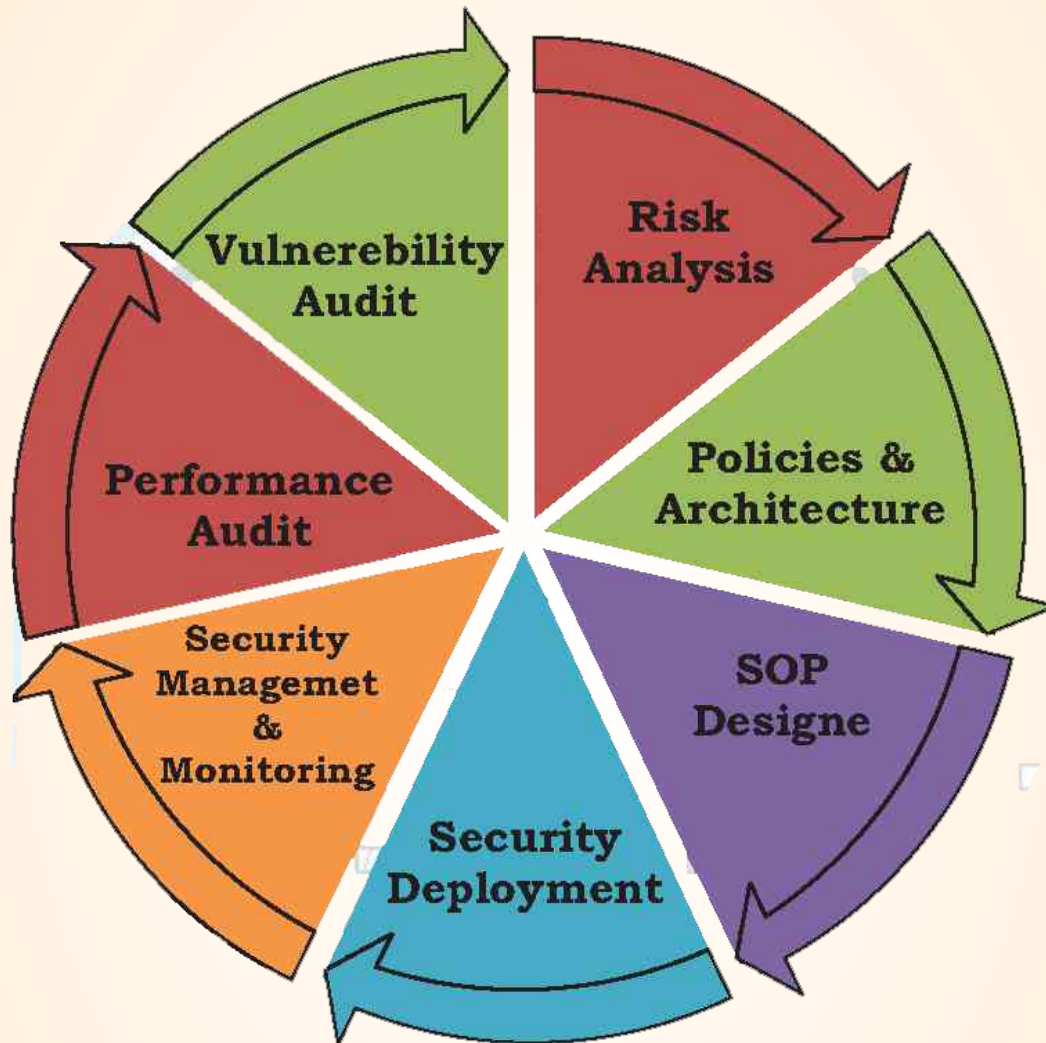
- Basic Guarding Training
- Industry specific Training
- Site specific Training

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 REVIEW PROCESS:

PARTICIPANTS	AGENDA	FREQUENCY
Client: Senior Management SPS Security: Senior Management	Strategic Direction	Quarterly
Client: Function Head SPS Security : Regional Head	SLA Adherence, Performance Review, & Issues Resolution	Monthly
Client: Functional Head SPS Security : Branch Manager & Ops Manager	Quality assurance, adherence to Service Level Agreement, Issues identification, Tactical Planning and Execution.	Fortnightly
Client: Security Mgr. SPS Security Interaction Area Officer	Operational Planning, Issues Identification and Resolution.	Every alternative day

## HOUSEKEEPING AND FACILITY SERVICES OFFERED:

### HOUSEKEEPING

- Inside premises cleaning in, Hotels, Schools, Corporate offices, Hospitals, Retail
- Places, Households, Malls etc.
- One time Spring Cleaning
- Window Cleaning
- Floor Maintenance
- Floor scrubbing and polishing
- Crystallization

### CRYSTALLIZATION

- Reduces penetration of liquid soil into floor
- Removes micro scratches
- Smoothens surfaces & increases gloss

### WINDOW CLEANING

- Façade cleaning is done by Track Trolley where client provides it.
- Areas where track is not available Spiderman is used.

### CARPET AND UPHOLSTERY MAINTENANCE

- Carpets are high source of bacteria growth, hence these require vacuum cleaning regularly.
- Timely shampooing is required depending on the usage of the area

### Controls

The performance and service shall be controlled by preparing/maintaining:

- Checklists
- Schedules
- Frequencies

**Your one stop shop for  
all security and safety  
related**



## ABOUT US

Security Protection Services company delivering cutting edge security services across NCR.

With hundreds of manufacturers and vendors dealing in security equipment, choosing the right equipment and vendor is a tedious and confusing task.

**LEAVE IT TO OUR TRAINED EXPERTS TO UNDERSTAND YOUR REQUIREMENTS AND SUGGEST THE MOST FOOL PROOF AND EFFICIENT SYSTEMS TO PROTECT YOU, YOUR LOVED ONES AND YOUR ASSETS**

**Note : Vehicle Transportation Services Available**

\*- Survey will be conducted on chargeable basis would be adjusted at the time of installation.

## WE OFFER:

1. Design & Installation
2. Audit of existing Security system
3. Real time Surveillance with specialist operators
4. Training in security & Fire Safety Systems
5. Services & Maintenance

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**+91- 7023544487**  
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## 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 have 24x7 assistance to respond to any vulnerabilities/breach
- We follow a stringent selection process with background checks, fingerprinting and police verification so that the best secure your business
- Licensed under PSARA Act 2005.
- QRT 24 x 7 control room provided to all corporate clients.

## 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.

SPS Security 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 assets 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.”

## SECURITY PROTECTION SERVICES



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