

# 2021

## AEGIS SERVICES LIMITED



# BUSINESS PROFILE

Service Brand of Square Group



# Aegis in a Nutshell

Aegis is a proud concern of SQUARE Group in Bangladesh. Having identified the major shortcomings of the support service providing companies, SQUARE made a venture to provide quality solutions for fulfilling business need. Our journey started from March 23, 1999 and so far total company general experience in provision of security services is 21 years running.

## Vision

"To be the most trusted service provider in Bangladesh for all of our offerings."

## Mission

"To support the growth of our clients by providing effective solutions to their business needs."

## Message from Founder Chairman of Square Group

The things we hold dear need to be protected and cared for. But finding someone worthy enough to ensure the security of the fruits of our hard work, and indeed, our very lives, can be difficult. That is why AEGIS comes in. AEGIS offers top- notch security solutions & services in accordance with client needs. AEGIS services are offered nationwide, so you can rest assured that AEGIS will be there for you, no matter where you are.

**-Samson H. Chowdhury**

## Legal Entity

**Corporate Headquarters:** SQUARE Centre 48, Mohakhali C/A, Dhaka-1212

**Aegis Headquarters:** House # 41 Road # 27 Block #A, Banani Dhaka – 1213

**Phone:** +8802 2222 96033, 8837321 (Ext 101)

**Fax:** +88 02-9899250

**Website:** [www.aegis.com.bd](http://www.aegis.com.bd)

**Email:** [aegis@squaregroup.com](mailto:aegis@squaregroup.com); [aegis-services@squaregroup.com](mailto:aegis-services@squaregroup.com)

**Certificate of Incorporation No:** C-37471(1771)/99

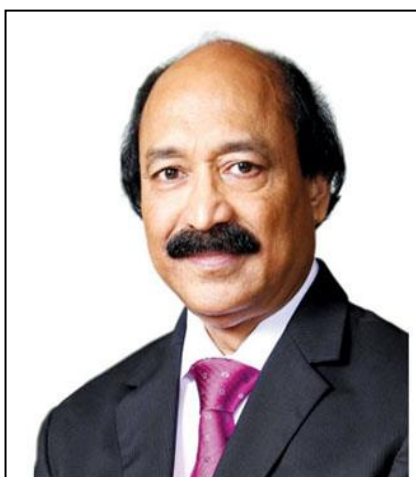
**Trade License:** Dhaka City Corporation; No: 0922347

**VAT Registration No:** 5101032334

**TIN No:** 002-201-7129/CO-2/Dhaka



## Executive Body of Aegis



**Chairman**  
Mr. Samuel S Chowdhury



**Vice Chairman**  
Mrs. Ratna Patra



**Managing Director**  
Mr. Anjan Chowdhury



**Director**  
Mr. Tapan Chowdhury



**Director**  
Mr. Charles C R Patra



# Functional Management OF AEGIS

Managing Director	Mr. Anjan Chowdhury
General Manager (HRD)	Mr. A K Paul
Director (A&F)	Mr. Golam Kibria, FCMA
General Manager (North-Bengal Zone)	Lt. Col. Shaheen Mohammad Abrar (Retd.)
Head of Operations (South-Bengal Zone)	Capt. Md. Zubair Istiaque Ahmed (Retd.)
Department Head (A & F)	Mr. Mohammad Abdur Rahim
Department Head (S & M)	Mr. Dipak Chandra Malaker
Department Head (HKD)	Mr. Sayedur Rahman
Department Head (Pest Control)	Mr. Tonmoy Kibria
Department Head (Admin & HR)	Mr. Mujtaba Rafid Zaman

## Concern of SQUARE GROUP

- Square Pharmaceuticals Ltd.
- Square Toiletries Ltd.
- Square Hospitals Ltd.
- Square Food & Beverages Ltd.
- Square Apparels Ltd.
- Square Fashions Ltd.
- Square Textile Ltd.
- **Aegis Services Ltd.**
- Maasranga Television
- Mediacom Ltd.
- Sabazpur Tea Company Ltd.
- Square Denims Ltd.
- Square Fashion Yarns Ltd.
- Square Herbal & Nutraceuticals Ltd.
- Square Informatix Ltd.
- Sun Communications Ltd.





# AEGIS SECURITY FORCE (ASF)

## Why Do You Choose Aegis As Your Trusted Security Partner?

- Aegis has proved itself dependable and trustworthy over last 21 years by systematic recruitment & selection procedure across Bangladesh.
- Longest training period for security personnel in Bangladesh.
- Fully facilitated training center at Ashulia (21 acre) and Pabna (05 acre).
- All security personnel are qualified in unarmed combat.
- We ensure labor law compliance.
- All employees are security cleared by Bangladesh police.
- Employees feel motivated, as they are entitled with provident fund, gratuity, profit share and festival bonus for major festivals.
- We ensure insurance coverage for all employees.
- Free accommodation along with necessary utility support for all security personnel.
- All security personnel gets their monthly salary by 1st day of month.
- We arrange maximum number of skill development training for all security personnel all the year round.
- Assurance of quality service and continuous development of human resource by conducting different training at respective level for all employees.
- A permanent member of Bangladesh Private Security Services Providers Association (BPSSPA).
- Licensed from the Department of Inspection for Factories and Establishments (DIFE) under the Ministry Of Labor And Employment Bangladesh.

## Features of Aegis Security Force (ASF)

- Guards are highly security trained for 28 days.
- Quality training on:
  - ❖ Introduction to the training program
  - ❖ Objectives of the training
  - ❖ Role of the guards
  - ❖ Conduct (ethics, honesty and professionalism)
  - ❖ UN regulations for access control
  - ❖ Types of threats they may face and actions on that
  - ❖ Vehicle inspections



- ❖ Crowd control
- ❖ Building evacuation
- ❖ Bomb threat/IED threat
- ❖ Theft/Burglary/Armed robbery
- ❖ Access control (Archway door, luggage scanner, Hand held metal detector, Scanning, Body searching, Parcel checking, plus information on the specific site such as visitor control measures etc.)
- ❖ Basic guard duties: Denial of access to unauthorized persons, maintenance of logs, restraint of disorderly person etc.
- ❖ Review of post orders
- ❖ Basic first aid training
- ❖ Hostile surveillance and reconnaissance detection (as needed)
- ❖ Self Defence
- ❖ Firefighting
- ❖ Incident Handling
- ❖ Basic Computer Operations
- ❖ Surveillance/CCTV Operations
- ❖ Use of Communications tools like HF/VHF Radio
- ❖ Use of Security Equipment like Baggage Scanner, Metal Arch door, Metal Detector etc.
- ❖ Reception Service Operations etc.
- Heights of the guards are 5'5" and above.
- Our guards' age limit is 18- 28 years.
- Approximately 40% of our guard force are having SSC level educational qualification.
- Minimum requirement of joining in AEGIS is class 8/JSC/JDC passed.
- We prefer young people for our service.
- Aegis offers handsome amount of salary for 08 hours duty to a guard excluding
  - ❖ Overtime
  - ❖ 02 Festival bonuses
  - ❖ TA/DA
  - ❖ Yearly increment
  - ❖ Provident fund
  - ❖ Welfare fund



- ❖ Gratuity
- ❖ Profit share
- ❖ Yearly incentive and
- ❖ 51 days leave facility
- Our security personnel can avail up to 30 % discount on square products & medicine.
- 50% discount at Square Hospital for treatment of self and family members.
- All guards are under health insurance coverage.

### **What does ASF serve?**

- Physical security to life & property, corporate area and industrial premises.
- Survey, assessment and designing of security plan.
- Control risk management and threat assessment.
- Security of man, materials and information.
- Personal security & V.I.P escort services.
- Security consulting
- Security investigation
- Event Security Management (ESM)
- Emergency Response Team (ERT)
- Aegis K-9 squad (Dog Squad)

### **Quality Assurance**

Aegis approaches to quality assurance has been to guarantee responsiveness to the customer's needs backed with employees who have been trained to perform specialized tasks and are operating under the supervision of experienced senior management. AEGIS has made quality of service a priority by guaranteeing trained professionals for every service provided to our customers and backed by our corporate resolution to Protection through Training and Technology. All services are supported by our customized Quality Assurance Programs that consistently yield high quality Security Services in sixteen functional areas. Aegis Services Ltd brings years of proven experience in both guard and non-guard security services coupled with close attention to detail that have resulted in the best quality, highest productivity, and greatest value for the customer.

### **Capability of Aegis Security Force**

Within shortest possible time, Aegis can provide security guards after awarding contract. We are capable enough to provide emergency security deployment within a very short period at any time.

- From three individual training center, four different courses of security personnel are always available for immediate deployment plan. In our well-organized Security Training Center at



Ashulia, Savar & Pabna where in each center around 150-200 security guards are being trained regularly.

- As we follow compliance, number of security personnel in each office remains full in present strength, so in case of emergency support, adequate manpower are there.
- We have a strong security force consisting of 6000+ security personnel deployed in several security posts over the country. If any emergency happens at any place, we can deploy our guards within a limited period.

### **Dedicated Operation (Control) Room & Patrolling Team**

Aegis has three dedicated operation (control) room for monitoring 24 hours & 7 days operational activities of security personnel all over the country. A duty person remains active and dedicated for 24 hours service including weekly and public holidays for ensuring day-to-day security issues and reducing communication gap between Aegis and its clients.

- Control Room, Aegis Headquarters, Dhaka
- Control Room, Pabna-North Bengal Zone
- Control Room, Cox's Bazar Zone

#### **24/7 Control Room is responsible for below mentioned activities:**

- Monitoring different security posts by routine call.
- Keeping in touch with security personnel during their night shift patrolling.
- Receiving all incoming calls and providing required information.
- Sharing time-to-time security update with clients.
- Coordinating recruitment process through providing information.

#### **AHQ Control Room is equipped with following facilities & equipment:**

- One personnel full time duty in control room.
- Emergency mobile number: +8801787-772 233
- E-Mail: [aegis.ctrlroom@squaregroup.com](mailto:aegis.ctrlroom@squaregroup.com)
- Telephone: +88-02 2222 96033 (Ext-109)
- FAX: +88-02-9899250
- Television with cable connection
- PC with internet connection
- Client contact database
- Emergency helpline number
- Bangladesh Map

Aegis Headquarters Control Room Contact: +88 01787-772 233

Cox's Bazar Control Room Contact: +88 01318-245 861

North Bengal Zone Control Room Contact: +88 01721-720 922





Besides, our executives of all level including field inspectors remain active at any time to respond any emergency.

### **What Does Patrolling Mean?**

Patrol means the act of regularly guarding an area, or someone or a group who does the guarding. We have two types of patrolling combinations

### **Individual Patrolling By Patrol Team**

Individual patrol team consists of field inspectors who are dedicated for patrolling both in day and night. This team has two inspectors- one is assigned for day and another one is for night. They use motorcycle to move for patrolling at their assigned area.

### **Patrol Team Supported With Patrol Vehicle**

This team comprises of one executive, one inspector and two security supervisors. They carry out extensive night patrolling duty throughout the month. The regular patrolling duty pattern for every post/area is mentioned below:

#### **For Inside Dhaka Posts:**

<b>Layers of Monitoring Team</b>	<b>Frequency of Day Visit</b>	<b>Frequency of Night Visit</b>	<b>Remarks</b>
Assigned field Inspector	Every day	Weekly	In a random manner /sudden check
Random Field Inspector	Twice in a week	Twice in a month	Random Visit and Inspectors not assigned to this post for cross check.
Zone Executive	Twice in a week	3-4 times in a months	For day visit only assigned executives but at night any executives may visit
Management	Once in a 2 Months/ as per requirement	Once in Three months	At the rank of Assistant Manager/Deputy Manager/ Manager

#### **For Outside Dhaka Post**

<b>Monitoring Layers</b>	<b>Frequency of Day Visit</b>	<b>Frequency of Night Visit</b>	<b>Remarks</b>
By Field Supervisors	Once In a week	Once in a week	Random/Sudden Visit
By Field Inspectors	Once in 2 Weeks	Once in 2 Weeks	Random/ Noticed
By the executives	Once in a month	-	Noticed

#### **For Ukhiya, Teknaf & Cox's Bazar:**

<b>Layers of Monitoring Team</b>	<b>Frequency of Day Visit</b>	<b>Frequency of Night Visit</b>	<b>Remarks</b>
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Assigned Field Inspector	Every day	Weekly	In a random manner /sudden Check
Random Field Inspector	Twice in a week	Twice in a month	Random Visit and Inspectors not assigned to this post for cross check.
Zone Executive	Twice in a week	3-4 times in a month	For day visit only assigned executives but at night any executives may visit
Management	Once in a 2 months/ as per requirement	Once in three months	At the rank of Assistant Manager/Deputy Manager/ Manager

### **Future Plan for Extension**

We have plan to establish a complete training center for Cox's Bazar only. Resources and staffing plan will be same as other three training center as we have large operational activities in Cox's Bazar.

### **Wireless Communication Coverage**

Aegis can provide an alternative way of communication through wireless communication devices. We have BTRC registered wireless network and with the help of repeater, we can provide this alternative communication service to meet communication related emergencies.

### **Recruitment & Selection Procedure of Aegis Security Personnel**

Recruitment and selection procedure of Aegis is very systematic and standard. For that we have already made selection criteria for various incumbents. Recruitment schedule follows the under mentioned sequence. Advertisement is published in the national dailies, candidates are asked to report to our training center on a specific date. A number of boards are formed beforehand to conduct the recruitment. All the tests are conducted simultaneously. Candidates proceed one after another and appear in the series of tests. The one who qualifies in the entire test is asked to appear for the written test. Any one disqualified in any test is rejected right from there. We prefer to recruit fresh and young boys as security guards because they can be trained and molded as per our need.

### **Recruitment through Recruitment Coordinator**

Recruitment coordinators are responsible for visiting potential areas of Bangladesh to recruit best employees for the organization. Coordinators take different strategies to get the best outcome. In this recruitment process, they can recruit qualified candidates security personnel/housekeepers in a big scale.

### **Recruitment through Post In-Charge**

Aegis has security posts in all over Bangladesh. In every post, we have qualified post In-charge. These people have good hold with local area people. Furthermore, we provide them training on how to conduct recruitment effectively.



## **Recruitment through Aegis Security Personnel**

Security guards/housekeepers are the main person who can uphold company's reputation to other people. If they are motivated, they can bring many good things for the company. We Aegis; Member of SQUARE Group provide facilities to our security personnel/housekeepers as per Bangladesh labor law. Therefore, our guards/housekeepers are motivated and they try to bring their relatives, friends, juniors to join at Aegis. New candidates are aware of their benefits and working environment so their desertion rate is very low.

## **Direct Recruitment from Training Centers**

In front of Ashulia and Pabna training centers, we have billboards for candidates. After seeing the billboard and knowing information from other source, candidates come to the training center to join Aegis.

## **Direct Recruitment from Aegis Sub-Offices**

We have Sub-offices in various location in Bangladesh. From different source candidate get the information about recruitment and come to join at our office. After proper screening, we select them as a trainee.

## **Announcement at Recruitment Area**

Sometimes people could not see the advertisement but through announcement, people can listen and get aware of recruitment. Usually announcement can cover many areas. People also can ask question to recruitment coordinators in time of announcement.

## **Hand Note Distribution**

Hand note is a media where employer and employee can meet each other. Candidate can ask for benefits, can know job responsibility etc. Employer also can uphold company benefits, nature of job, prospectus etc. We prefer to distribute hand notes at market, college, tea stall etc.

## **Billboard**

Billboard is eye catching and it creates reliability of the organization. We have our billboards at Ashulia training center and at Noroshinghopur.

## **Evaluation Criteria of Security Personnel**

- Minimum education criteria
- Good medical & physical fitness certified by a medical doctor
- Good understanding of basic safety and security system
- Reading, writing and basic computer knowledge
- Formal training in security
- Police clearance/ police verification

## **Selection Criteria of Security Guard (Male)**

Serial No.	Criteria	Requirement
1	Education	Class S.S.C/ J.S.C pass
2	Age	18 to 28 years



3	Height	Minimum 5 feet 5 inches and 5 feet 3 inches for indigenous
4	Health	Sound Health
5	Experience	Experience not mandatory

### **Selection Criteria of Security Guard (Female)**

<b>Serial No.</b>	<b>Criteria</b>	<b>Requirement</b>
1	Education	Class S.S.C/ J.S.C pass
2	Age	18 to 30 years
3	Height	Minimum 5 feet 2 inches and 5 feet 1 inch for indigenous
4	Health	Sound Health
5	Experience	Experience not mandatory

### **Assessment of Sound Health**

Five tests are conducted for assessing fitness of the candidates. There are separate boards assigned for each job and they are independent of taking decision. Five tests are described below:

- Preliminary Screening
- Physical Tests
- Medical Test
- Interview
- Written Test

### **Preliminary Screening**

A board of at least two members is composed of screening the applicants. If any applicant does not fulfill our requirement e.g. if they are over aged, they are screened out.

### **Physical Tests**

A team of three members takes physical test based on selection criteria and their appearance, height and weight.

### **Medical Test**

Medical test is conducted to test general physical fitness with special emphasis on eye, ear, nose and diseases like hypertension, diabetes and asthma.

### **Interview**

Interview board judges a candidate's general knowledge, academic knowledge and appearance.

### **Written Test**

Knowledge on Bengali, Mathematics, English, IQ and General Knowledge etc. is ascertained through a written test.



## Training Facilities of Aegis Security Force (ASF)

Efficient training is one of the strongest tools. We emphasize on training for delivering quality security service to our valued clients. With a team of experienced trainers, we impart effective training to our recruits for transforming them into qualified security professionals. Since inception, training was number-1 priority for Aegis. With the aim of preparing efficient security professionals, our first training institute was established in 1999. To meet the growing demand from our clients, currently we are running three training establishments at different parts of the country.

Considering the professional lacking of the employee, a deliberate plan for comprehensive training was conceived. Accordingly, a full-fledged training center and a team of very competent instructors were organized. Besides the professional subjects, subjects for individual character building, personality development, manners and etiquettes were also included so that trainees first become gentleman/women, good citizen and then become security personnel.

- Aegis Training Centre, Gouripur Ashulia, Savar
- Aegis Training Centre, Pabna Kashipur, Pabna
- Aegis Training Centre, Norshinghopur, Ashulia, Savar

Our one training center is situated at Gouripur, Ashulia, Savar. It occupies 24 acres of land that is an ideal ground for such a specialized training as like as defense force and here we can accommodate up to 200 trainees at a time.

Another training center of Aegis is situated at Kashipur, Pabna. It occupies 07 acres of land and here we can accommodate up to 80 trainees at a time.

Our third training center is at Norsinghopur, Ashulia, Savar. It occupies 02 acres of land having capability to accommodate up to 50 trainees at a time.

### Stages of Training

The 4 (Four) weeks of training is divided into 3 phases in order to develop the unskilled personnel to a skilled one successively.

Phases	Training Category	Time Period
1 <sup>st</sup> Phase	Initial Training	1 <sup>st</sup> week of the training period (7 days)
2 <sup>nd</sup> Phase	Basic Training	2 <sup>nd</sup> & 3 <sup>rd</sup> of the training period (14 days)
3 <sup>rd</sup> Phase	Specialized Training	4 <sup>th</sup> week of the training period (7 days)
4 <sup>th</sup> Phase	Capsule Training	5 <sup>th</sup> week of the training period (if require for 7 days)

### Work Pattern Oriented Training Curriculum

Serial No.	Category	Subjects	Duration
1	Security Guard (Male)	Physical fitness training and drilling	4 weeks
		Karate/ self-defense training	
		Organizational behavior and communication skill	
		Basic and advanced knowledge on security service.	





		Training on security equipment	
		Firefighting training	
		VIP escort training	
2	Security Guard (Female)	Minor drill	2 weeks
		Organizational behavior and communication skill	
		Basic knowledge on security service issue.	
		Practical course on security duty	
		Training on security equipment	
3	Body Guards/ Protocol Duty Training	Firefighting training	2 weeks
		Basic and advanced physical fitness training.	
		Karate/ self-defense training	
		English communication training	
		Self-defense training	
4	Potential Supervisor's Training	Basic concepts and method of protocol duty	1 week
		To prepare senior guards for higher responsibility	
		To teach details about Aegis Services Ltd and Square Group	
		Customer handling procedure and crisis management.	
		Advanced level of communication skill for protocol duties, client management, VIP handling.	
		Dealing with guards and their operational and administrative management.	
		Preparation of various kinds of documents and report writing.	
		Procedures of survey and report writing.	
5	Aegis Dog Squad	Develop command and leadership qualities	As required
		Tracker Dog Training	
		Explosives Detection Dog Training	
		Narcotics Detection Dog Training	
		Search Dog Training	
		Guard Dog Training	

### Training Objectives

- To develop leadership qualities.
- To make familiar with new technology.
- To develop sense of responsibility.
- To build up personal and professional skill.
- To promote customer service.
- To make knowledgeable of service on management and administration.
- To develop emotional stability.
- To make mentally & physically fit.
- To develop overall skills.

### Training Requirements



An effective training is required to ensure the perceived task of a security guard. Following items are covered in our effective training module.

- Physical Training (Drill)
- Basic concept on service
- System of customer care and development
- Basic skill of service
- Sending information
- Leadership qualities including customs and etiquette
- Essential spoken English and presentable expression
- Administrative knowledge and management procedure
- Crisis management, disciplinary action and reporting system
- Physical activities

### **Duration of Training**

Duration of Training has been made for 04 weeks for security & 02 week for female security. For bodyguard and potential security supervisor we have training program for 01 week. This duration is essential because a minimum time is required to attain up to the expected level. The whole tenure of training has been organized in such a way that trainees learn their professional lessons in details but under stress. Training curriculum includes their personal behavior and conduct during off training period also.

### **Initial Training (1st Week):**

This training is designed for the newly recruited trainees. Maximum of them are from rural area of Bangladesh. They do not have the adequate idea regarding this profession. Moreover, their physical fitness is also very poor due to their poverty and malnutrition. They are prepared by our instructor's at the first week to accept the specialized training in the upcoming weeks. Their physical and mental fitness is emphasized in this 1st week. The following matters are intricate in this tenure in them:

- Initial physical fitness and proper diet with nutrition.
- Go through physical hardship for increasing stamina.
- Basic and general knowledge on Bangladesh.
- Oral expression development in Bangla and English.
- Organizational customs, behavior and character issues.

### **Basic Training (2nd And 3rd Week):**

After the first week guards becomes mentally fit and physically adjusted with the training activities and they can start with a new mode of acceleration. In this stage, they are trained with more physical hardship followed by initialization with the subjected training matter. They are acquainted with the hard physical training with obstacle crossing and some sorts of acrobat training under the supervision of very highly qualified trainer from Bangladesh army. The basic issues of the security service job, their responsibilities, do's and don'ts are taught in this stages. An effective starting of self-defense tactics (Karate), games and sports are also practiced rigorously in this stage. The following Basic subject matters are included in Training tenure:

- Hard physical training and fitness practice.



- Drill for smart and sharp movement practice with uniformity.
- Specialized training with hardship like obstacle crossing and acrobat practice.
- Basic knowledge on the organizations/ institutions/ offices/ factories/ industries with which Aegis deals with and their in general activities.
- Duties and responsibilities as security service provider.
- Firefighting (F/F) and earthquake handling. (Preliminary issues)
- Customer's expectations and requirement.
- Increasing the sense of alert movement, consciousness from case study.
- Living in a mess, increasing cooperation and unity.
- Maintaining honesty and religiousness in profession and in every aspect.
- Conversation process with customers, guests, VIPs and unwanted/forbidden personnel.
- Dealing with and handling unwanted situations, crisis management.
- Reporting system and using of common sense and IQ.
- Increased mental and physical endurance to handled customers' pressure.
- Service oriented documents and their utilities and maintenance.
- Orientation with the technical items and technology used in the contemporary days.
- Basic tit- bits of martial art and growing a team spirit by games and sports.

### **Specialized/Advanced Training (4th Week):**

This is the stage which can be described as the stage of acid test for the trainees. Whatever they have learned so far in the basic training stage they will imply all those in the advanced training level. They achieve a very good physical fitness by this time and became mentally sound to accept any hardship. It is the polishing and finishing stage for them. Everything is judged in this stage regarding their performance, movement, attitude, academic performances etc. High importance is given on the drill, smartness, communicative skills and idea on what they are going to face in their practical work fields and the anomalies. The following matters are emphasized in this stage of training:

- High level of smartness, sharp movement, quick reflection and response through physical fitness, drill, martial art and practical knowledge.
- Growing team spirit and brotherhood among the trainees.
- Expert on F/F equipment and handling, using of security equipment, communication means like wireless set, CCTV monitoring and surveillance.
- Good knowledge on communicative skill with customers and VIPs.
- Expert on maintenance and preparations of documents and reports.

### **Capsule Training**

It is an unpredictable stage of training. These are the following scopes of providing these kinds of training:

- Whenever some special occasion is there to organize and coordinate then these sorts of training is provided on emergency basis as per requirement.
- Moreover, if due to any emergency where emergency security deployment is necessary then this kind of Capsule training is given.
- Whenever a single /a group of guards needs some special deployment in some special location where a very clear idea about the post is necessary then this kinds of training is given.



- If any trainee remains, sick/was on leave due to any emergency cause he can be considered to provide a capsule training for his recovery.

### **Training / Orientation Course for the Security Guards**

- Introduction to Square Group and Aegis
- Customer service and response technique (Treatment of visitors)
- Health, Safety and Environment (HSE)
- Standard Operational Procedure (SOP) & general post order of security personnel
- Reporting of incident
- Emergency response & evacuation procedure riot management (Civil unrest)
- Basic English communication
- Roles & responsibility of a security guard
- Firefighting and management
- Telephone handling & telephone etiquette
- Information security- guard's responsibility
- Access control
- Search procedure, use of HHMD and use of WTMD
- Traffic control & traffic marshaling
- Explosive detection
- Overview of first aid
- Motivation in workplace
- Work efficiency
- Professional behavior
- Welfare and benefits of aegis
- Dress regulation and uses of uniform
- Patrolling in security service
- Night duty procedure
- CCTV control and use operational procedures
- Gate pass & challan
- Disciplinary actions for aegis employee
- Hazardous materials
- Post register
- Stress management
- Orientation with wireless communication (Basic radio communication)

### **Besides, as per client's requirement we also cover these following topics during training:**

- Introduction to the training program
- Objectives of the training
- Role of the guards
- Conduct (ethics, honesty and professionalism)
- UN regulations for access control
- Types of threats they may face and actions on that
- Vehicle inspections
- Crowd control
- Building evacuation



- Bomb threat/IED threat
- Theft/Burglary/Armed robbery
- Access control (Archway door, luggage scanner, Hand held metal detector, Scanning, Body searching, Parcel checking, plus information on the specific site such as visitor control measures etc.)
- Basic guard duties: Denial of access to unauthorized persons, maintenance of logs, restraint of disorderly person etc.
- Review of post orders
- Basic first aid training
- Hostile surveillance and reconnaissance detection (as needed)
- Self Defense
- Firefighting
- Incident Handling
- Basic Computer Operations
- Surveillance/CCTV Operations
- Use of Communications tools like HF/VHF Radio
- Use of Security Equipment like Baggage Scanner, Metal Arch door, Metal Detector etc.
- Reception Service Operations etc.

### **Introduction to Square Group and Aegis**

SQUARE today symbolizes a name – a state of mind. But its journey to the growth and prosperity has been no bed of roses. From the inception in 1958, it has today burgeoned into one of the top line conglomerates in Bangladesh. SQUARE today is more than just an organization, it is an institute. In a career spanning across four and half decades it has pioneered the development of the local business in fields as diverse as Pharmaceuticals, Toiletries, Garments, Textile, Information Technology, Health Products, Food Products, Hospital, etc.

### **Customer Service and Response Technique (Treatment of Visitors)**

- Reinforce the positive attitude
- Patience
- Attentiveness
- Clear communication skills
- Knowledge of the service
- Ability to use positive language
- Time management skill
- Saying "Thank you"
- Apologize and sympathize with the reviewer
- Solving of the issue

### **Health, Safety and Environment (HSE)**

Health and safety training is essential for empowering employees with such skills. The purpose of workplace health and safety compliance is to reduce or prevent incidents, illnesses and fatalities.

### **SOP & General Post Order of Security Personnel**

Overall briefing with practical session.





## **Reporting of Incident**

- Why is it important to report an incident?
- What is a reportable incident?
- Why should all incidents and accidents be reported?
- Why do accidents need to be reported?
- How do we report a workplace incident?

## **Emergency Response & Evacuation Procedure**

- Identify hazards.
- Emergency resources.
- Review codes and regulations.
- On hearing an evacuation alarm, or on instruction of emergency control personnel, immediately cease all activity and secure personal valuables.
- Assist any person in immediate danger, but only if safe to do so.
- If practical, and only if safe to do so, secure any activity or process that may become hazardous or suffer damage if left unattended as a consequence of evacuation.
- Act in accordance with directions given by emergency control personnel and evacuate the building immediately.
- Assist with the general evacuation if directed to do so by emergency control personnel.
- Assist with the evacuation of disabled occupants. In a fire, do not use a lift to evacuate a building.
- Move calmly to the nominated evacuation assembly area and do not leave the evacuation assembly area until the all clear has been given.
- Follow the instructions of relevant emergency services personnel and campus emergency control personnel.

## **Riot Management (Civil Unrest)**

- Civil Unrest Security
- Civil Disturbance
- Concept of Riot
- Ways to deal with unrest
- When critical infrastructure encounters civil unrest
- How to address civil unrest
- Civil unrest preparedness
- Civil unrest emergency plan
- Management of crowd
- Case study of previous incidents that is handled by AEGIS

## **Basic English Communication**

Ability to communicate most important skill. To make security guards able to express themselves in work place, basic communication in English covers the below mentioned:

- Simple learning
- General understanding



- Practice session
- Appropriate use of word
- English Speaking Basics
- Common mistakes
- Dos and don'ts

### **Firefighting and Management**

- Three A's of firefighting: Activate, Assist and Attempt
- Firefighting equipment
- Basic Fire Fighting: Bringing fires under control and putting the fires out
- Basic Fire Fighting will teach you the necessary skills to identify the type of fire so that you can select the appropriate firefighting procedure
- Practical session for group
- Practical session for individual training

### **Telephone Handling & Telephone Etiquette**

- The dos and don'ts of telephone etiquette
- Call handling skills
- Rules of telephone etiquette
- Call handling a difficult caller (Practical session)
- Improvement of call handling skills

### **Information Security- Guard's Responsibility**

- Principles of information security
- Information security and its need?
- Loopholes of information security
- How to maintain information transmission

### **Access Control**

- Details of access control
- Types of access control
- Practical session

### **Search Procedure, Use of HHMD and Use of WTMD**

- Details
- Practical

### **Traffic Control & Traffic Marshaling**

- What is traffic control?
- What are the work of traffic marshal?
- General regulations
- Place wise variation Practical session

### **Explosive Detection**



- Understanding of IED (improvised explosive device)
- Practical session
- Bomb threat and its response procedure
- Demonstration session

### **Overview of First Aid**

- First aid summary
- What are the steps of first aid?
- What is first aid and why is it important?
- Practical session

### **Motivation in Workplace**

- Why is motivation important for success?
- Purpose of motivation?
- Improvement motivation at work?
- What are the types of motivation?
- Team motivation?

### **Work Efficiency**

- Importance of work efficiency
- How to improve?
- How to understand own efficiency
- Ways to follow the efficiency

### **Professional Behavior**

- What are examples of professional behavior?
- Why is professional behavior important?
- What are the traits of professionalism?
- What makes a person a professional?
- Demonstration session

### **Welfare and Benefits of Aegis**

- Details of welfare and benefits.

### **Dress Regulation and Uses of Uniform**

- Why uniforms used for?
- What does uniform symbolize?
- What is the main purpose of dress code?
- What are the types of dress codes?
- Maintenance of uniform

### **Patrolling In Security Service**

- What is patrolling in security?
- How many types of patrolling?



- What is the purpose of patrolling?
- What are the principles of patrolling?
- What are the duties of patrolling?
- Dos and Don'ts of patrolling duty.

### **Night Duty Procedure**

- What are the main duties in night shift?
- Dos and don'ts?
- What are the problem areas?
- What are the rules of night duty?
- Practical session for night duty( on ground duty for night shift by trainees)

### **CCTV Control and Use Operational Procedures**

- What is the duty of CCTV operator?
- What is CCTV operation?
- What is the role of a CCTV supervisor?
- How do you use CCTV footage?

### **Gate Pass & Challan**

- What is the purpose of delivery challan?
- What are the different types of gate passes?
- What is difference between invoice and Challan?
- What is returnable gate pass?
- Practical session

### **Disciplinary Actions for Aegis Employee**

- Code of conduct
- Can employer disclose disciplinary action against an employee?
- What is considered a disciplinary action?
- What disciplinary action can be taken against an employee?
- Will results in disciplinary action?

### **Hazardous Materials**

- What are the examples of hazardous materials?
- What are the categories of hazardous materials?
- What are hazardous materials in the workplace?
- What are the types of hazardous waste?

### **Post Register**

- What does registered post mean?
- What happens if registered post is not maintained?
- How to write and maintain the register
- Problem areas
- Practical session



## **Stress Management**

- Why Stress management is important at the workplace?
- What is workplace stress?
- Why stress management is important?
- What are the stress management techniques?
- Day to day management of stress.

## **Orientation with Wireless Communication (Basic Radio Communication)**

- What is wireless radio communication?
- What are the frequencies used for wireless communication?
- What is antenna communication?
- What is a radio communication system?
- What is the basic way wireless communication works?
- What are the types of wireless connections?
- How does communication develop into wireless communication?
- Why RF is used in wireless communication?
- How do wireless devices communicate?
- Importance of basic radio communication
- Practical session

## **Morning Physical Training (Free Hand)**

We have the opportunity to give them proper physical training, which develops their mind and brings out the best from them. A security personnel, the more fit he will be, the more efficiency he will show.

## **Special Physical Training**

We introduce our security personnel with special physical training. It is a basic and important part of our training curriculum. The objective of this training is to make our trainees physically tough and stout that will help them to be competent under any physically rough situation.

## **Karate / Unarmed Combat**

We also train them on unarmed combat like karate (Marshal Art). We have black belt holder karate trainer along with government certified karate trainer to train our trainees who conduct karate or unarmed combat training at our training school. Our trainees get a regular tough exercise on karate training.

## **Supervisor Training**

We treat supervisor training as most important training in our training part. With a team of experienced trainers, we impart effective training to our recruits for transforming them in to qualified security professionals.

<b>Serial No.</b>	<b>Subject</b>	<b>Criteria/Conditions</b>
1	Duration of the training	2 weeks
2	Who can qualify this training	6 years of experience in Aegis
3	Assessment process	Written test, Viva voce & Physical test





## **We try to cover these points in this supervisor training:**

- How to empower themselves and their staff
- What leadership is from the supervisor's point of view
- How to build credibility and trust
- Analyzing effective listening processes and skills
- Learning participative leader skills and techniques
- Basic steps of the performance appraisal process
- Coaching, mentoring and how to give constructive feedback
- Decision-making tools for effective leadership
- How to apply problem-solving techniques to solve actual problems
- Teams vs. work groups: learning to lead and build personal effectiveness
- How Supervisors will Benefit
- Develop interpersonal skills that help them to communicate, listen and handle conflicts in their supervisory role
- Becoming more effective at influencing others
- Accomplish goals and control outcomes when dealing with staff, peers, management and other departments
- Learn how to work with groups and teams to solve problems and accomplish projects
- Hold performance discussions that result in changed behavior and enhanced productivity
- Analyze their own style of behavior and recognize your strength/weaknesses

## **Some Major Topics of Supervisor Training**

### **Situational Leadership**

A method of supervising employees with different levels of skill experience and emotional maturity. This topic can help how to train your employees at different levels of skills, and be the best supervisor/manager you can be.

### **Preventing Violence in the Workplace**

This workshop gives supervisors key information which will help them to recognize signs and symptoms of potentially violent behavior, how to respond to distraught and/or disgruntled employees.

### **Team Building for Managers or Supervisors**

Designed to acquaint participants with the basics of teambuilding training with special emphasis on the development of leader.

### **Retaining Employees**

This training involves understanding and identifying the needs of your employees, what factors keep them at a job, and what factors make them want to leave. This training teaches employees to bring energy, passion, and a positive attitude with them to their workplace every day. It shows how to connect to your work, your colleagues, and customers.

### **Interviewing Skills for Supervisors and Management**



Learn all there is to know about giving an interview. This training provides an understanding of the Do's and Don'ts and preparing for an interview.

### **Performance Improvement Plans**

Given an employee's less than successful performance of critical results identified in the employee's performance plan, the supervisor will take steps to improve the employee's performance in accordance with the policies of the organization.

### **Supervising a Diverse Workforce**

Given a diverse workforce, the supervisor creates an inclusive work environment that includes respect, understanding, valuing, and maximizing the talents of each individual towards the accomplishment of the mission.

### **Communication Skills**

Given the normal activities of a first level supervisor, demonstrates communication skills that facilitate an open exchange of ideas and build relationships.

### **Labor Management Relations**

Given organizational policy and procedures, supervisors will act in accordance with any bargaining unit agreement that exists and/or uphold the rights of employees when they are attempting to organize.

### **Safety Issues and Programs**

Given workforce/workplace injuries/accidents, the supervisor completes accident/incident reports and worker's Compensation claim forms and facilitates the employee's return to duty as quickly as possible.

## **On-The-Job Training (OJT)**

On-the-Job Training, sometimes called direct instruction, is one of the effective forms of training. It is a one-on-one training located at the job site, where someone who knows how to do a task shows another how to perform it. In antiquity, the kind of work that people did was mainly unskilled or semiskilled work that did not require specialized knowledge.

<b>Serial No.</b>	<b>When do we perform OJT?</b>	<b>Who does conduct OJT?</b>
1	Post Deployment	Zone In charge
2	New Post Order	Trainers from training center
3	Continuous Learning	Zonal Head/Coordinator in presence of client
4	New Security Issue etc.	Specialized Person like Fire Service

### **Topics Tried to be Covered in OJT**

- Detailed access control procedures and review including visitor control and batting
- Package and mail search : bomb and contraband detection through manual or electronic search
- Response, notification procedures and alarms
- Vehicle access control and search procedures
- Bomb threat response
- Guards actions in emergencies
- Self-defense



- Restraint of persons and use of handcuffs
- Threat detection
- Advanced first aid including CPR and use of AED
- Elements of guard supervision
- Communications: use of handheld radios and communication discipline

## Facilities at Training School

The most important criterion of a good organization is its training center. A good corporate always gives due emphasis to give adequate training to a 'Youngman' or 'Young Lady' to convert him into an expert qualified personnel.

- Accommodation at Training Center
- Food Arrangement
- Diet Plan for the Trainees
- Health and Hygiene
- Class Room
- Recreation Facilities
- Outdoor & Indoor Games
- Canteen Facilities
- Prayer Room Facilities
- Entertainment
- Miscellaneous Capacity

### Accommodation at Training Center

Aegis academy has accommodation for 160 persons at a time. It has adequate living rooms for trainees. With 24/7 uninterrupted electricity and water supply, trainees' accommodation are well furnished. On special circumstances, it is capable of accommodating up to 200 men for arranging meeting and conference.

### Food Arrangement

It has the cooking capacity for 180 people in regular basis, which can be enhanced up to 250 on requirement. Trainees are provided with balanced diet daily through three basic meals considering their physical hardship. Light snacks are provided every day during training hour, and improved diet is arranged once in a week. Food are provided free of costs during training tenure.

### Diet Plan for the Trainees

Trainees are provided with balanced diet during three basic meals considering their physical hardship. Light snacks are provided every day during training hour, and improved diet is arranged once in a week. Food are provided free of costs during training periods.

### Health and Hygiene

A retired medical professional from Bangladesh Navy takes care of the health and hygiene of our trainees. He carries out the preliminary medical check-up during recruitment, and provides First Aid during training. He is equipped with some regular drugs, bandages, saline, blood pressure machines, height and weighing machine.



## **Class Room**

We have both outdoor and indoor classrooms. All lectures are conducted in the indoor classes and practical classes are conducted on ground. Capacities of our classrooms are 40 persons on an average.

## **Recreation Facilities**

Aegis Academy has excellent opportunities of sports and recreational facilities.

## **Outdoor & Indoor Games**

Full furnished Volleyball and badminton court with playing instruments and Football and cricket field with playing kits. Carom, chess, playing cards, table tennis. Trainees are encouraged to participate in both the indoor and outdoor games and sports competitions. Besides there is also a standard multimedia room where trainees get the opportunity to watch news to become updated about current affairs.

## **Canteen Facilities**

We also provide our trainees square goods at a discounted price up to 40% depending on the type of item they are buying. However, definitely they are benefitted from this opportunity.

## **Prayer Room Facilities**

We have prayer room for our trainees to say their prayer. Prayer relieve one person's stress and let him bring more confidence on himself.

## **Entertainment**

Television, newspapers and magazines. Cultural programs are arranged once in a month.

## **Miscellaneous Capacity**

Besides, the school is capable of hosting meeting, conference, reunions. Due to its scenic beauty sometimes it is also used for picnic and film shooting purpose.

## **Future Expansion Plan for Training Centre**

A project has been undertaken to enhance the training facilities of AEGIS Training Center. A multipurpose training shed, gymnasium facilities and high-rise building for accommodation is under construction. Incorporation of digital classroom is on process.

## **Why do Security Force feel motivated in Aegis?**

Security Force feel motivated to work in Aegis because they get many facilities along with their salary. Facilities are mentioned below:

- Quarterly Employee Feedback
- Systematic Performance Appraisal of Employee
- Quality Assurance Visit
- Conveyance Allowance
- Special Day Allowance
- EID Day Allowance
- Promotion



- Leave and Holiday
- Kit and washing allowance
- Medical Allowance
- Food Allowance
- Good Conduct Allowance
- Provident Fund
- Performance Bonus
- SQUARE Product Purchase
- Gratuity
- Profit Share
- Life Insurance Benefits
- Welfare and Motivation
- Salary
- Annual Salary Increment
- Annual Bonus
- Over Time

### **Quarterly Employee Feedback**

In our every zonal office, we arrange quarterly meeting for employees of different rank structures. This meeting is a must attended one. We value our employees both positive and negative feedback on operational and administrative issues. Guard supervisors from post need to attend a monthly meeting for feedback and updates of operational issues.

### **Systematic Performance Appraisal of Employee**

A systematic performance appraisal system helps the managers to identify the performance of employees in a systematic manner and their areas of talent and areas where they are lacking. It helps the management to place the right employees for the perfect jobs depending on their skills in particular areas.

### **Quality Assurance Visit**

In weekly holidays, during Eid vacations and national holidays, zone in- charge and executives visit individual zone. This visit comprises quality assurance of security personnel's living place. It also make sure that employees feel free to share their problems to the respective visitors.

### **Conveyance Allowance**

Conveyance allowance is admissible to an individual if he moves on official tour.

### **Special Day Allowance**

We ensure a certain amount of cash allowance for the employee on special day's like- 16th December & 26 March.

### **Eid-Day Allowance**

Beside Eid Bonus we encourage the employees with some allowance who perform their security duties on Eid Holiday and ensures the safety of life & valuable during holidays.

### **Promotion**





Beside the above-mentioned, cash and kind benefits, there is provision for promotion for the qualified and competent candidates.

### **Leave and Holiday**

We have catered for leave and holidays for our employee. Leave Encashment we have catered for leave encashment for those who did not take the leave.

### **Kit and washing allowance**

This allowance is catered for ensuring tip top turn out and bearing.

### **Medical Allowance**

To meet Medicare needs a medical allowance is given to security personnel. 50% discount for the treatment at SQUARE Hospital & 25-30% Discount on SQUARE Pharmaceuticals Ltd.'s products.

### **Food Allowance**

To meet the messing expense food allowance is catered for.

### **Good Conduct Allowance**

To motivate our employee and to increase their efficiency we provide them Good Conduct allowance at the end of the financial year.

### **Provident Fund**

AEGIS is the first ever-private security Service providing company of the country to provide Provident fund to employees.

### **Performance Bonus**

We provide the performance bonus at the end of the year to our employees.

### **SQUARE Product Purchase**

We provide up to 30% discount on purchase of SQUARE products from employee sales center.

### **Gratuity**

According to Labor-Law, we provide gratuity to the employees.

### **Profit Share**

We distribute 5% of Annual Profit among the whole Aegis employees.

### **Life Insurance Benefits**

We also provide Life Insurance Policies to the employees of Aegis.

### **Welfare and Motivation**

Motivation and welfare is a prerequisite for high morale and employee retention. Because of competitive market, we had to strike a balance between employee cost and service charges.



## Salary

We have catered for a very handsome amount as carry home salary for an employee. We ensure the salary posting within first 3 days of the month. Which motivates them to concentrate on duty.

## Annual Salary Increment

We have catered for annual service increment for every employee. This will act as an incentive and compensation for annual devaluation. Based on the performance, we provide 1-3 of annual service increment to individual employee.

## Annual Bonus

We catered for two annual bonuses equal to two basic salaries and disbursed during two major festivals in a year.

## Over Time

Over time is admissible to an individual if he works for more than 8 hours in a day on holidays.

## Free of Cost Uniform Including Necessary Belongings

Aegis provides standard quality uniform for its security personnel. The color and pattern is also attractive and comfortable for long-term duty. We are generally issuing two sets of uniform for each. In case of rapid use and heavy sunburn duty pattern, the faded uniform is replaced to uphold image as well as impression of the company. The individual items issued are as follows:

- 02 set of uniform (shirt, pant, cap) - annually
- 02 set boot/ shoes- annually
- 01 Belt- for 01 year
- 02 set of socks
- 01 Flute
- 02 Nameplates
- 02 sets of Aegis Signs and arm signs
- 01 Winter Jacket-Personal Issue
- 01 Set Rain Coat (Shirt, Pants, Cap)- Personal Issue

We keep reserve of at least 300 sets of uniform and 250 pairs of boot in our stock to meet up any emergency besides our regular issue. The old clothes are changed in two ways:

- Collect/ Change it directly from Aegis Head Office.
- Vehicle moves with uniform and collects old uniform from posts on pre-scheduled dates.

## Labor Law Compliance

To achieve our vision we follow some objectives among those objectives maintaining labor law compliance is one of the most important one. Provision of labor law we follow:

▪ Appointment letter	Yes
▪ ID card with photo	Yes
▪ Sick leave	<b>14</b>



▪ Annual leave	<b>16</b>
▪ Casual leave	<b>10</b>
▪ Govt. Holiday	<b>11</b>
▪ Weekly holiday	<b>52</b>
▪ Death benefit	Yes
▪ Festival bonus (02)	Yes
▪ Profit participation	Yes
▪ Provident fund	Yes
▪ Gratuity	Yes
▪ Restriction on appointment of child & juvenile	Yes
▪ Maternity benefit	Yes
▪ Group insurance	Yes
▪ Medical Treatment	Yes

Apart from above mentioned parts, for retention of employee Aegis maintains:

- Recognition and reward system
- Training and development
- Work-life balance

### Background Verification and Police Clearances

We thrive for effective background check and verifications. We have our very own background verification team to perform these background checks. We do not recruit security personnel whom already worked for any other security providing organization previously. We employ fresh energetic people and train them to become an effective security member of our team. We also pursue for police verification yearly.

Two ways are followed:

- Police verification
- Internal background verification during recruitment process

### Monitoring and Supervision of Guard Force

Aegis maintains followings:

- Helping the team understand performance targets and goals
- Training or ensuring that workers are properly trained for their specific roles
- Scheduling work hours and shifts
- Coordinating job rotation and cross-training
- Sharing company updates, financial results, and new objectives with team members
- Assisting in resolving emergencies, such as a quality or customer problem that might be escalated to the team supervisor for handling
- Identifying and resolving workplace problems (if any)
- Providing reports and activity updates to management
- A large part of the role of supervisor involves offering feedback, both constructive and positive



## **Client's Feedback Report and Complaint Review**

Aegis believes in good relationship with its' clients by serving high quality services. Complains from client ends get highest priority to be solved. From receiving the complaints to mitigate the problem, aegis follows strong chain of commands.

## **Monthly Client Meeting**

The purpose of monthly review meetings is to review current progress and feedback of previous issues.

## **Security Guard Selection and Deployment Process**

Based on selection & evaluation criteria of security personnel, Aegis arranges special pre-deployment training relative to place/post. This includes:

- Basic English Communications
- Reporting of Incident
- Etiquette and Manner
- Customer Service
- General Instructions of post
- Post order/ Standard operational procedure (SOP)
- Post Orientation
- HSE
- First Aid

However, input from clients' side is always part of the training so that no gap remains from service perspective.

## **Duties and Responsibilities of Aegis Team**

### **Director (Operations & Marketing)**

He is the overall executive head of Aegis after Managing Director. His duties and responsibilities are mentioned below:

- To monitor overall organization from the strategic point of view.
- To provide various financial decisions for organization.
- To maintain business relation and liaison with the MD and other organizations.
- To maintain business relation with top management of clients.

### **DGM (Head of Operations)**

Being a department head, He supervises overall operations and gives decision accordingly to his under command executives. Following activities are:

- To monitor the operational activities of zonal in-charge.
- To take strategic operational decisions.
- To suggest and provide various financial decisions relevant to operations.
- To maintain close relations with top management of service taking organization for various operational issues.



### **Zonal in-charge**

- To play role as head of respective zone.
- To monitor day-to-day operational activities.
- To visit posts regularly for quality assurance of service.
- To take regular service feedback from client.
- To monitor activities of team members.

### **Zonal Co-Ordinator**

- Assists zonal in-charge and play role as second in-charge of respective zone.
- To visit posts regularly for quality assurance of service.
- To take regular service feedback from client.
- To monitor activities of team members.

### **Field inspector**

- Important coordinating point between field forces and Aegis head office for day to day activities of multi-functional issues.
- Dedicated for 24x 7.
- 02 field Inspectors are assigned (12 hours' day and nightshift) for an area.

### **Security supervisor**

- Would distribute the duty among the guard force and will ensure that all guards report for duty as per the shift.
- Check and ensure the guards discipline, properly dressed and have proper shave during the duty time.
- Would do the patrol duty to check the guard's alertness and update about the guard force.
- He will keep contact with the authority on security matters and will keep Aegis control room posted on all matters on daily basis.
- He will especially ensure that all specified checking procedures especially at the main entrance are being practiced correctly.
- He will be responsible to Aegis for all routine administrative matter pertaining to Aegis Guards such as leave, uniform issue and salary.
- He will maintain visitors in / out and records on the register.
- To ensure proper night duty and to ensure proper response in emergency.
- During the shipment, he will involve in inspection & the crosscheck the respective vehicles.
- He will maintain the access control system & visitor in/ out formalities.
- He ensures the search procedure of all kinds of vehicles during going out from premise.

### **Security guard**

- Protect company's property and staff by maintaining a safe and secure environment
- Observe for signs of crime or disorder and investigate disturbances
- Act lawfully in direct defense property
- Apprehend criminals and evict violators
- Take accurate notes of unusual occurrences
- Report in detail of any incidents



- Monitor and control access at building entrances
- Controlling mob and emergency situation
- Act as companies' eyes and ears
- Helps the firefighting team when needed

## Reliever and Emergency Support

- Within the shortest possible time, aegis can provide security guards after awarding contract. We are capable enough to provide emergency security deployment within a very short period at any time.
- From three individual training center, four different courses of security personnel are always available for immediate deployment plan. In our well-organized security training center at Ashulia, Savar & Noroshinghopur where in each center around 150 security guards are being trained regularly.
- As we follow compliance, so number of security personnel in each office remains full in present strength, so in case of emergency support, adequate manpower are there.
- We have a strong security force consisting of 6000+ security personnel deployed in several security posts over the country. If any emergency happens at any place, we can deploy our guards within a limited period.
- As in the existing security posts, 08 hours duties are allowed to perform, sufficient security personnel remains available at security barrack. In case of short notice for 06-08 hours, we can accumulate at least 200 security personnel within Dhaka city without even support of aegis training center.
- Aegis offers handsome amount of salary for 08 hours duty to a guard excluding overtime, 02 festival bonuses, ta/da, yearly increment, provident fund, welfare fund, gratuity, profit share, yearly incentive and 103 days leave facility.
- Reliever and work stoppage procedure are according to labor law of Bangladesh and aegis policy.

## Emergency Response Capacity with Company Owned Security Vehicle

Aegis has capacity to provide "close protection and unarmed vehicle escorts" in Dhaka along with an option in Rajshahi, Khulna, Chattogram, Cox's Bazar. It is mentionable that executive protection duty is also a part of service from Aegis.

## Quick Response Team (QRT)/Emergency Response Team (ERT)

An Emergency Response Team (ERT) originally intended to evacuate employees and to fight fires. ERT is a group of people (number of guards, supervisor, and security officer and executive according to situation) who used to be prepared for and respond to any emergency incident, such as a natural disaster or an interruption of business operations. Our team is generally composed of specific members designated before an incident occurs, although under certain circumstances the team may be an ad hoc group from



Aegis. The number of personnel required to staff the Emergency Response Team will depend on the size and complexity of the incident.

AEGIS Emergency Response Team (ERT) comprises:

- Composition of specific members
- Dedicated Vehicle support
- First aid support by team member

The first person on-scene will typically serve as individual decision maker to support the situation, until relieved by main team. Responsibilities for the first person on-scene includes (not limited to):

- Taking appropriate personal protective measures
- Notifying Supervisory Personnel and/or Incident team leader of the incident
- Advising personnel in the area of any potential threat and/or initiate evacuation procedures
- Eliminate potential ignition sources
- Supervisory Personnel responsibilities include (not limited to):
- Initiate initial response actions if they are the first person on the scene ( mentioned above)
- Restrict access to the incident scene and surrounding area as the situation demands
- Take any other steps necessary to minimize any threat to health and safety
- Request medical assistance, if necessary
- Identify and isolate source to minimize product loss/further harm
- Coordinate further response actions with Incident Commander and local responders
- The duties of each position may performed by team leader directly or delegated as the situation demands.

### **K-9 (Aegis Dog Squad)**

The dog squad (German shepherd), of Aegis is deployed for detecting explosives, drugs and security checking at different national and international events.

- The training of the dog starts at the age of six to nine months.
- Dogs and handlers are imparted training in disciplines as specified and demanded by their respective departments.
- The training of the dog and handler is conjunctive in nature and no leave of any kind is allowed during the course of training.
- Only once midterm break of 5-7 days (depending on course duration) is permitted during the course.
- The training period can be extended (minimum 12 weeks) if the performance of the Dog and/or handler is not found satisfactory at any stage during the course.

## **EVENT SECURITY MANAGEMENT SERVICE**

ASF has a large team who are expertized in securing events. Our event security management has made many of our clients satisfied & successful for completing their events. We have enriched our team with well trained traffic control unit, equipped with signal lights, whistles & megaphones to redirect the vehicles at the venue to avoid any congestion. We have skilled male & female security guards to secure the event





by checking the visitors & audience through “archway metal detector” as well as “hand-held metal detector”. Strong “wireless communication network & devices” make us connected to manage the large number of management team. Our expert engineering team ensures the CCTV.

Surveillance to work properly & the keen eyes of CCTV specialists keep the security measurements in front of the line. We also cover up the firefighting & first aid facility to ensure the safety of events, its’ organizers & audiences. All of our departments work together to serve the event & make it successful.



# AEGIS CORPORATE HOUSEKEEPING SERVICE



## Why Aegis Housekeeping Service Is Exceptional From Others?

Aegis Corporate Housekeeping Service is the combination of a group of people who are highly professional by nature and experienced enough in the cleaning industry of Bangladesh. Since formed, we have served hundreds of clients and millions of square feet in every single day of the week. This ranges from small once-a-week offices with just a few staff members to large clients with hundreds of staff.

Our trained and uniformed housekeepers maintain a top-flight brand image in the cleaning industry. All cleaning personnel are insured and police verified.

We believe our people are our greatest asset. You know cleaning industry is notorious for high-level staff turnover but we have 1500+ housekeepers, many of whom have been with us since day one. As Aegis is the concern of Square Group and housekeepers being permanent employee, they get huge facilities that ultimately translates into higher job satisfaction and consistent quality service for the client. The key to our success is Supervision. Clients regularly see our supervisor supervising the cleanliness of their premises.

We have abseiling glass cleaning service and feel proud that we are able to clean the challenging buildings where other cleaning companies have failed. Whether once a week or seven-days-a-week cleaning job, no doubt you will always get same service and attention from our side. We clean business office and its premises. Some of the big business conglomerate entrust their cleaning to Aegis Housekeeping Department.

Maintaining quality is very tough job. We do not say we ensure cent percent quality but we try to provide top-notch service.

## Strength of Housekeeping Department

Trained and experienced cleaning staffs = 1500+

### Logistics Support:

Minimum Vehicle No's 12;

### Work Experience:

Multinational company = 18 for 12 Years

Local company = 120 for 15 Years

### Equipment:

Number of Industrial Vacuum machine = 30

Number of High jet machine = 08

Number of Carpet washing machine = 10

Number of blower = 07

Number of auto scribing machine = 35

Number of high quality vacuum machine for basement/car parking = 05

Number of training/awareness session on cleaning service conducted in a year = 100 (Minimum)

Minimum Housekeeper experience = 04 year.

### Uniform and PPE:



Number of providing standard uniform and PPE set 03 in a year.

**Deployment Time:**

Number of Days need to Deployment the operation after Awarding for inside Dhaka: 30 Days

Number of Days need to Deployment the operation after Awarding for outside Dhaka: 30 Days

### What Offers Corporate HKD?

- Scrubbing, polishing & buffing various types of floors
- Vacuuming, spotting, shampooing and drying carpet & sofa
- Cleaning outside wall, passageways & roads
- Cleaning curtain, sofa covers/cushions and vertical blinds
- Cleaning of windows, chandeliers, mirrors, desktops and furniture
- Abseiling / Outdoor Glass cleaning

### How Do We Keep Your Cleaning Service Safe And Sound?







Dealing in cleaning service means dealing against many risks, most of which are found in the chemicals and materials that are inside the cleaning products. Most of them are hazardous and dangerous.

Therefore, we try to make sure followings we-

- try to avoid using harmful chemicals where possible.
- do not mix chemicals together. Reason is it may come to a reaction that makes them incredibly toxic or even cause an explosion
- do not use more chemicals than it is needed.
- do not use out of date chemicals.
- prepare fresh solutions each time.
- use a well-measured dispenser for getting right amount and avoiding accidents.
- dispose of the hazardous chemicals safely.
- remain careful for spills especially in areas where they may close in contact with food or skin.
- store chemicals in labeled and sealed containers.
- do not use broken equipment for keeping everything clean and in a good condition.
- always take protective measures and provide equipment to our housekeepers for avoiding any risk arising from hazardous chemicals.
- train our housekeepers well for letting them know how to handle, store and use their cleaning chemicals and equipment safely.
- keep our electrical devices up-to-date.
- overall, we always try to keep our materials and equipment safe and in good condition and our cleaners well trained and aware of the things, they work with.



## Chemical We Use

Name of Chemicals	Country of Origin	Brand Name	Remarks
Forward DC, Emaral, Teronova	U.S.A	Taski Diversy	
Vixol	Bangladesh	Vixol	
Odonil	Bangladesh	Orchid	
Bleaching Powder	Bangladesh	Local sourcing	
Window shine( Glass Cleaning)	India	Mr. BRASSO	
Lemon Grass	India		
Savlon	Bangladesh	ACI Ltd.	
Air Freshener, Chaka Washing Powder, Shakti Liquid Toilet cleaner	Bangladesh	Square Toiletries Ltd.	
Vim Powder	Bangladesh	Unilever	
Stere Mop	India	Haylide	
Bio-citrus	China	Bio Genesis	
Metal Polish	India	Mr. BRASSO	
Power Lemon	U.S.A	Klenco	

## Equipment We Use

Name of Chemicals	Country of Origin	Brand Name	Remarks
Floor Scrubber Machine	Switzerland	Taski Diversy	
Blower Machine	Italy		
Floor Scrubbing Brush	Switzerland		
Mop Bucket with Wringer	Switzerland		
Wet/Dry Vacuum Cleaner	Italy		
Water High Pressure Machine	Italy		
Janitorial Cart (Steel)	Italy		
Water High Pressure Machine	Italy		
Dry Vacuum Cleaner	Italy		
Toilet Squeegee	China		
Duster	Bangladesh		
Scup Folding Set	Bangladesh		
Scrubbing Pad	Thailand		
Broom of Flower and Stick	Bangladesh		
Floor Squeegee Set	Italy		



Glass cleaning Set	Italy		
Hand Dustpan, Water mug, Bucket.	Bangladesh	RFL	
Hand Brush	Bangladesh		
Hand Gloves	China		
Caution Sign	China		
Green Pad	China		
Gum Boot	Bangladesh		
Mop Cloth	Italy		
Dust control set	Italy		
Ladder	China		
Musk	Malaysia		
Tele plus	Italy		
Scraper	China		
Commode Brush	Bangladesh		
Long Dust pen Set	China		
Paint brush	Bangladesh		
Spray Gun	Bangladesh		

## Features of Our Chemicals, Tools & Equipment

- Hygienic & germ free
- Gentle for hands
- Removes any dirt & greasy stains easily
- Cleans fast without scratching/damaging
- Use of tools, plants & equipment according to the situation.

## Our Commitments

- We will use modern and appropriate cleaning equipment.
- We will provide adequate cleaning equipment
- PPE & others gears like safety goggles, hand gloves, boots, safety belt & helmet will be provided as per job nature.
- All the equipment/tools will have life expiry limit.

## Our Valued Clients

Embassy of the Republic of Maldives	Delvista Owner's Society	ZXY International	Labaid Cardiac Hospital
Square Pharmaceuticals	Renata Harbal Ltd	Laugfs Gas Bangladesh	Popular Medical College
Square Hospital Ltd.	Bengal Foundation	City FM	Sajeda Foundation
Square Toiletries Limited	Viyellatex Group	H & M	Square Food & Beverages Ltd
Maasranga Television	Guardian Life Insurance	AUGMEDIX	Posh Garments



Renata Limited	Cable Entertainment	Popular Life Insurance	Aegis Services Limited
OXFAM	Concern Worldwide Bangladesh	IL Bangla Limited	Aarong Centre
Asmara International Limited	PRAAVA HEALTH	Shanta Holdings Limited	Multimode Group
OMC Group	Envoy Textiles Limited	Decathlon	Concord Group
Ascena Global Sourcing HKG Ltd	D-Money	Vertex Group	SBK Tech Venture
MJL Bangladesh Ltd			

## Training for Corporate Housekeepers

Aegis housekeepers are trained for 01 week. This duration is essential because a minimum time is required to attain up to the expected level. The whole tenure of training has been organized in such a way that trainees learn their professional lessons in details but under stress.

### Training Objectives

- To develop cleaning qualities.
- To develop sense of responsibility.
- To build up personal and professional skill.
- To promote customer service.
- To develop emotional stability.

### Training Requirement

An effective training is required to ensure the perceived task of a housekeeping and pest control operator. Following items are covered in our effective training module.

- Basic concept on service.
- System of customer care and development.
- Basic skill of service.
- Sending information.
- Leadership qualities including customs and etiquette.
- Essential spoken English and presentable expression.
- Administrative knowledge and management procedure

### Training Syllabus

This training is organized for the newly recruited trainee. Those newly recruited individuals are fully inefficient and don't know the basics of service. So it takes the maximum time to build up develop, skilled and efficient manpower. Considering the requirement on housekeeping service, the following subjects have incorporated in training syllabus.

- Basic knowledge of cleaning services
- Basic concept of cleaning chemical & equipment
- Knowledge of discipline





- Customer service
- Professional efficiency
- Personal discipline & attitude
- Infection control & safety

### **Mode of Training**

- Précis
- Demonstration
- Lecture
- Presentation
- Practical

### **Refresher Training**

Refresher training is required for those individuals who have the lacking of knowledge on some special subject. On the other hand, refresher training can be organized to develop the standard or knowledge of the housekeepers.

### **Supervisor Training**

Supervisors are the first line commander of any manpower organization. So they need to know the basics of administration and organizing knowledge as well as ability of management.

We try to cover these points:

- How to empower themselves and their staff
- What leadership is from the supervisor's point of view
- How to build credibility and trust
- Analyzing effective listening processes and skills
- Learning participative leader skills and techniques
- Basic steps of the performance appraisal process
- Coaching, mentoring and how to give constructive feedback
- Decision-making tools for effective leadership
- How to apply problem solving techniques to solve actual problems.
- Teams vs. Work groups: learning to lead and build personal effectiveness

### **Experiences of Cleaning Services in Events**

- Grameenphone Jazz Blues
- Meril International Folk Fest
- Bengal Classical Music Festival
- 7th March Joy-Bangla Concert
- Dhaka International Folk Fest

### **Back Up Support & Monitoring Activities**

In case of absence of any staff, maximum 1 hour will be taken for the back up support if informed to the management of Aegis. For maintaining smooth operational function, aegis has dedicated 24/7 control room, which has following capability:



- Monitors all types of team.
- Establishes wireless communication and controls wireless communication.
- Emergency response and monitors 'emergency response team (ert)'
- Provides security alert to the clients regarding different types of security threat.
- Provides alert of natural calamity.

Aegis maintains smooth communication web throughout its area of responsibility. For proper communication we maintain 02 types of networks.

#### **Formal channel.**

- Wireless
- Mobile
- Land line

#### **Informal channel**

- Undercover agent
- Grape vine

In dhaka we use wireless network for better communication. Aegis has personal wireless channel. Through this network we communicate every post smoothly in time of emergency situation or daily check. Outside of dhaka we have many posts and for communication we use mobile and land phone connection.

#### **For inside Dhaka posts:**

<b>Layers of monitoring</b>	<b>Frequency of day visit</b>	<b>Remarks</b>
Random field inspector	Twice in a month	Random visit and inspectors not assigned to this post for cross check.
Management	Once in a 2 months/ as per requirement	At the rank of assistant manager/deputy manager/ manager

#### **For outside Dhaka post:**

<b>Layers of monitoring</b>	<b>Frequency of day visit</b>	<b>Remarks</b>
By field supervisors	Once in a months	Random/sudden visit
By field inspectors	Once in a three months	Random/ noticed
By the executives	Once in a six months	Noticed



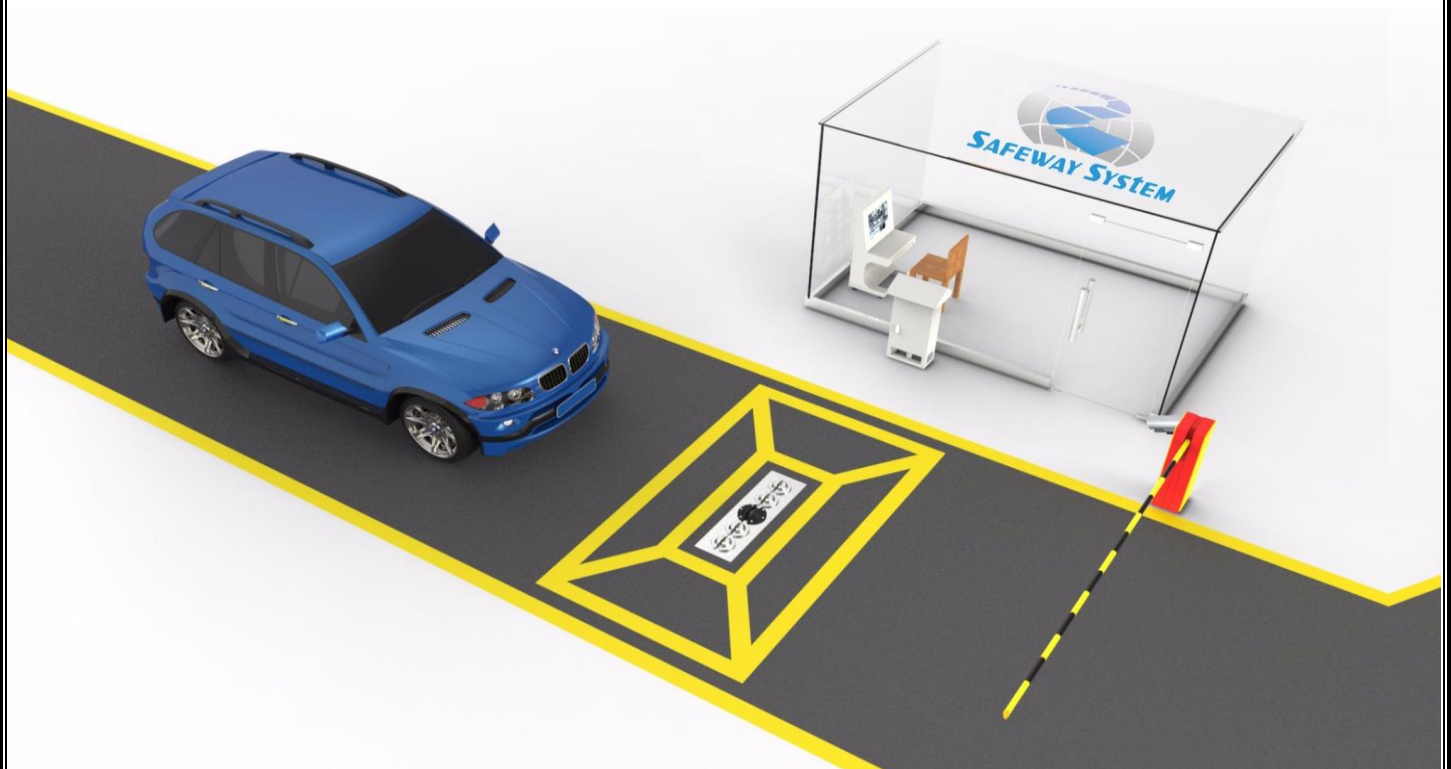


## Handheld Metal Detector

### AEGIS SECURITY EQUIPMENT SERVICE



**BOSCH**



## Fire Detection & Protection Service

Security Equipment Service provides fire detection and protection service. It also provides one-stop solution for fire installation. In maximum cases, Aegis imports items from different countries like UK, USA, Dubai and Turkey. We have a well-organized & experienced technical team for installation and client support service. Aegis Security Equipment Department also has the capacity to manage any type of project regarding fire detection & protection system.

For the betterment of safety at your Corporate, Industrial & Residential premises we can customize the whole system.



Professional Fire Alarm System



Fire Hydrant System



Fire Extinguisher System



## CCTV Surveillance System

Closed-circuit television (CCTV) also known as video surveillance is the use of video cameras to transmit a signal to a specific place on a limited set of monitors. It differs from broadcast television in that the signal is not openly transmitted though it may employ point-to-point (P2P), point-to-multipoint (P2MP), or mesh wired or wireless links. Aegis Services Limited provides a comprehensive CCTV surveillance solution for any kind of establishment in Bangladesh.

**CCTV Surveillance System includes these following devices:**

- IP based Surveillance solution.
- High resolution & high-end CCTV camera solution.
- Audio supported camera.
- Thermal imaging camera.
- Perimeter camera.
- Structured networking.





# BOSCH



**vantage®**  
keeping you safe™



## Public Address System

A public address system (PA System) is an electronic sound amplification & distribution system with a microphone, amplifier & loudspeakers, used to allow a person to address a large public, for example, announcements of movements at large & noisy air, rail terminals.



## Other Security System

- Baggage Scanner.
- Archway Gate.
- Car parking Management and Car Parking Barrier.
- Turnstile Gate and flap barrier.
- Access Control System.







**Archway Gate**



**Tripod Turnstile**



**Baggage Scanner**



**Car Parking Barrier**



**Baggage Scanner**



**Access Control**



## Our Clients





## Our Clients (Fire Protection & Detection)

Sl. No	Client Name	Product Supplied	Project Location	Project Status
01	Independent University of Bangladesh	FPS	Bashundhara R/A	Completed
02	Metro Group (Uday Tower & Uday SANZ)	FDS	Gulshan	Completed
03	Mahmud Fabrics & Finishing	FPS+FDS	Savar	On Going
04	Shanta Holdings Limited	FPS+FDS	Banani	Completed
05	Bay Developments Limited	FDS	Gulshan	Completed
06	Nuvista Pharmaceuticals Limited	FPS+FDS	Tongi	Completed
07	NewAge Textiles Limited	FDS	Asulia	Completed
08	HaMeem Group (That's it Fashion)	FDS	Asulia	Completed
09	Bellissima Apparels Limited	FDS	Tongi	Completed
10	Energypac	FDS	Tejgaon	Completed
11	DHL	FDS	Gulshan	Completed
12	Square Food & Beverage Ltd. (Commercial Building)	FPS+FDS+others	Banani, Dhaka	Completed
13	Square Food & Beverage Ltd. Square Toiletries Ltd. (Pabna Unit)	FPS+FDS	Pabna	On Going
14	Square Pharmaceuticals Ltd. CD Warehouse, Pabna	FPS+FDS	Pabna	On going
15	Square Pharmaceuticals Ltd. Central Warehouse, Dhaka Unit	FDS	Kaliakoir, Dhaka	Completed
16	Square Toiletries Ltd. (Uttara Office Building)	FPS+FDS	Uttara, Dhaka	On Going
17	Square Denim Ltd. (Garments Unit)	FDS	Momreshpur, Valuka	Completed
18	Square Apparels Ltd.	FDS	Valuka, Mymansing	Completed
19	Square Textile Ltd.	FPS+FDS	Kashimpur, Gazipur	Completed
20	Square Fashion Ltd.	FPS+FDS	Valuka, Mymansing	Completed
21	Action Contre la faim	FDS	Gulshan	Completed
22	Compassion	FDS	Banani	Completed



23	TNT Bangladesh	FDS	Banani	Completed
24	Holcim Bangladesh Limited	FDS	Meghna factory	Completed

### Our Clients (CCTV Surveillance & Other Equipment)

Sl.No	Client Name	Product Supplied	Project Location	Project Status
01	International Beverages Bangladesh Ltd	CCTV	Valuka	Completed
02	STS Group ( DPS School + Head office)	CCTV + PA System+ Archway gate	Bashundhara R/A	Completed
03	Square Food & Beverage Ltd. (Commercial Building)	CCTV+Baggage Scanner+ Archway Gate+PA system	Banani, Dhaka	Completed
04	Britannia Properties Limited	BMS+CCTV+Baggage Scanner+Archway+Car Parking Barrier	Gulshan	On Going
05	CEMEX cement (BD) Ltd	CCTV	Narayanganj	Completed
06	Beximco pharmaceuticals limited	CCTV	All over Bangladesh	Completed
07	JMI Group	CCTV+Archway gate	Meghna Ghat	Completed
08	Fair Distribution Limited	CCTV	Different location	Completed
09	ACI logistics Limited ( SWAPNO)	Time Attendance Device	All Over Bangladesh	Completed
10	Bangladesh commerce Bank limited	CCTV	All over Bangladesh	Completed
11	Mutual Trust Bank Limited	CCTV+Archway Gate	Savar+Gulshan+ Malibagh	Completed
12	Novartis Bangladesh	CCTV	Tongi	Completed
13	Metro Group (different project)	CCTV, Archway Gate	Gulshan	Completed
14	ZXY	CCTV	Gulshan	Completed
15	Shanta Holdings Limited	CCTV+Archway	Gulshan+baridhara+ Dhanmondi	Completed
16	Bay Developments Limited	Baggage Scanner Car parking barrier	Gulshan	Completed



17	Nuvista Pharmaceuticals Limited		Tongi	Completed
18	NewAge Textiles Limited	CCTV	Asulia	Completed
19	Kimberly Fashion	CCTV	Savar	Completed
20	Innstar	CCTV	Gulshan+Banani	Completed
21	Islami Bank Bangladesh Limited	Archway Gate	All over Bangladesh	Completed
22	Shahjalal Islami Bank Limited	Archway Gate	Different Location	Completed
23	Space Apartments Limited	Baggage Scanner Archway Gate+ Car Parking Barrier	Gulshan	Completed
24	Shabab Fabrics Limited	CCTV	Gazipur	Completed

### Our Clients (CCTV Surveillance & Other Equipment)

Sl.No	Client Name	Product Supplied	Project Location	Project Status
25	Taratex Limited	CCTV	Gazipur	Completed
26	Taj Knitting Limited	CCTV	Gazipur	Completed
27	Impress Group	CCTV+PA System	Demra	Completed
28	Compassion	CCTV	Banani	Completed
29	New Asia Group	Access Control	Tejgaon	Completed
30	Roche Bangladesh	CCTV	Dhanmondi	Completed
31	Multimode group	CCTV	Gazipur	Completed
32	SQ Group	PA System	Valuka	Completed
33	Augmedix	Access Control+CCTV	Panthapath	Completed
34	Neptune pharmaceuticals Limited	CCTV	Gazipur	Completed
35	Basic Bank Limited	CCTV	Different Location	Completed
36	Square Pharmaceuticals Ltd.	CCTV+Acces Control+ PA System	All Over Bangladesh	Completed
37	Square Denim Ltd. (Garments Unit)	CCTV+Acces Control+PA System	Momreshpur, Valuka	Completed
38	Square Toiletries Ltd.	CCTV+Acces Control	Uttara, Dhaka	Completed



39	Square hospitals Limited	CCTV+Access Control+PA System + Baggage Scanner	Panthapath	Completed
40	Square Apparels Ltd.	CCTV+Acces Control	Valuka, Mymansing	Completed
41	Square Textile Ltd.	CCTV+Acces Control	Kashimpur, Gazipur	Completed
42	Square Fashion Ltd.	CCTV+Acces Control	Valuka, Mymansing	Completed
43	Maasranga Communication	Access Control+CCTV	Banani	Completed
44	Square Food & Beverage	CCTV+Acces Control	Pabna	Completed
45	Mediacom	CCTV+Acces Control	Mohakhali	Completed

### Aegis Engineering Team

Sl.No	Name	Designation	Education	Year of Experience
01	Md. Ashraf Siddique	Assistant Manager	B.Sc in EEE	08 Years
02	Anis Uz Zaman	Assistant Manager	B.Sc in Mechanical	09 Years
03	Supriyo Roy Dip	Deputy Assistant Manger	B.Sc in EEE	05 years
04	Shahidul Islam	Deputy Assistant Manger	B.Sc in EEE	05 years
05	Kallol Chowdhury	Senior officer (Site Engineer)	B.Sc in Mechatronics	04 Years
06	Parvez Ahmed	Senior officer (CAD Designer)	B.Sc in EEE-Running	
07	Sohel Rana	Jr.Officer (CAD Designer)	Diploma in Architect	03 Years
08	Mushfikur Rahman	Asst. Site Engineer	Diploma	05 Years
09	Abdul Malek	Sr.System Co ordinator	B.Sc in Mechanical-Running	04years
10	Chandan kumar	Sr.System Co ordinator	B.Sc in EEE-Running	02 Years+
11	Uzzal Chandra Sutradhar	Sr.System Co ordinator	B.Sc in EEE-Running	02 Years+
12	Murabbir Hossain	System Co ordinator	B.Sc in EEE-Running	02 Years+
13	Aslam Kabir	System Co ordinator	Diploma	02 Years+
14	Dipak Chandra Dhar	System Co ordinator	Diploma	02 Years+
15	Ashraful Alam	System Co ordinator	Diploma	02 Years+
16	Md.Ridoy	Technical Assistant	Diploma	02 Years+

\*\*\*All above employees are permanent employee of Aegis. There are more engineers working as contractual basis\*\*\*



## Some of Our Completed Projects



**Independent University of Bangladesh**



**Shanta Holdings –The Canopus**



**DPS STS School Project**



**Square Food & Beverages Ltd, Banani**



**Nuvista pharmaceuticals Ltd- Tongi**







**Britannia Moonlight Tower**



**UDAY TOWER - Gulshan**



**Mahmud Group**

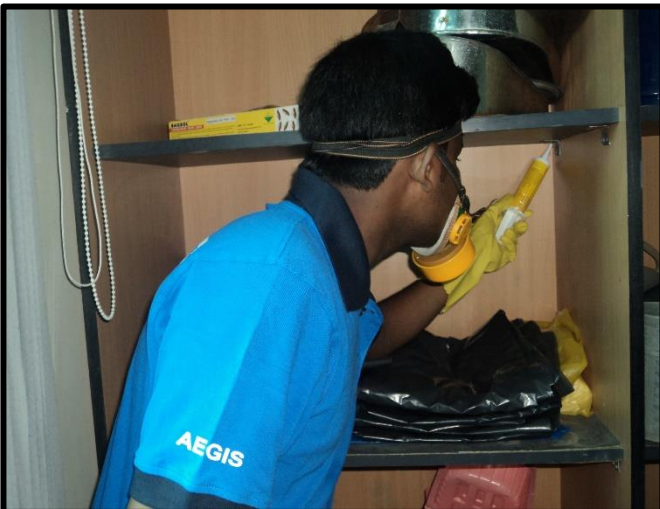


## AEGIS PEST CONTROL SERVICE



**Chemical spray for insect control**

**Glue board for Rat control**



**Jelling for cockroach control**

**Fumigation service at Hospital**





## Operational Procedure

A pest control operator will perform the specific duty as per the need of the clients. Normal tenure of the duty will be 08 hours in a day, however depending on the contract it may vary. An individual will be allowed additional few hours of duty as overtime but our company discourage more than 08 hours duty at a stretch because it will compromise with quality of service.

In summary our operation methods are:

- **Identify the problem:** Organize and make systematic survey to detect and identify the damaging pests.
- **Biological evaluation:** Determine the status of each pest.
- **Choose control method:** Select the suitable control methods for each kinds of pest separately.
- **Recommend course of action:** Make technical recommendations based on nature of the threat and available control measures.
- **Carry out the action:** Insure adequate supervision of the pest control program. Consistent with public interest, respect private property rights.
- **Keep feedback from customer:** Let the customer know at all stages what is being done and why it is being done.

## Operational & Administrative Responsibilities

All operational and administrative responsibilities of pest control personnel will be borne by the Aegis Services Limited. In case we face any inconvenience or if we like to share administrative responsibilities that will be sorted out before making any contract.

## Service Coordination

Any Service cannot be rendered or accepted without close cooperation and coordination between both the parties. Both the Company and the contractor should coordinate and extend all possible cooperation the best of their ability. To render better service to our valued clients we would expect weekly/monthly coordination meeting between the representatives from both the parties. Besides the routine meetings, we would always welcome suggestions / complaints if any from the clients and will be accepted gladly.

## Supervision & Monitoring

### Close Supervision

Close supervision and monitoring enables to ensure quality service by Aegis employees. Supervisors always briefs and checks his subordinates about Do's and Don'ts and about professional aspects.

### Monitoring By Site Coordinator and Officers

Monitoring officers are responsible for an area comprising of 2/3 duty stations. They make routine and surprise monitoring of the employees and supervisors under their command during the all-time.

## Recruitment & Selection Procedure

Recruitment and selection procedure of pest control operator is very systematic and standard. For that we have already made selection criteria for various incumbents. Recruitment schedule follows the under mentioned sequence. Advertisement is published in the national dailies, candidates are asked to report to our training center on a specific date. A number of boards are formed beforehand to conduct the recruitment. All the tests are conducted simultaneously. Candidates proceed one after another and appear in the series



of tests. The one who qualifies in the entire test is asked to appear for the written test. Any one disqualified in any test is rejected right from there. We prefer to recruit fresh and young boys as security guards because they can be trained and molded as per our need.

### **Procedure of Recruitment**

Five tests are conducted to assess the fitness of candidates. There are separate boards assigned for each job and they are independent of taking decision.

### **Preliminary Screening**

A two member board is composed for screening the applicants. If any applicant does not fulfill our requirement as per corporate policy they are screened out.

### **Physical Tests**

A team of 3 members take physical test based on selection criteria and their appearance.

### **Primary Medical Test**

Primary Medical test is conducted to test general physical fitness with special emphasis on eye, ear, nose and diseases like hypertension, diabetes and asthma.

### **Interview**

Interview board judges a candidate's general knowledge, academic knowledge and appearance.

### **Written Test**

Knowledge on Bengali, Mathematics, and English, IQ and general knowledge etc are ascertained through a written test.

## **Training Activities & Training Phases**

The most important criterion of a good organization is its training. A good corporate always gives due emphasis to give adequate training to a 'Youngman' to convert him into an expert qualified personnel. Considering the professional lacking of the employee, a deliberate plan for comprehensive training was conceived. Accordingly a full-fledged training and a team of very competent instructors were organized. Besides the professional subjects, subjects for individual character building, personality development, manners and etiquette etc. were also included so that trainees first become a gentle man, good citizen and then become a service man.

### **Duration of Training**

Duration of Training has been made for 01 week. This duration is essential because a minimum time is required to attain up to the expected level. The whole tenure of training has been organized in such a way that trainees learn their professional lessons in details but under stress. Training curriculum includes their personal behavior and conduct during off training period also.

#### **Training objectives**

- To develop service qualities.
- To develop sense of responsible.
- To build up personal and professional skill.
- To promote customer service.
- To develop emotional stability



## **Training Requirement**

An effective training is required to ensure the perceived task of a housekeeping and pest control operator. Following items are covered in our effective training module.

- Basic concept on service.
- System of customer care and development.
- Basic skill of service.
- Sending information.
- Leadership qualities including customs and etiquette.
- Essential spoken English and presentable expression.
- Administrative knowledge and management procedure

## **Syllabus**

Considering the requirement on security Job, the following subjects have incorporated in training syllabus.

- Basic knowledge of Pest control services
- Knowledge of Discipline
- Customer service
- Cleaning service training

## **Mode of Training**

- Précis
- Demonstration
- Lecture
- Presentation
- Practical

## **Initial Training**

This training is organized for the newly recruited trainee. Basically those newly recruited individuals are fully inefficient and don't know the basics of service. So it takes the maximum time to build up develop, skilled and efficient manpower.

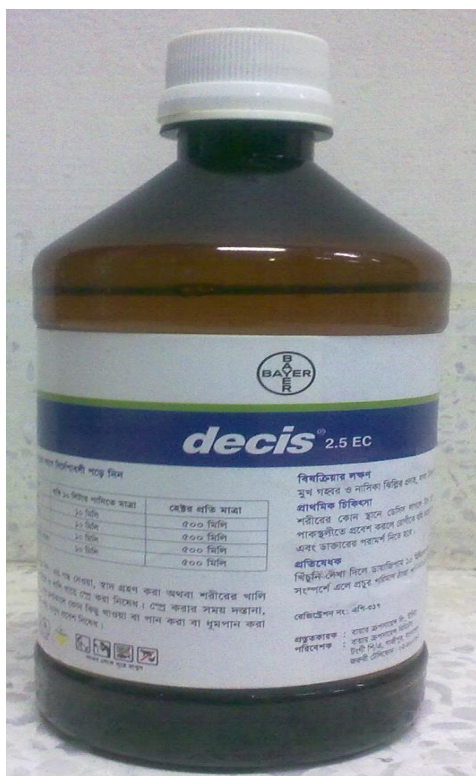
## **Supervisor Training**

Supervisors are the first line commander of any manpower organization. So they need to know the basics of administration and organizing knowledge as well as ability of management.

## **Refresher Training**

Refresher training is required for those individuals who have the lacking of knowledge on some special subject. On the other hand, refresher training can be organized to develop the standard or knowledge of the housekeepers.





Decis Insecticide



Pychlorex Insecticide



Baqsal cockroach Gel

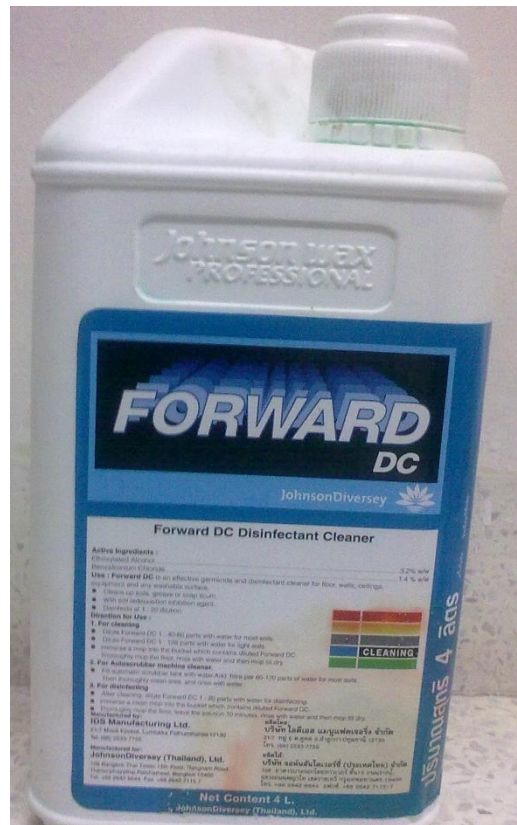


Fyfanon Insecticide





Liquid Toilet Cleaner



Disinfectant Cleaning Chemical



Rat Glue Chemical



Fogging Machine

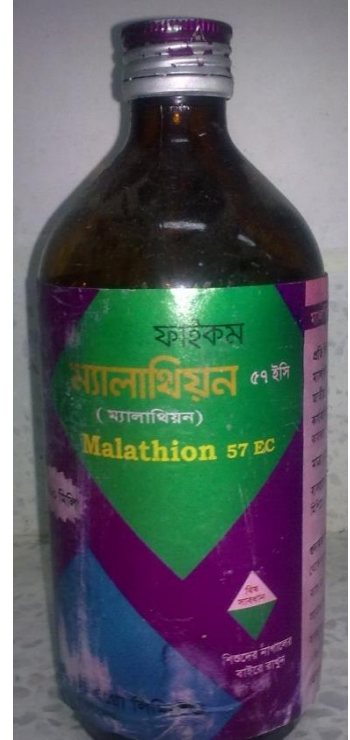




Back-Pack Sprayer Machine



Hand Sprayer



Malathion Spray

### Social Media Presence of Aegis Services Ltd.

**LinkedIn:** <https://www.linkedin.com/company/14518919/admin>

**Facebook:** <https://www.facebook.com/aegis.services.bd>

**YouTube:** <https://www.youtube.com/channel/UCGopJswRJrY3GxbLLjH3KEw>

**Twitter:** <https://twitter.com/AegisSquare>

**Instagram:** <https://www.instagram.com/aegisserviceslimited/?hl=en>

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