

# ABSOLUTE EXPRESS

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## A Process to meet Clients commitments

The commitments given by us to our clients are very important. Commitment could something be as basic as changing a guard by certain date. As we add new clients the number of commitments to our clients given by our field officers (FO) and Area Security Managers (ASM) increases. It was becoming more and more difficult to ensure all these commitments are being met. So, now as a result we have designed the process in which every commitment made has to be sent immediately over Whatsapp to our central team which is then noted on a Google sheet with the specific deadline date. These commitments are then reviewed with the FO's and ASM's on the correct date. Any delay in fulfilling the commitment is highlighted to the top Management for an appropriate action. Hope by this process you will find all commitments given to you being met.

## Uneventful Holi!

Last month in our newsletter we have talked about compulsory deduction of Rs 1,000 if a guard takes a leave during Holi. We are glad to tell you that this year we had a relatively uneventful Holi. Earlier our clients were quite troubled as there used to be a lot of absenteeism and as a result double duties were done by guards. However, this time at Holi the absenteeism number was much less. Hopefully, Diwali should also go as uneventful as Holi.

## Information Every Quarter

### Know the Process

### Guard Leave application process

From the month of February onwards we have started the process of guard's leave application process where in each and every guard taking leave has to inform the company about his leave in advance and hence it has become easy for us to inform client in advance and provide the reliever in place of that guard. Though this process was being informally followed however now in case the guard doesn't inform or inform us late the fine is imposed on that guard.

### Know the Staff Member

Mr Shailesh Kumar, Area Security Manager (ASM)

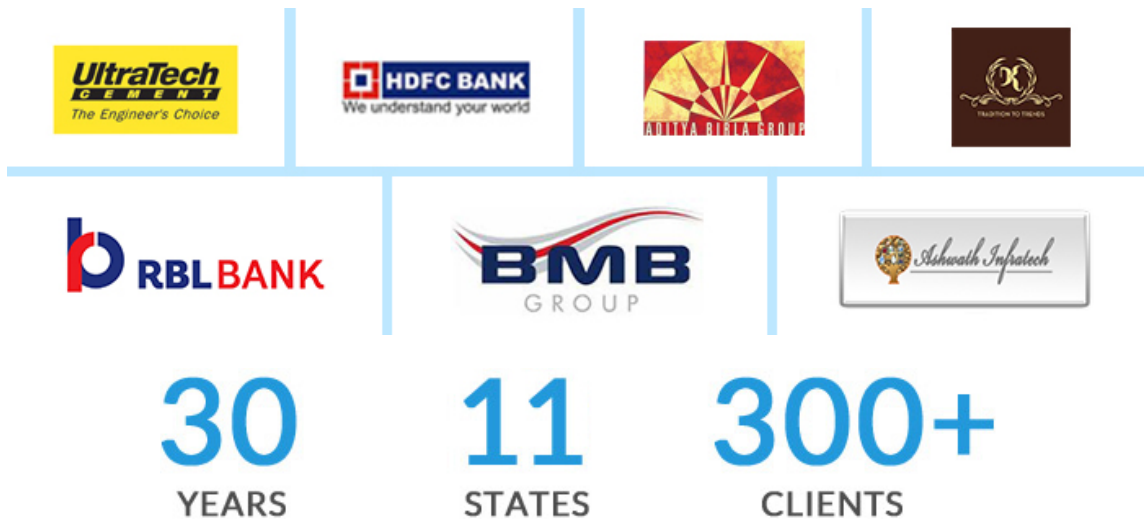
This quarter we would like to introduce Mr. Shailesh Kumar the Area security manager handling operations in Delhi NCR for key clients e.g. HDFC Bank, RBL Bank and HDFC Ltd. He has been working with us from last 7 years and joined us at the post of a Field Officer and due to his performance got promoted to Area Security Manager. Before joining Absolute he worked with other reputed security services company and has total work experience of 11 years. He plays a vital role in our organization with six field Officers reporting to him. He is a dedicated

employee and is a good team player. He is blessed with two kids.



## Clients this Quarter

Some of the Clients whom we have signed up or have given us business in this quarter are:



New Delhi | Punjab | Haryana | Uttar Pradesh | Uttrakhand  
Bihar | Rajasthan | Chhattisgarh | Madhya Pradesh | Orissa | Gujarat



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