

# ABSOLUTE EXPRESS

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## Absolute Moves to New Office

To cater for current and future growth Absolute moves to new 3500 sqft office premises (spread over 4 floors) besides retaining most of the existing office premises. The new office premises is also located in Satya Niketan and can seat 80 people besides 600 sq ft conference cum training room. Now with more comfortable seating for staff we hope to provide even better services to our clients.

## Absolute conducts training for all Staff Members

This training was on developing winning attitude which would help us serve our customers better directly or indirectly. The training was conducted by Mr. Rakesh Arya, a seasoned entrepreneur and corporate trainer. We hope to implement the most that was learnt during the training.

## Absolute Receives highest rating by SMERA

SMERA has recently rated us SE 1A which is Highest in Performance Capability and Financial Strength. Of approximately 40,000 companies rated by SMERA so far, less than 1% get this rating.

SMERA is a Securities and Exchange Board of India (SEBI) registered Credit Rating Agency and joint venture between Dun & Bradstreet, NSIC and over 10 PSU and Private sector banks.

## PSARA licenses

As our organization is growing and expanding our network to different parts of our country. We take pleasure in informing you that we have received the PSARA license to operate in Odisha and renewed our Uttar Pradesh license.

## Appointment of Client Relationship Manager

As our company is growing Mr. Pramod Dubey has been promoted and appointed as Client Relationship Manager (CRM). Mr. Pramod Dubey has been associated with us for past 4 years as an Area Security Manager and has played a key role in operation team.

Mr. Dubey will handle clients based in Delhi NCR. The work load will be shared with Mr. Birender Kumar who would continue to look after HDFC Bank and other Financial Institutions. We have taken this step in order to give focused attention to our non-banking clients in order to cater to their specific needs.



## Information Every Quarter

### New Process Introduced this Quarter

Process is an integral part of Absolute and we ensure that the process are made and implemented for the satisfaction of our client. Every quarter we will be introducing you to one of processes.

This quarter we would be introducing to you to our process of Night Checks by Operation team

#### Night Checks

Our Operation team including Senior Security Manager, Area Manager , Security officers , Specialized Night Checkers and Auditor are directed to carry out mandatory night checks every month. The posts are audited in random and the SGs are checked to ensure that they perform their duty properly with alertness during the night. Every night visit is signed by every member of operation team who visit the site in the register. The night checks details are mailed to each and every client where night checks are carried out by our operation team as feedback. On an average at least one night check is conducted at every post in a week.

### Know the Staff

Every quarter we would be introducing you to our Company Staff who play an important role in functioning and growth of our organization.

This quarter we would be introducing you to our **General Manager Operations Lt. Col S.K Verma**. He is BSC Graduate and has over 27 years of experience in Army and Civil. Prior to joining Absolute, he was looking after the Toll management operations pan India for a large security services company, He is today responsible for day to day operation of the company



### Clients this Quarter

Some of the clients whom we have signed up or who gave us business in this quarter.



**30**  
YEARS

**10**  
STATES

**300+**  
CLIENTS

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



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