

## Does Absolute only focuses on HDFC Bank?

### Absolute signs up 300th SME client:

We have been lot of time asked by clients that do we have any sizeable business other than HDFC Bank and do we only focus on HDFC bank business. Undoubtedly, HDFC Bank is our focus since with over 350 branches, it is our single largest client. However, our non HDFC bank business has been growing at a rate of over 30% YOY (year on year) for last 5 years and we are proud to announce that we have signed up our 300th SME client last month. Our focus is to handle every SME client by building World Class Processes, one such process has been mentioned below. **Our long term vision is to grow the SME business and become the largest Security and Housekeeping services company in NCR for Compliance Conscious SMEs.**

We thank each one of you for supporting us in reaching the goal and needless to say, we are completely focused on serving each one of you to the best of our ability and in the most cost effective manner.

## Information Every Quarter

### Know the Process

#### WhatsApp Group Process:

Any time a new client or premises is signed by us, we immediately form a WhatsApp Group with key persons from both sides. The salient feature of this group is that the client can any time WhatsApp any issue or complaint relating to our services like guard reaching late for duty or guard sleeping while on duty and misbehaviour etc. so that immediate action is taken on the issue. Absolute's team also can keep client informed about the issues like change of guard etc. These messages keep all informed and keeps Absolute's top management in picture also.

### Know the Staff Member

#### Rajesh Sharma:

This quarter, we would like to introduce Rajesh Sharma, Asst. Security Manager. Rajesh joined us 3 years ago in 2016 as Field Officer. Prior to joining us, Rajesh worked with various security service organisations and brings with him rich experience of more than 24 years in security industry. He is a committed and dedicated employee and thus we have promoted him to Asst. Security Manager last month.

Rajesh is happily married for 18 years and has two children who are studying in Delhi.

### Wish you a Very Happy & Safe Diwali

At the beginning of the New Year, in our newsletter, we talked about compulsory deduction of Rs. 1000/- if a guard goes on leave during Holi. Similar process will be followed for Diwali festival too. Earlier, there used to be a lot of absenteeism during such festivals and as a result, double duty was done by most of the guards. However, after implementing the fine system, during Holi, the absenteeism was less. Hopefully, Diwali should go as smooth as Holi!

**Wish you all A Very Happy & Joyful Diwali!!!**

### Clients this Quarter

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



30  
YEARS

11  
STATES

300  
CLIENTS

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