

ABSOLUTE NOW HANDLES 800+ BRANCHES OF HDFC BANK

We are honored to be a trusted partner in providing security guard services to HDFC Bank, one of India's leading financial institutions, for 25+ years. Our long-standing partnership exemplifies our ideals of transparency, integrity and dedication to safeguarding HDFC Bank's extensive network of branches and ensuring a secure environment for both staff and customers.



Detailed Service Offering:

We cover over 800 HDFC Bank branches across India, offering tailored solutions to meet each branch's specific needs. These services include

1. Trained security professionals who ensure safety,
2. Well-defined protocols for rapid response to incidents, and
3. Regular risk assessments.



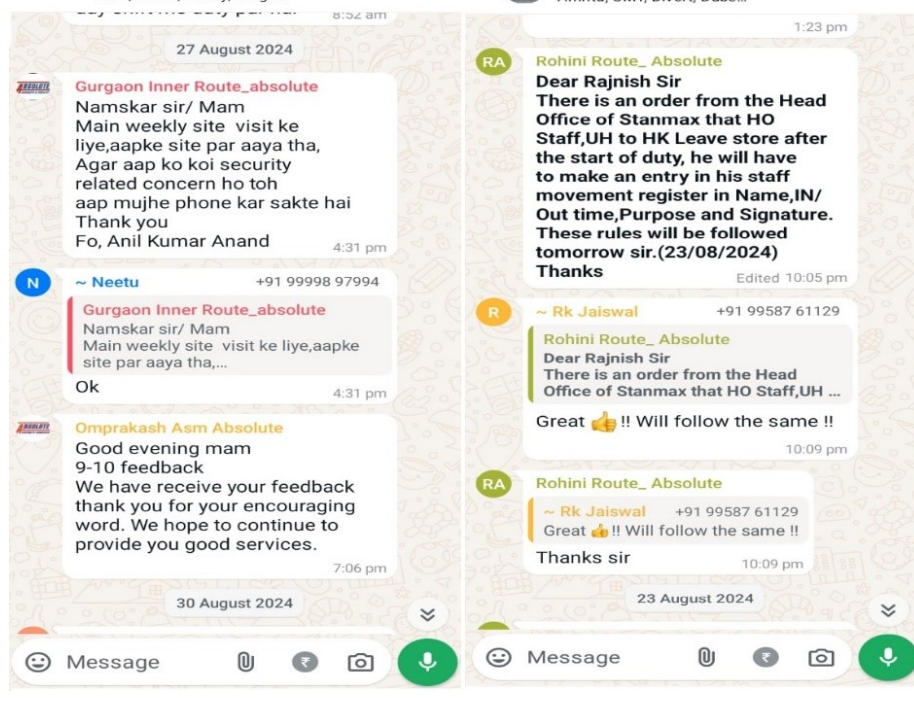
Each branch receives a **customized security plan** based on factors like size, location, and customer traffic to address potential security concerns effectively.

Information Every Quarter

Know The Process

Proactive Client Care: Personalized Process-based Solutions and Real-Time Support for Lasting Satisfaction

Objective: The central purpose of these processes is to solicit insightful feedback, address any concerns, and gain a comprehensive understanding of the challenges you may be encountering. With the help of below-mentioned processes, we are able to **tailor our services more precisely to your unique requirements**, ensuring the delivery of prompt and seamless solutions.



1. **WhatsApp groups:** We create WhatsApp groups for sites with deployed manpower to monitor client issues in real-time. Complaints are actively tracked, discussed with our Director, and used to update you on manpower changes or other important information.
2. **Monthly Feedback:** Our Field Officers take a structured feedback every month, which is monitored by our senior management to ensure that your issues are resolved to your satisfaction.
3. **Quarterly Calls with our Senior Management:** Mr. Pramod Dubey, our Operations General Manager, speaks to senior management on a quarterly basis to ensure strategic alignment with your values and goals
4. **Escalation Matrix:** Should you find yourself unsatisfied with the resolution offered by the field officer or area manager at any stage, kindly refer to the escalation matrix to engage with our senior management.

Know The Staff Member

Mr. Lovekesh (Operation's Manager)

This quarter we also would like to introduce Mr. **Lovekesh** who joined Absolute in August 2024 as an Operations Manager and has 12 years of experience in the same field. Before joining Absolute, he worked with different organizations like Kore Security Solutions, Innovision Ltd, Orion Security Solutions Pvt Ltd, AP Securitas Pvt. Ltd. On the personal front, **Lovekesh** lives in New Delhi with a joint family Mother - Father & Wife. He prefers to play Cricket and ride a cycle in his free time.



Mr. Surjeet Singh (HR Personnel Executive)

This quarter we also would like to introduce Mr. **Surjeet** who joined Absolute in July 2024 as an HR Personnel Executive and has 6 years of experience in the same field. Before joining Absolute, he worked with different organizations like Tecknomen Facility Services Pvt Ltd, RMG Group, and SK Enterprises. On the personal front, **Surjeet** lives in New Delhi with a joint family Mother - Father & Wife with a 5-year-old kid. In his free time, he prefers listening to Music and playing Cricket & Football.



Clients This Quarter

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



37 YEARS **13** STATES **350+** CLIENTS **1000+** SITES