

Absolute Express

April - June '24 (Vol. XXXV)

Sub: Absolute Given Highest Rating by Crisil

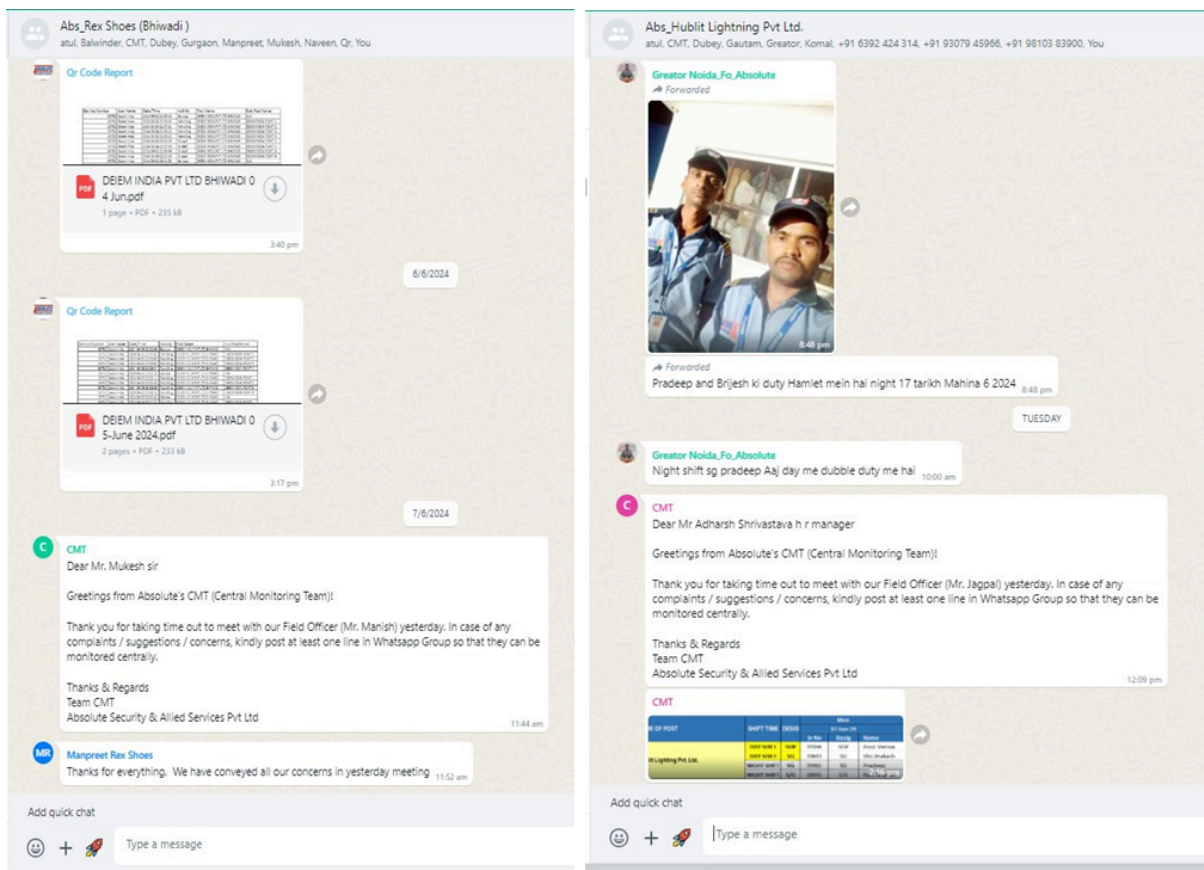


Absolute Security and Allied Services Pvt. Ltd. has recently been awarded SME 1 by CRISIL for the fifth year in a row. CRISIL offers performance ratings to SMEs, on an eight-point scale, where 'SME 1' signifies the "Highest" level of creditworthiness in relation to other SMEs. To assess the overall rating of an SME, CRISIL takes into consideration its business and management performance, industry risk, and financial strength.

Information Every Quarter

Know your process

Absolute ensures a smooth process to change the manpower at your site



When faced with the need to deploy or change guards or housekeeping staff at a client's site due to reasons like resignation, it's essential to follow a structured process to ensure minimal disruption to services. Here are the steps that are followed:

- 1. Notification and Alignment:** When a change or deployment is necessary, the field officer from Absolute calls up and informs the guard or housekeeping staff about their duties as outlined in the Post Duty

Manual (PDM). This step ensures that the new manpower is aware of their responsibilities, minimizing disruptions in service to the clients.

2. Client Communication: After the deployment or change, the client is updated about the new arrangements through a WhatsApp group. This communication ensures transparency and keeps the client informed about who will be providing services.

3. Auditing Process: Subsequently, an auditor conducts an audit to verify the process. The auditor does this by calling the manpower (guards or housekeeping staff) and checking if they were briefed by the field officer as per the PDM. This step ensures that the deployment process is followed correctly and that the new manpower understands their roles and responsibilities.

This process seems comprehensive and well-organized to ensure smooth transitions and continuity of service at client sites despite changes in personnel. It also emphasizes communication and verification to maintain service quality and client satisfaction.

Know the Staff Member

Mr. Prashant Rawat (Correspondence Officer)

This quarter we also would like to introduce Mr. Prashant Rawat. **Prashant** joined Absolute in April 2024 as a Correspondence Officer. Prior to joining Absolute, he worked in Client Coordination roles organizations like Techno Bubble, Innovation Lab Pvt Ltd, Smartclass Services Pvt Ltd, and Educomp Solution Ltd. On the personal front, **Prashant** lives in New Delhi with his wife and mother. In his free time, he prefers Long drives on hills or watching action & suspense movies or series



Clients This Quarter

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

