



Ghouri Security Guards (Private) Limited

Company Profile

*Providing Security for Your Peace of Mind*

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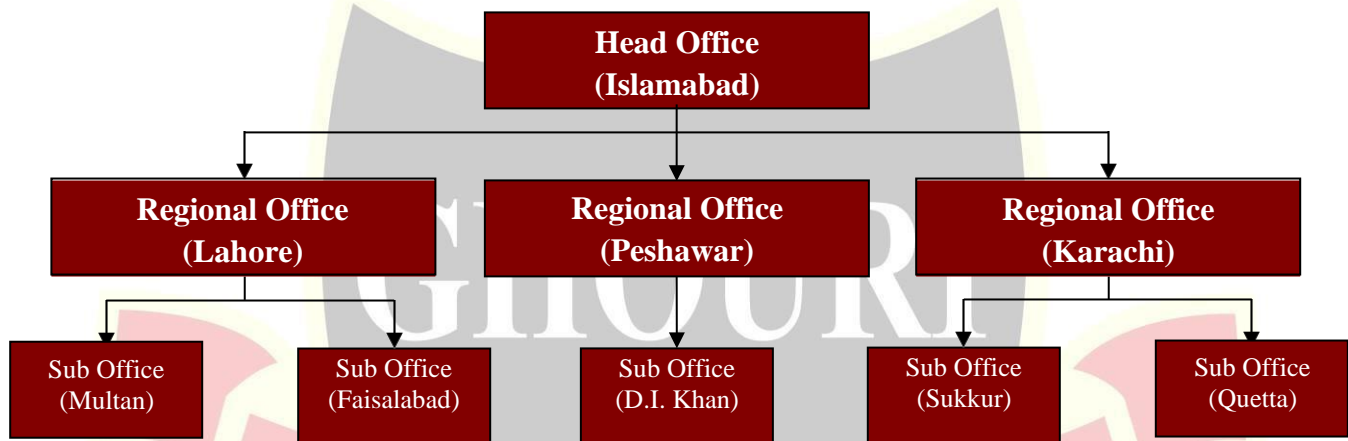
Ghuri – providing security for YOUR peace of mind...

## COMPANY INFO

### About Us

Operating in Pakistan since 1999, Ghouri Security Guards (Pvt.) Limited is involved in the provision of high quality service of professionals, with an in-depth experience in the security industry. The company with its proven man-management and client liaison skills is based on the principle of providing professional, economical, reliable and flexible services to a diverse range of clientele.

We at Ghouri take pride in making possible the specific needs of our clients at economical rates. We not only aim to provide a tailor made service to all our clients but also a reliable and affordable service addressing potential contentious issues and customer support that our clients deserve.



While continuously aiming to improve our quality of service, we maintain a close working relationship with our clients, always evaluating our mutual objectives and taking necessary actions.

We take pride in the fact that we have not lost a single customer due to poor service as we have high working standards placed to ensure that our customer expectations are met at every step. It is our prime agenda to work together for a secure and peaceful future.

In addition to guarding, consulting and training services Ghouri also provides a comprehensive list of security related services including; Security Consultancy, Security Audit & Assessment, Manned Guarding, Close Protection, Counter Surveillance, Emergency Response, Employee's Screening, Physical Security Solutions and Electronics Security Solutions that are utilized by a number of large commercial organizations. In order to keep ahead of our competitors Ghouri is always looking for new products to offer and methods to improve our systems and procedures.

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## Mission Statement

### Our Mission

We are dedicated to becoming a sought after security service provider offering a "One Stop Shop for Security Services", reputable professionalism and a commitment to environmental protection and risk reduction.

### Our Promise

To apply, our knowledge and expertise to suit individual customer requirements in an effort to provide the highest standards of customer service and the best possible quality of services.

- Increase our Quality, environmental protection and safety levels
- Increase our range of services
- Implement and maintain the concept of corporate responsibility

### Our Beliefs

**People** - Our most valuable Commodity. Our purpose is to provide quality services with quality people. Our customers and employees are our assets; we aim to facilitate the satisfaction and safety of every individual involved during the provision of services.

**Training and development** - We are devoted to training. We believe that in order for us to provide quality reputable services we must invest in our people. Quality assured training is utilized to prepare and continually update our employees for their respective roles. It is through our training, supervision and staff communication that we are confident our people possess the skills and abilities to cope with all kinds of security related situations.

**Professionalism** - The modern security market dictates that the utmost professionalism is required. To achieve the highest standards we emphasize the following throughout our company; intensive quality assured training programs, high standards of customer service, professional consulting services (no two customers are alike), research and development into new technologies and a qualified experienced management team.

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# SERVICES

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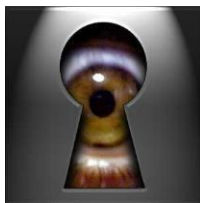
## Security Consultancy

Ghouri is an independent consultancy. The advice we give you is unbiased, objective and impartial. This means our clients are not bound to buy our services if they do not wish to. After reviewing your needs, we make recommendations that are right for your business - and your budget.

Our security management professionals all have corporate experience and meet the highest standards of confidentiality and discretion. No matter how stringent or demanding your business security requirements, we can recommend solutions that address them to your complete satisfaction.



## Security Audit & Assessment



To ensure that your new location or operation is able to accommodate the most appropriate security for your staff and property, and that your security systems and arrangements have kept pace with the changes in your business, Ghouri can undertake an in-depth security audit and carry out a comprehensive risk assessment.

## Manned Guarding & Physical Security Solutions

Our organization has over 10 years of collective experience in law enforcement through manned guarding. Our highly experienced and professional managers work directly with you to provide a total security package best suited to your specific requirements. Our concept of response management allows for service continuity to address your individual needs



## Close Protection Services

We believe our clients safety, security and wellbeing is of paramount importance. In addition to ensuring that our clients are safe and secure, the peace of mind and comfort of busy individuals is considered and enhanced.

Ghouri provides individual Close Protection Officers, and where required, a close protection team. We provide discreet protection to corporate clients, media personnel, private individuals and their families.

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All the personnel that we deploy follow a strict protocol at all times, and always maintain a high level of discipline, dress code and bearing. Among their many attributes are: Diligence, Discretion, Loyalty, Confidentiality, Honestly and Timekeeping.

## Counter Surveillance

Counter surveillance involves the use of a surveillance team to determine whether or not you are under surveillance yourself. Our specialist operators are experienced in this field with a proven track record of conducting sensitive counter surveillance tasks for official agencies as well as corporate clients.



## Emergency Response



While the basis of good security is planning and prevention, there is also a time to act and, when you need security emergency response, it must be there without fail.

Ghuri takes pride in being there when you need us for emergency response security, and that's why we have built a team of security professionals to attend to your needs at every level, from our senior management to our field services to ensure that we are qualified and prepared for client emergencies.

Our security personnel are carefully screened and selected, and then trained not only to government standards, but also our own stringent levels. Our personnel are also well equipped with effective communications and hardware, backed up by our mobile team of security officers and supervisors.

## Electronic Security Solutions

Whatever your space, home or office, it is your sanctuary. This is the place that you go to seek an environment that is safe and conducive to work, rest and peace. However, people now realize that without adequate protection, their home or place of work has become a potential risk to themselves, their families and employees.



Ghuri always puts a great deal of emphasis on the protection of its valued clients as well as their valued possessions. Keeping this in mind, we offer a complete range of electronic security solutions for the surveillance of your homes and offices as the first line of defense against intruders.

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# **BENEFITS OF CHOOSING US**

## **Experienced Management**

As managers form the core of our service, we take great care to select the best in the industry. Ghouri has a team of dedicated professional managers who have proven experience in the particular field they operate in. Their experience allows us to assist our clients in the development of a comprehensive Loss Prevention Strategy, assessing levels of threat and maximizing spend-to-efficiency ratios.



Our managers are dedicated to the continuous improvement of service delivery. The ability of our managers to do their jobs efficiently and professionally reflects on the quality of the service we provide to our clients.

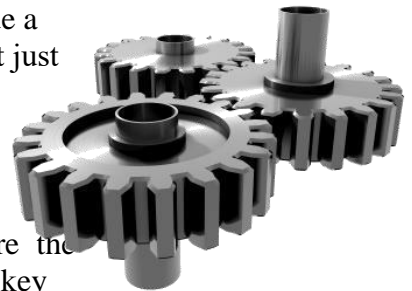
## **Competitive Rates**

With the changing trend in economy it has become necessary for companies to cut their costs in order to survive the decline in economic growth. We at Ghouri aim to work with companies towards helping them cut those excessive costs of security cover while being able to provide them a professional service second to none. Employing economies of scale we keep our cost of service at a lower level compared to other security companies to attract a larger share of market towards us, thus making reasonable profits while being able to provide an excellent quality professional service.



## **Flexibility**

Companies often tend to get inflexible when they grow and expect others to work around them. We pride ourselves in being highly flexible as we aim to provide our clients with what they actually require and expect. It is of great importance to us that we provide a service, which is correctly tailored to our clients' requirements and is not just a best fit.



## **Service Level Agreements**

Total customer satisfaction is the focal point of our success. Before the commencement of the contract we provide service level agreements and key performance indicators to our clients so they can later on check our performance against them. Our performance analysis team sets itself higher standards than those provided to our clients to match against so it can take necessary corrective steps to maintain the excellent quality of service we have promised.

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## Customer Liaison

Ghouri operates a flat management structure designed to give our clients 24-hour customer support. An area supervisor is designated to every site contracted by us. His job is to liaise with clients on regular basis ensuring that operations run smoothly and any issues that arise are quickly dealt with. Our success in retaining our clients is achieved by creating and maintaining close contact with them thus forming strong working relationships.

## Training

In manned security, standards are hard to set if the correct type of training is not provided to the personnel who are expected to set those standards of work practice. We ensure that all our security officers are fully vetted up to 10 years and are trained according to the standards set by SITO. All officers receive induction and onsite training before they go to work. In addition to that all officers are encouraged to attain qualifications at NVQ level and to train in First Aid and Health & Safety. Our policy is to continuously train our officers towards recognized qualifications with bespoke training on topics related to our industry.

## Uniform

We take uniform as a representation of our corporate brand as it helps us increase our company profile. That is why we just do not provide standard uniform to our officers but instead we carefully tailor the uniforms according to the customer requirements. Our uniforms are designed to meet the expectations of our clients and at the same time allow our security officers to do their job comfortably and to the best of their ability.

The range of uniforms we provide depends on the following:

- Highly visible security presence
  - Military-style uniforms representing authority & high profile look
  - Being able to stand out from the crowd & communicate the right message
  
- Discreet security presence
  - Corporate-style uniforms for “meet and greet” style security
  - Being able to represent corporate identity and professional look



All our clients are offered a choice between branded or unbranded uniforms, allowing them to either identify the security company or keep attention directed towards their own corporate branding.

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## **SUPPORT TEAM**

### **Regional Managers**

Their duty is to monitor day-to-day work in their respective regions and resolve serious issues in the most effective way possible in the shortest period of time. These managers continuously work towards improving the level of service that we offer to our clients.

### **Operational Managers**

They liaise with clients on regular basis and are responsible to monitor and maintain service level agreements agreed with the client. They are required to send in performance reports on monthly basis.

### **Area Supervisors**

Their responsibility is to liaise with clients on regular basis and report back on performance indicators to operational manager on weekly basis.

### **Customer Support Center**

Our communication center is designed to provide a link between your premises, our security officers and operational management. We have a 24 hour manned communication center where a member of customer support team is always available day and night to help our clients with any queries that may arise. Continuously being in touch with our clients allows us to provide a far more efficient service and a good working relationship.

## **STANDARD & QUALITY ASSURANCE**

### **Total Quality Management**

By setting ourselves high standards of work practice we tend to provide an excellent quality service to our clients. In order to do so we have committed ourselves to total quality management where all our company procedures and actions taken are documented and analyzed from time to time. The review allows us to check our performance against the benchmarks we have set for ourselves ensuring that the client always get the best quality service available in the market.

### **Management and Supervision**

We believe in regular client interaction. This means we will maintain regular contact with you once you have signed up with us. From our team of experienced managers and supervisors operating 24 hours a day we assign a supervisor who works with his area manager on each site we secure for our clients. The supervisor's job is to ensure that you are satisfied with our service. Our priority is to constantly anticipate our client's requirements and provide them with a speedy and effective solution. Your security and peace is our prime concern.

### **Service Reviews**

We pride ourselves in setting service level agreements with our clients before the commencement of the contract. These are constantly reviewed against to check the level and quality of service being provided. Supervisors are assigned to monitor the site on regular basis and to co-ordinate with operational managers for successful delivery of quality service.

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## **MANAGEMENT**

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**Chief Executive**

Mr. Qaisar Nawaz Gandapur

**Director Operations**

Mr. Khurram Nawaz Khan

**Chief Operating Officer**

Rabia Gandapur

**General Manager**

Col. Abdul Hakeem

**Senior Manager Special Projects**

Nabeel Abbas

**Manager Coordination**

Muneeb Ur Rehman

**Training Manager**

Capt. Zarrar Zafar

**Project Manager**

Ashhar Aftab

**Manager Operations**

Shoaib Islam

**Regional Manager, South**

Muhammad Fayyaz

**Regional Manager, Central**

Syed Mubashir Hussain Rizvi

**Regional Manager, North**

Jamal Khattak

**Manager Finance**

Ziaghum Rashid

**Manager Accounts**

Ali Khaliq

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**Chartered Accountants**

Atiq ur Ahmad

**Legal Advisors**

Adv. Atta Ullah Khan

**We have a numbers of retired army officers & other ranks working at different locations in Pakistan**

**CONTACT**

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**Company Address**

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