



OUR PAN INDIA PRESENCE



[www.marcossecurity.com](http://www.marcossecurity.com)

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**Our Channel Partners:**



**MARCOS**  
SECURITY FORCE INDIA PVT LTD  
“ सर्वत्र सर्वदा सर्ववस्थासु ”

**WE GUARD,  
WE PROTECT,  
WE SECURE...**



Exempted by Govt of Maharashtra  
Approved by Central Govt, P.S.A.R. Act. 2005

AN ISO 9001-2015 CERTIFIED 100% STATUTORY COMPLIANCE ORGANISATION

## ABOUT US



### "WE SERVE TO PROTECT"

We Marcos Security Force India Pvt Ltd is one of the eminent providers of Security and allied services. Marcos is founded and run by Law professional, Ex-Army, Navy, Air Force and decorated Police Officials to give assurance on overall Safety and Security. Our Organization was started with an aim to provide Safe, Reliable, Dedicated and Efficient means for protection of Men – Machines – Material and property belonging to Individuals, Corporates and Organizations.

Marcos Security Force Pvt Ltd has developed Code of Practice, in order to standardize the security procedures, and to serve as guideline for guarding and protection. Furthermore, Marcos Security Force will conduct a Security Risk Assessment in order to develop a site-specific Security Management Plan. We strongly believe that we are an extended representative of our clients, applying best practice strategies for successful management and transforming needs into tangible/achievable objectives, Marcos Security Force will assure clients requirements are met in professional and workmanship manner.

#### THE COMPANY ETHOS:

Marcos Security Force is dedicated in providing efficient and professional security services throughout India. We offer the latest security technology to ensure efficient services that are guaranteed to meet your requirements. Our experience in a wide range of security services make sure that our clients get the best results. When you trust Marcos Security Force you can be confident in our expert security solutions to cover your unique needs. You can rely on our highly trained security guards and patrolling officers, they are fully insured, verified, bonded and ready to serve you 24X7X365 days.

We appreciate that each client has distinctive risk profile and therefore have varied physical security requirements. Our team meets these requirements in a professional and obstructive way, uniquely suited to the client's profile and specific business requirements. We work with our clients to understand their security needs and implement suitable frame works to protect their people, Assets, Information and reputation. Our vast consulting experience team liason with Government, Industrial sectors and various other local bodies. We collaborate with clients to migrate their security risk and achieve superior performance.

### OUR POLICY - CLIENT FIRST

*“Our sophisticated, yet economically feasible security solutions are designed to identify and prevent risk, thus ensuring an uninterrupted continuous service of excellence. We provide specialized security solutions which cater to the specific needs of our clients in various categories Viz., Manned Guarding Services – Armed – Unarmed, Security equipment's like metal detector, CCTV, Intruder Alarms systems etc.”*

Mr. Piraj V. Killare Patel

"We believe in Professionalism"

## OUR MANAGEMENT



**Mr. Mohan Rathod (IPS)**  
Hon. President

President Mr. Mohan Rathod – IPS (Retd) has had an illustrious career in the Indian Police Services since 1986 having taken part in various battles, has depth with Law & long in services.



**Mr. Jyotirmay Mukherjee**  
Director

Conscientious, meticulous, result oriented individual with an outstanding performance record in security operation, administration, logistics, in the Indian navy for over 26 years. Consistency recognized for superior performance leadership capability to launch new initiatives and manage cross functional team improving quality of working & personnel standards.



**Col. Amarjit Singh Wadhawan**  
Vice President

An alumnus of National Defence Academy Kharakvasla and Indian Military Academy Dehradun. Was commissioned in the DOGRA Regiment on 16<sup>th</sup> June 1974. He had put in 31 years of service in the Army as a commissioned officer.

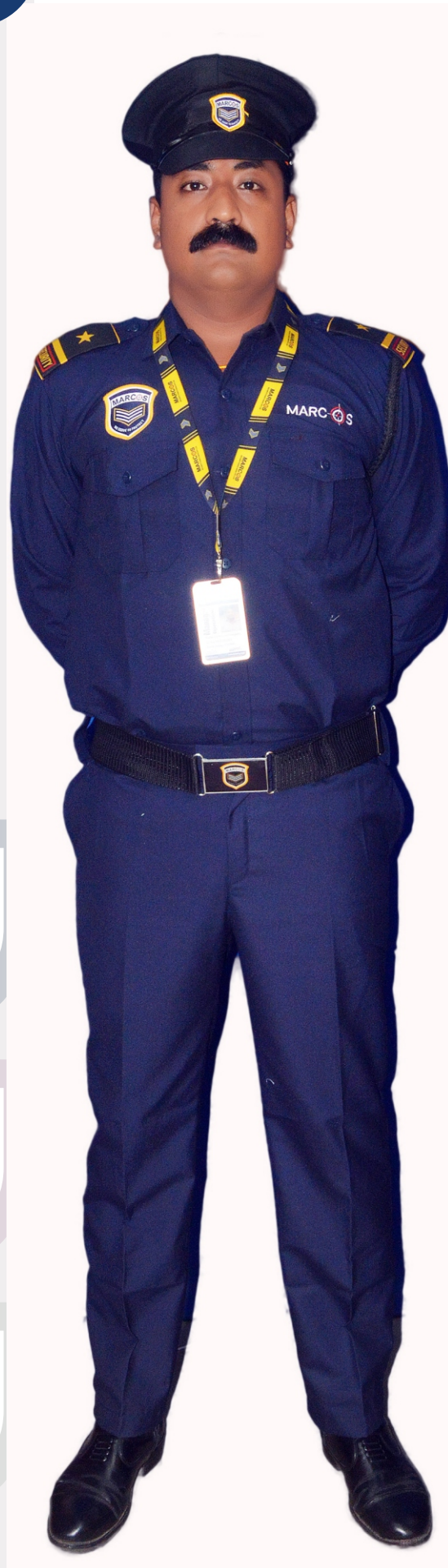


**Mr. Piraj V. Killare Patel**  
Founder & Managing Director

Piraj is a classic tale of a self-made person who branched out on his own after arming himself with the skills required in this niche domain. Following his graduation in BLS L.L.B. from Mumbai University, also he has done post graduation diploma in security & intelligence management. He is the member of OSSIM. Recently he is awarded by ECONOMIC TIMES, THE TIMES GROUP as "ICON OF NAVI MUMBAI 2019"

"Your Security is our Commitment"

# VISION MISSION & VALUES



## VISION

We strive to be the industry leader in security services that provides innovative and unique solutions.

## MISSION

We strive to enhance the wellbeing of the clients growth,business interests by maintaining a safe and secure environment to operate with peace of mind.

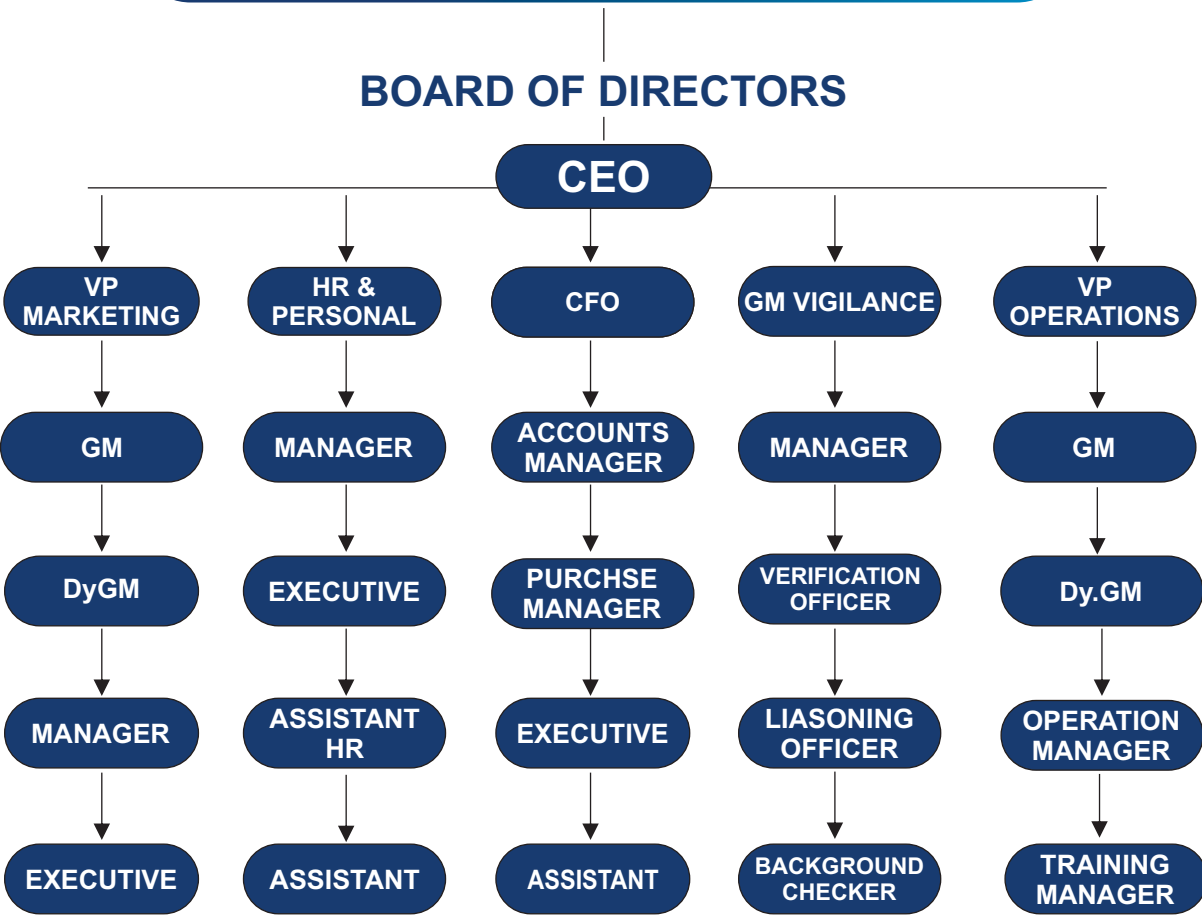
## CORE VALUES

Truth, Transparency, Integrity and Trust are the vital principles of the company. Our values shall not be compromised for convenience, trends or short-term economic gain. We are committed to create value for our clients, team members, employees and communities.

"Think Security First"

# ORGANISATION CHART OF CORPORATE OFFICE

## CHAIRMAN & MANAGING DIRECTOR



"Your security is our First Priority"

## OUR SERVICES



We provide specialized security solutions which cater to the specific needs of our clients in various categories: Manned Guarding Services – Armed and unarmed Security equipment's like metal detector, CCTV, Intruder alarm systems etc.



### INDUSTRIAL SECURITY SERVICES

Our aim is to set new standards of quality services in accordance with the rising demands of the industry with respect to the varying security scenario. Security is essential on both smaller and larger grounds. For the efficient industrial Security Guard Services, we are backed by adroit security professionals who work closely and confidentially with the clients to prevent security measures, loss prevention and personal safety.



### COMMERCIAL SECURITY SERVICES

Secures Premises and personnel by patrolling property monitoring surveillance equipment, inspecting building equipment's and access points, permitting entry. Obtain help by sounding alarms, prevents losses and damage by reporting irregularities informing violators of policy and procedures, restraining trespassers, controls traffic by directing drivers and safe guard the premises 24X7&365 days.



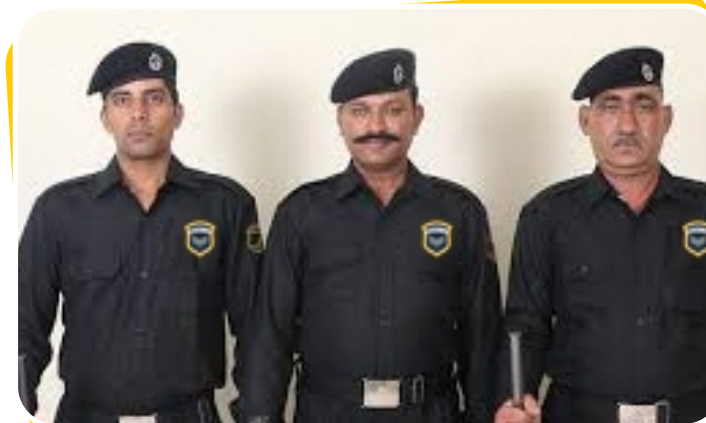
### RESIDENCIAL SECURITY

It is essential for residential security guards to become extremely familiar with both the property they are protecting and the people who reside there. During the course of their shift they may make rounds, assuring that all doors are closed and locked as required. They may also be required to track and monitor all visitors to the property. They direct residents during emergency situations and serve as liaison between the property they are guarding and the local police department.

A residential security guard must be comfortable standing for long periods of time. They must also possess the ability to work under minimum supervision. Strong interpersonal skills are also important, also required to interact with residents and other staff members in an affable yet professional manner.

**“The Total Protection”**

## OUR SERVICES



### EX-SERVICEMAN (PSO) ARMED / GUARDS:

Ex-servicemen are 'role models' of ethical leadership with ingrained morals and value systems focused on 'Duty, Honour and Country' contributing to society and nation building in substantial proportion with a great sense of commitment towards multi-faceted progression and excellence in all spheres of activities. Marcos Security Force provide excellent ex-servicemen security guards that are highly reliable and ensure complete safety of the clients. Backed with the skills of army discipline and strategies, these ex-service men provide highly efficient services competently handling emergencies and contingencies.



### FEMALE BOUNCERS & LADY GUARDS

Women have a diplomatic negotiation style which can also aid in conflict resolution. Ability to go where males cannot: Female security guards can go where males cannot such as bathrooms and female dressing rooms. Female security guards can also physically search women who are entering secure areas or large events. Our range of selection is widely appreciated by our customers for their flawlessness, superb skill knowledge and admirable job operations.



### BOUNCERS / BODYGUARDS / VVIP Protection

Bouncers are security guards that work at clubs, bars and music venues to help keep order, and make sure everyone is safe and has a good time. They monitor people by checking I.D.s and cover charge at the door, make sure nobody is acting aggressively or destructively, and protects property and equipment from damage.

Bodyguards : Securing public locations before a client attends public events such as award shows, conferences or other public appearances. Performing background checks for new employees, staff or vendors. Escorting the clients in public settings. Managing large crowds.



### RETAIL SECURITY

A Retail Security Officer's main job is to keep a watchful eye on stock, staff and the customers...particularly customers that have a talent for nicking stuff. Be warned; you'll be on your feet a lot in this job, so you may need to invest in some comfortable shoes.

Acting like a human CCTV camera, retail security primary role is preventing any theft or damage from taking place from within the store, but you may also be expected to help customers. Just let any job, there's also some hidden paperwork amongst their job description, and have to make official notes on any unusual incidents including property damage and theft from time to time.

**“Trusted To Deliver Excellence”**

## OUR SERVICES



### ESCORT GUARDING SERVICES (Escort by Rail, Road & Air Cargo)

We provide industries and corporates with armed/unarmed escort and services for cargos. Such services are mostly availed by diamond merchants, airlines, etc. to escort individuals or cargos between destinations.

### ACTION PLAN FROM CRIME PREVENTION

The action plan for crime prevention involves identification of the pattern of crime pertaining to owned assets, leased assets, facility losses; both tangible and intangible. It also includes identification of factors contributing to the crime and its manifestation. Preventive and Protective measures are taken in order to curb the crime in an intended manner.

### DOG SQUAD WITH HANDLER

Our Dog Squad comprises highly pedigreed and trained German Shepherds, Doberman, Pinschers and Labradors along with skilled and experienced handlers. These squads are effectively used in industrial applications for perimeter and facility patrolling of building areas. Labradors are specially used to detect explosives and narcotics. In commercial facilities dogs are used for protection, intruder deterrence and intervention, as also for personal property protection.



### FIRE SAFETY & FIRE MARSHALL :

To carry out a systematic, critical appraisal of all potential Fire hazards involving personnel, premises, services & operation method. To ensure that occupational Safety & Health System fully satisfy the legal requirements and those of company's written safety policies, objectives & progress. In the event of an emergency it is time for the fire marshal to take charge, follow the procedures and keep the staff safe, also remember to evaluate your site, specific procedures for variations are to be followed viz., upon hearing the fire alarm, should have a Fire Marshal Kit, start the evacuation of site, Immediate head towards fire assembly area, gather information with colleagues and other fire marshals and timely reports to be submitted to the Fire Officer in charge.

### BPO / KPO / IT SECURITY

Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment and access points; permitting entry. Obtain help by sounding alarms. Prevent losses and damage by reporting irregularities, informing violators of policy and procedures; restraining trespassers. Our security personnel ensure to deny unauthorized access in the premises and our experts have the industry-specific experience, knowledge and technology skills.



**"Prevention Protection and Safety"**

## OUR SERVICES



### CAMPUS SECURITY

Campus Security personnel promote lawful behavior and protect the welfare of students, faculty and staff as a uniformed presence on campus. A campus security officer performs foot and vehicle patrols of college and university campus to monitor behavior, secure buildings and property, investigate disturbances, maintain order during events and enforce regulations. They monitor the physical safety of campus buildings by locking and unlocking doors, patrolling or monitoring using surveillance systems, and reporting suspicious behavior. Many are also tasked with enforcing traffic and parking regulations, in emergency situations, campus security officers respond to the scene, provide first aid, and alert additional police or emergency personnel as appropriate time to time.



### BANKING AND FINANCIAL INSTITUTIONS

Security personnel is to ensure safety of the bank in all respects. A bank security guard formulates strategies and suggests the use of new security devices and facilities to the bank management to increase the security of the bank. Monitoring the entry and exit of the bank, ensuring safety from thefts and other miscreant activities, Monitoring customer activity and behavior in the bank to identify suspicious activity, Monitor existing security instruments like computers, close circuit cameras and others.



### EVENT SECURITY MANAGEMENT

Our Event Security Personnel provide protection and aid for attendees at events like conferences and concerts. These personnel travel to different venues and must familiarize themselves with new surroundings at every new event. They patrol venue grounds and buildings with a perceiving eye. They protect the premises during an event by completing activities like looking for signs of crime, identifying trespassers, apprehending criminals, reporting suspicious incidents, watching images registered by surveillance cameras, and performing first aid when necessary.



### LOGISTICS & WAREHOUSE MANAGEMENT

Access control refers to any system or mechanism that allows you to control entry and movement of people throughout your premises, bringing total security and safeguarding property. CFS provides exhaustive physical access control systems and solutions to help you secure and protect your premises.

**"You Grow We Protect"**

## VALUE ADDED SERVICES

**1. Centralized MIS** - Our Customer Care department shall submit a monthly dossier highlighting all the relevant information on Pan India units for better control, overview and Management, further MIS can present data into actionable reports based upon which managers and executives can make decisions and formulate operational and marketing strategies. The type of reports that can be produced using an MIS is not limited to just one but you can format the same data tables into various reports.

**2. IT readiness & focus** – Marcos Security Force is effectively using the Information Technology across its various offices and business for fast, efficient and accurate operation, control and management.

**3. Customized Training** – Marcos Security Force will provide regular customized training (basic & refresher training) to ensure up-gradation of skill-sets with respect to SLAs & advance systems in guarding practices.

**4. Transparency & Accessibility** - Transparency & Accessibility – A key duty of a security guard is to control the access and egress to a facility or area. The purpose of controlling access and egress is to ensure that only authorized personnel, vehicles, and materials are allowed to enter, move within, and leave the facility. This provides the protection for all personnel and property within, and the facility itself. Security Officers, by their presence and professional performance of duties, will discourage, detect, and detain potential violators. People associated with criminals/criminal activity tend to avoid facilities and/or areas where there are professional Security Officers on site.

**5. Emergency Response Team** - Emergency Response Team – Members of emergency response teams will be thoroughly trained for potential emergencies and physically capable of carrying out their duties; know about toxic hazards in the workplace and be able to judge when to evacuate personnel or depend on outside help. One or more teams must be trained in: Use of various types of fire extinguishers, first aid, including cardiopulmonary resuscitation (CPR) and self-contained breathing apparatus (SCBA), Shutdown procedures, Chemical spill control procedures, Search and emergency rescue procedures, Hazardous materials emergency response. A Chain of Command and an Emergency Response Team should be set up to prepare for an emergency before it happens.

**6. Superior Business Ethics** - Superior Business Ethics The success of our business is dependent on the trust and confidence we earn from our employees and Clients. We gain credibility by adhering to our commitments, displaying honesty and integrity and reaching company goals solely through honorable conduct. We all deserve to work in an environment where we are treated with dignity and respect. Marcos Security Force is committed to creating such an environment because it brings out the full potential in each of us, which, in turn, contributes directly to our business success. We cannot afford to let anyone's talents go to waste.

**7. Security Re-audits** - Our security audits can also be important in internal investigations when anomalies are discovered, or wrongdoing is suspected. We can use our findings for any potential litigation/legal proceedings and to strengthen the internal controls to mitigate future problems.

**8. Visitor Management System** - Visitor Management System. The Visitor Management System developed by the professional team, is a comprehensive solution to help you manage your visitors and their data efficiently. It captures Visitor photograph, saves the necessary details of the Visitor through a data form and issues non – transferrable, on-site printed Visitor Passes. The cloud-based version of our Visitor Management System facilitates integration of multiple branches to a single, common, centralized visitor database. VMS not only keeps your Visitor's data safe and secure but also generates several pre-defined and customized query-based MIS reports in order to know the frequent visitors, frequently visited members, purpose of visits, etc. Repeated visitors can be allowed speedy entry as their details are auto picked from the database. Our Visitor Management System has additional configurable modules for linking Access Control Systems and related hardware like turnstile, tripod, flap barrier or Doors. You can also restrict entry of visitors to certain areas by issuing programmable access cards.

**9. Liasoning & Legal Aid** - Liasoning services are being rendered by our qualified professionals, who hold considerable expertise in their respective domain and work as per the industrial standards and client's requirements. While rendering the services we ensure authenticity. Owing to our wide knowledge and huge experience in legal matters, we are involved in providing range of legal liaison services.

**10. Women Empowerment** Women Empowerment – Women's empowerment is the way or a social action in which women elaborate and recreate what it is to be in a circumstance that they previously were denied. Empowerment includes the action of raising the status of women thought education, raising awareness, literacy and training. Women's empowerment is all about equipping and allowing women to make life-determining decisions through the different problems in society.



**“Providing Peace of Mind”**

## WHY MARCOS

1. Highly prioritized status to all our valued clients by paying more attention, and go an extra mile.
2. Four Tier Security Training Program
  - a. Basic Guarding Training
  - b. Industry Specific Training
  - c. Site Specific Training
  - d. On Job Training (OJT): Regular onsite and off-site training to update security skill, impart site specific changes in security procedure; improve skill level' refresh awareness security skill etc.
3. Escalation Matrix will be provided with contact details of Operation Team. CRM will be the one point contact person to solve the security related issues from time to time.
4. We conduct detailed Risk Assessment Survey of the site and submit our Report and Suggestions and mutual SOP of every site will be obtained from client as per their requirement.
5. Monthly training on Emergency risks like Natural Disasters, Bomb Treat Calls, Fire Accidents, Evacuation etc.
6. Stringent Recruitment Process in Guard Selections with Police verification acknowledgment copy will be provided to client within 15 days of deployment.
7. Surprise Night rounds and regular, un-scheduled visits by Area Officers and Senior Management team.
8. Monthly MIS details with all the required attached reports to be shared with Clients along with 24 X 7 accessibility at all the levels of the organization.
9. We have reasonable contact with Government Body, Bureaucrats, Law | Officials, if required.
10. Non-Unionist workforce from Marcos Security Force.



## BMS MANAGEMENT



The building subsystems are critically managed under 24/7 supervision of skilled personnel. **MARCOS** has been providing an Integrated Facility Management System for this warehouse, CFS, IT, School, hospital which caters to Building Management Systems in one end and managed, all building Operation, CCTV, Fire systems, etc. We also have forged strategic alliance in the security industry by joining hands with the world's leading security equipment company. We provide CCTV surveillance systems, intrusion detection systems, access control systems, fire detection systems, building management systems.

### RFID

Radio Frequency Identification (RFID) technology has been in existence for many decades but it is only recently that RFID is being increasingly used to its full potential. RFID or radio frequency identification is a system that transmits identity in the form of a unique serial number of a product wirelessly. RFID, a type of Auto-ID technology is used to reduce time and labour and improve real time data accuracy.



### DFMD/HHMD

When it is concerned that you have to protect yourself from unforeseen attacks in an event, then rely on **MARCOS** which provides various safety articles along with DFMD (Door Frame Metal Detectors). In this way, the organization is engaged to provide security machines with technical specifications having quick installable facilities. These metal door detectors are useful to establish on one door entry as well as worthy for full coverage of multizone detection having 2-8 entry doors.



### Walky-Talky



Citywide/ Nationwide Coverage License Free RadioRadio location through GPSUnlimited Talk GroupsPrivate Call/ Selective Call/ Group CallInbuilt GPS, Wifi, Blue ToothVoice recording and playbackAll functions and features of Digital Mobile Radio (DMR)Ingress Protection Class IP54 and Military Standard MIL - Std 810FUnlimited Call RecordsOver the Air ProgrammingStun/ Kill/ Remote Revive lost/ Stolen RadioVoice encryption (Speech Secrecy)One year free replacement warrantyCloud TechnologyConnect via WiFi

**"Stay watched Stay - Awake"**

## CCTV INSTALLATION AND MONITORING SERVICES



We offer the professional, easy to install security camera systems that include unlimited lifetime support. If you are looking for a professional HD surveillance solutions you can rely on you are at the right place! Along with unlimited support we offer a 3 year warranty and a money back satisfaction guarantee on all our products. Monitor and manage your business or home anytime, anywhere with our free remote viewing software and app. Our products are in-stock and all orders ship within 24 hours. Order online 24/7 or connect with

### Biometric attendance systems:

It is an obvious fact that employees have always been bickering with the HR department pertaining the issues of manual attendance marking system. Biometric attendance system can bring about drastic improvements in managing employee and processes. With the advancement in high-tech biometric attendance system, businesses have started operating more accurately and efficiently.

We provide, one of the variants of Door Series, is specifically designed for fulfilling demanding Time-Attendance application requirements. An automated biometric attendance system comprises of various phases such as enrolment of employees' credential, capturing user attendance, processing attendance data, generate informative reports and payroll processing



### Video Door Phones:

India's most advanced electronic security systems for your loved ones. Choose from a range of Video Door Phones that let your family see and even talk to the person standing outside the door, without opening it. So that no stranger enters your home, ever.

### Smoke Detector:

A smoke detector is a device that senses smoke, typically as an indicator of fire. Commercial security devices issue a signal to a fire alarm control panel as part of a fire alarm system, while household smoke detectors, also known as smoke alarms, generally issue a local audible or visual alarm from the detector itself.



**"Secure Beneath the Watches Eyes"**

# MARCOS ACADEMY

प्रशिक्षण तत्परता, सदैव कुशलता



**MARCOS SECURITY FORCE INDIA PVT LTD** places the highest emphasis on key areas: Training, operational management, personal aptitude, professional skills, recruitment, motivation and administration support. Above all, we encourage highest standards of performance and pride in the success of the operation in hand.

## TRAINING CENTRE:

**TRAINING** All Guarding Personnel deployed by Marcos Group undergo the basic Security Training Course as per PASARA ACT 2005, which imparts the necessary skills to perform duties. In addition to lessons on basic guarding skills they are taught the rudiments of First Aid, fire fighting and Self-defence. The training process is ongoing and progressive throughout the employees' career to refresh and further develop their knowledge.

Training is imparted on job sites (customer premises) in our various branch offices, Regional Training Centres, as well as within the premises of a highly functional and well-equipped Training Centre presently located in Panvel.

## SELECTION OF GUARDS

The utmost attention is given to the recruitment of our personnel in accordance with stringent parameters laid down as a group policy. This includes education, age, physical fitness and background.

All employees are subjected to vigorous vetting. Further, the Internal Security Department in each region is responsible for verification and background checks and service records of each employee.

## PRE-DEPLOYMENT ACTIVITIES

Before Maros Group takes up any assignment, a team of operations staff visits the site to analyze and understand the security needs of client's premises for Survey of the site. Based on the survey report a security setup for the premises is designed.

A detailed set of instructions including charter of duties for security personnel, client's expectations from security staff, emergency procedures and other relevant details are documented. This set of Post & Site Instructions are prepared in consultation with client.

## POST-DEPLOYMENT SUPPORT

**Supervision, Rotation & Surprise Checks** The security personnel are supervised by Area Officers & Area Managers who visit the units regularly visits for surprise checks. In addition Senior Executives conduct surprise visits regularly. The rotation of security personnel is done, as per requirement. The staff is subject to transfer, as we do not encourage our staff to become familiar with employees or the union, which is in the interest of the security.

**Customer Care Cell** Over and above regular checks, night rounds and surprise checks, we have CRM that keeps in touch with our clients to get feedback on the services and resolves the issues on high priority.

## TRAINING & RECRUITMENT

Our Guards are engaged based on a strategy and clear vision that suit our clients. They are hired according to their experience and skills in the security industry. All personnel undergo a rigorous selection and recruitment process. This involves criminal checks and industry-leading integrity testing.

Marcos Security Force believes in creating an environment that help employees motivate themselves, each employee is registered with the Insurance Scheme for medical, life and disability coverage.

We invest heavily in our security professionals, offering them a portfolio of training and a progressive career path, all of which empowers our teams to make confident and principled business decisions that are aligned to our client's business culture.

**"Training Brings Professionalism"**

# MOTIVATIONAL & SOCIAL MOMENTS



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**"Stay Positive Work Hard Make It Happen "**

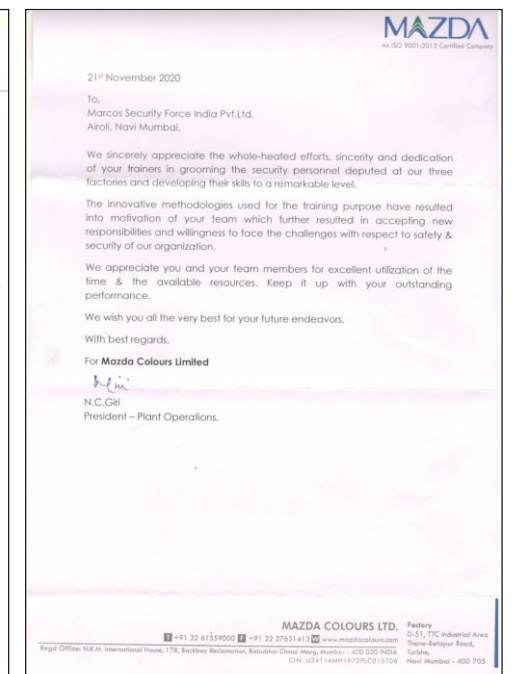
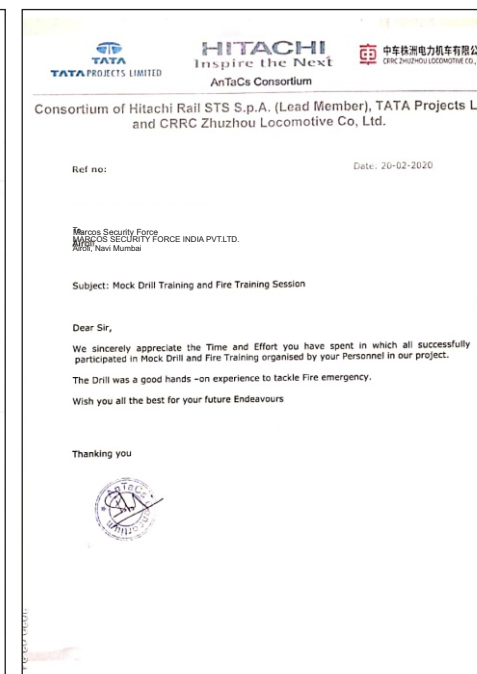
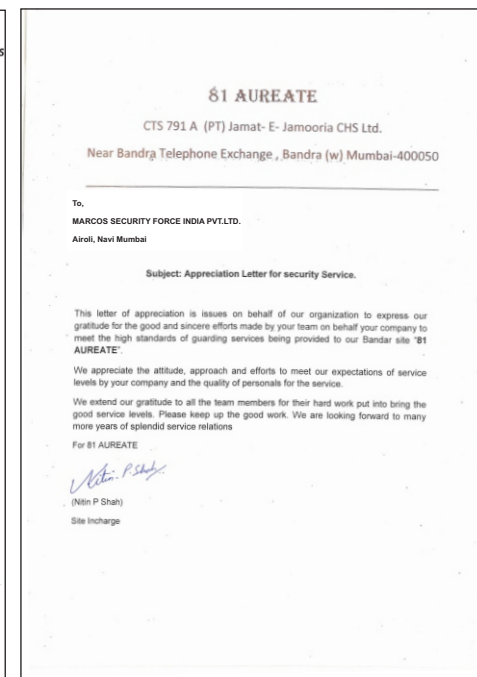
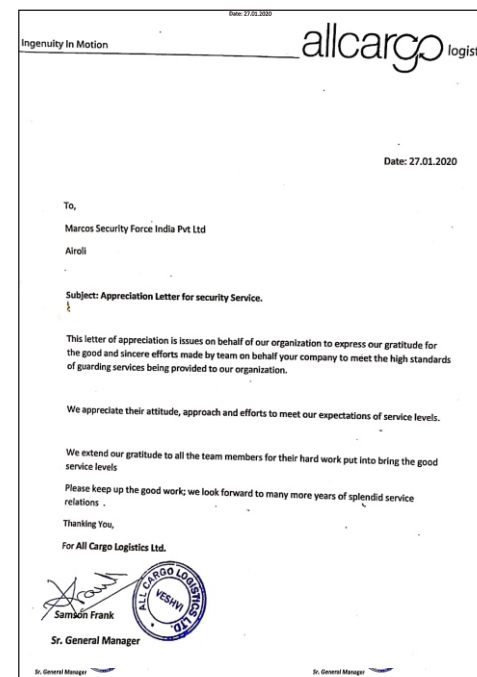
# OUR PRESTIGIOUS MOMENTS



"Serving with Integrity"

# APPRECIATION - RECOGNITION

## Appreciation from



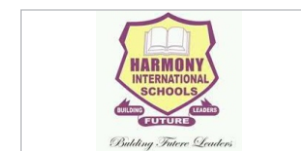
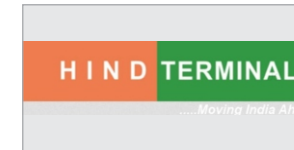
"Service with Excellence"

## REWARDS & RECOGNITION



**"Teamwork Makes The Dream Work"**

## OUR PRESTIGIOUS CLIENTS...



**"Our Client's Interests Always Come First"**