



FAMS
SECURITY

COMPANYPROFILE

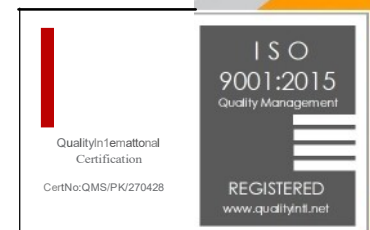
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NTN Certificate

Wireless License Issued by Pakistan Telecommunication Authority

Appreciation Certificate Awarded by Home Department Government of Sindh

Registration of All Pakistan Security Agencies Association



INTRODUCTION

FAMS Security Services is proud to introduce itself as one of the top leading ISO 9001:2015 Certified Security Company engaged in the provision of security services to its clients, which includes corporate sector, financial institutions, residences and semi government institutions.

The company was established in September 1999. Government of Pakistan Interior Division has issued NOC to operate as Private Security Company. We have also been granted NOCs / Licenses for Province of Sindh, Punjab, Khyber Pakhtoon Khwa and Balochistan.

Our head office is located in Karachi and branch offices in all four provinces for operation and coordination in provision of Security Services. We have an excellent highly trained management staff drawn from ex-armed forces.

We have a very fool proof recruitment policy. We carry out detailed scrutiny of personal being recruited for security duties. The NIC of the individual recruited is checked through NADRA Verisys system installed in our office.

We carry out the character verification of the individual through APSAA which gets the verification of individual from Police Special Branch in the shortest possible time.

Training of guard is of great importance for us of security guard before sending for deployment at the location. We take the service of APSAA training school for imparting the training to Supervisor & Security Guards which includes basic security training, weapon handling and firing at the range of different caliber of weapons.

We have a wireless frequency allocated by Pakistan Telecommunication Authority for establishment of base station, mobile and walkie talkie sets to have command & control of the security guards deployed in the area and coordination.

We are proud to say that our company being in security services business for the last 15 years has not been black listed in any Government/Semi-government and corporate sector.

We are also member of All Pakistan Security Association Agencies (APSAA) SMCE our inception. We have also been awarded Certificate of Appreciation by Home Department Government of Sindh.

Assuring you to provide our best services and looking forward for mutual beneficial relationship.

Thanking you & Best Wishes

Masood Zaheer
C.E.O

OFFEREDSERVICES

We provide Security Services transition program which will include;-

- Detail review of your facility to determine your specific security needs.
- Selective study of your existing Security & Safety Departments.
- Performance of your staff "Security Awareness".
- Training of your staff on Security Awareness.
- Security of Information & Documents.

Besides the above we have both Armed and Unarmed Guards to cater for the requirement of client:-

- Guarding premises.
- Protection valuable Stocks.
- Security at special events or functions.
- Executive & personal protection.
- Mobile Alarm Monitoring Services. (Vehicle/Motorcycle)
- Recovery of loans (movable / unmoveable) especially from leasing companies.
- Verification of Human Resource Department.

MANAGEMENT PROFILE

Our management of personal is drawn from Armed Forces and Civilian Cadres who possess excellent Management & Administrative skills to be able to provide you with disciplined services round the clock and is proactive.

Since our commitment is to provide quality services, we have put together a team of the very best through our tough selection standard.

Our members of the staff are equipped with state of the art of weapon and an extensive communication network to assist them in the execution of their duties.

Managing Director = **Maio (R) Haroon Magsood**

Haroon Maqsood S/O Maqsood Aliwas born in 1951. Basic education from Lahore joined Army in 1971 and commissioned in 1972. Retired in 1994 after completing 23 years as Major.

Held various staff and command appointments during service in Army. He has done Masters in Business Administration from a reputable University of Karachi.

He established FAMS Security Services (Pvt) Ltd in 1999 as Managing Director.

Chief Executive Officer = **Mr. Masood Zaheer**

Mr. Masood Zaheer by profession is a businessman and is in this profession for the last 10 years.

He has done Masters in Business Administration from Iqra University.

He had worked in American Express Bank for eight years and during his stay had one several Security, Management and Human Resource Trainings.

He was also Chief Executive Officer of Avalon Services Private Limited which is one of the leading Human Resource Company in Pakistan.

Has rich knowledge on Security Matters pertaining to recruitment, deployment, weapons handling, safety and security measures pertaining to security staff and clients.

Takes prompt action on any complaints regarding security matters and resolve the issues in the shortest possible time.

General Manager - Major(R) Mahroof Ahmed

Ex-Army officer who served in Army for 23 years and retired in 1999 as Major.

Held various staff and command appointment during service and presently working as General Manager. Worked in Kasul Musaffa (Pvt) Ltd, presently known as Ghani Glass as Manager Administration and Security for two years.

Joined Security 2000 and deputized as Manager Security at Al-Noor Sugar Mills located at Moro.

Joined Shamsheer Security Guards (Pvt.) Ltd in 2001 as General Manager and worked in the company for 10 years.

Has rich experience in security matters that include recce of location and preparation of deployment plan. Draws company recruitment, training and deployment policies and implement these in later and sprit.

Deputy General Manager - Mr. Muhammad Shabbir Mir

An ex Naval Officer ranked CA(T) IV (PO) who served in Pakistan Navy as a Chief Petty Officer OPS for 21 years.

Law graduate and done Masters in Political Sciences from Karachi University. Has done security motivation, fire fighting and administration courses from United Kingdom.

After his retirement he worked in different Security set up as Manager Administration and Security. Has vast experience in recruitment, training, deployment of security staff and very sharp in resolving any disputes/matters.

Conducts lectures/demonstration offer fighting techniques and employment offer fighting staff so desired by client.

Manager Customer Services & B.D - Mr. Oasim Raza

He has done Bachelors of Business Administration from Federal University Karachi. Worked as Senior Manager Operations From 2001 to 2014 in Matrix Trackers (Pvt) Ltd.

Attended numerous short courses of Security Administration from reputable organizations. Can organize, plan and present the security needs of an organization in a methodical manner.

Understand the technique of dealing with the security staff/client and prompt in resolving the issues/complaints.

OUR VALUED CLIENTS



SMBB Trauma Center Karachi



Audit General of Pakistan

National Textile University



Air waves Media (Pvt.) Ltd. [NEWS ONE Channel]



Airwaves Media (Pvt.) Ltd. [TV ONE Channel]



K&Ns Foods Private Limited.



Sui Southern Gas Company Limited.



Sui Northern Gas Company Limited.



Pakistan Banks' Association.



Jinnah Post Graduate Medical Centre.



Usman Institute of Technology.

lta

Royal Packages (Pvt.) Ltd.

IBL

International Brand Private Limited.



Pakistan Post.

SIEMENS

Siemens Pakistan Engineering Co. Ltd.

Clariant

Clariant Pakistan Limited.



Alpine Gelato – Ice Cream Parlors



Wah! Brands (Pvt.) Ltd.



Mama Baby Care School



Qasim International Container Terminal

Karachi Tools Dies & Moulds Centre

Ministry of Industry

KTDMC



Royal Rodale Club



The Educators

THE EDUCATORS

KDLB Karachi Dock Labour Board



Karachi Institute of Heart Diseases



Ginsoy Restaurant

STANDARD OPERATING PROCEDURES

Recruitment System

Procedure followed for the Recruitment of Guards for security duties as under:-

- The candidate for employment is interviewed by the General Manager of the company.
- Guard being employed is asked/checked;
 - Original NIC is obtained and verified from NADRA Verisys System being installed in company.
 - Family background is asked.
 - Education documents if any are checked.
 - In case of an Ex-Armed Forces, his retirement book issued by the concerned department is checked. His involvement in any disciplinary case/criminal case is checked/questioned if any.
 - The knowledge of security keeping in view his designation is asked.
 - Knowledge regarding the handling of weapons is asked.
 - The employee is asked to provide a copy of NIC of guarantor with address and contact number and secured in the personal file of the individual.
 - He is questioned regarding his health and an apparent close check for any physical/natural abnormalities. It is to be ensured that the individual is 100% fit for duty and is medically category "A".

Verification of Guards

After the selection of the Guard is made then the verification of guard is carried out as follows:-

- A verification form is filled and these forms are sent to local Police Station through the representative of the company and get the verification form certified from the local Police Station for any criminal record.
- The representative of the company is sent to his local address which he has given at the time of enrollment to verify as to the guard is residing at that address.
- The guard credential is further verified through APSAA (All Pakistan Security Agencies Association).
- The document sent to APSAA according to the format sent by APSAA are as under:-
 - **Verification CRO/CIA:** The CRO/CIA checks the detailed record of the individual for any criminal record.
 - **Character and Antecedent:** Verification of Character and Antecedent is sent to Senior Superintendent of Police Inspection Private Security Companies cell.
 - **Finger Print Verification:** The finger print verification is sent to AIG Police Forensic Division Garden East Karachi for verification of finger prints.
- The NIC of the individual is verified from the **Verisys System** installed in the company and the copy of NIC **Verisys** is secured in the personal file of the individual.

Training

Training is the most important part of an individual who is to be deployed as Security Guard. The procedure being followed is under:-

- On recruitment the guard is kept at the Head Office and briefed regarding the company rules and regulations.
- He is taught about the dress regulations which include how to be dressed so that he gives a smart outlook and an agile guard.
- All Supervisors and Guards are sent to All Pakistan Security Agencies Association Training School (ATS) for imparting training.
- All Pakistan Security Agencies Association (APSAA) Training School has made a comprehensive training schedule which covers all aspects of training through lectures on security matters and handling of weapons in case of basic training for four days and for refresher training for three days.

Basic Training

Basic training is given to new enrollment raw in security aspects for a period of four days. The schedule is as under:-

- **Day-1:-** Familiarization lecture on security, familiarization and stripping/assembling of weapons in use.
- **Day-2:-** Lecture on security duties, firefighting, and first aid, response in case of emergency and relevant legal aspects in ATS.
- **Day-3:-** Weapon handling, musketry, introduction to dress code and implication of wearing wrong pattern of uniform.
- **Day-4:-** Firing of all types of authorized weapon on ATS firing ranges.

Refresher Training

This is designed for ex-armed forces personal and those who have completed their basic training for duration of three days.

- **Day-1:-**Lecture to refresh the basic course knowledge.
- **Day-2:-**Musketry and short gun firing practice.
- **Day-3:-**Musketry and pistol firing practice.

On successful completion of training at APSAA Training School (ATS) the Supervisors and Guards are awarded training certificates by APSAA Training School. The Supervisors and Guard are then deployed at the location.

CHECKING SYSTEM

We have a very fool proof checking system of the guards being deployed at the location. The checkers are deployed zone wise to carry out the checking of guards round the clock. For this in each zone two checkers are deployed keeping in view the area radius who are mobile on Motor Cycles. They carry out checking at different timings at the location day & night. On weekly basis the checkers are routed i.e day and night. Similarly the checkers are rotated zone wise on fortnightly basis. The checkers are responsible to check followings:-

- a. Uniform, Boot, Belt, Cap, Applets and haircut.
- b. Proper shave in case the person is not keeping beard.
- c. Weapon in serviceable condition & Ammunition.
- d. Weapon authority card/letter issued by company.
- e. Photocopy of weapon license.
- f. Company identity card.
- g. Alertness.

MANAGERIALSTAFFVISIT

- GM/DGM/MOvisitssthe locationonceina fortnighttoalllocations.
- Physicallycheckingofallguardsdeployedatthelocationiscarriedout.
- Supervisorandguards areaskedregardingtheareaofresponsibilityandtheirduties.
- Reliefsystemoftheguardischeckedincaseofguardhasto leavetopartforprayers, food and washroom.
- Discusswiththeguardregardinganyproblemincaseof boarding/lodging/food.
- Meets theclientsanddiscusswithhimregardinganyproblembeingfacedregarding SecurityServices.
- InfonnManaging Directorregardinghis visittothe locationand clientcomplaintsand actiontaken.

WEAPONMAINTENANCE

Onequalified Armourer is employedin the company. System adoptedby company for Weapon Maintenance is as follows:-

- Visitofthearmourertothe locationisonfortnightlybasis.
- Carryout servicingofweapons atthelocation anderadication ofminor faulton thespot if any.
- Ifthefaultisbeyondtherepairatthelocationtheweaponisimmediatelyreplaced.
- The faulty weaponisbrought attheworkshopeestablishedin Head Office andrepaired. Before sending the weapon to thelocation the weapon is checkedby carrying out firing.

INSURANCE

- All guards are insured from a renowned Insurance Company.
- All guards are insured in case of death while performing his duty.
- All guards are insured in case of any injury due to an accidental fire or due to an injury caused by fire from any criminal element.
- In case of any disability caused due to any accidental fire the person is covered by insurance.
- In case of any natural calamity.
- Vehicle/weapon/wireless set or any other items which cost exceeds Rs.10,000/- is insured by the company.
- List of guards/material which is insured is sent to the insurance company. The list is updated on a fortnightly basis, keeping in view the fresh enrollment/leave/discharge.

RELIEF SYSTEM

- To cater for any absence of guard at the location a sizable strength of guards are enrolled, trained and kept as Jump Guards in Head Office.
- In the event of any guard absence at the location due to health or any other unavoidable reasons the relief is provided to the location.

LEAVE/DISCHARGE

- The guards on the location are not supposed to leave their location without applying for leave or informing the Head Office.
- Guard proceeding on leave for a long period / discharge has to submit application at Head Office giving a clear one month notice period in advance.
- On receiving the application the staff at the Head Office plans relief of guard. The guard is sent to location one day earlier to understand/familiarize the area and the staff.
- The guard proceeding on leave/discharge deposits uniform issued by the company. The store department issues the clearance chit to the guard.

DISBURSEMENT OF SALARIES

- Salaries are disbursed at different locations as per the plan of the company.
- Company ensures that all guards are paid salaries before 10th of every month.
- Payments of guards proceeding on leave/discharge are paid by 20th of every month their complete emoluments.

INCENTIVE PACKAGE

All Security Staff are given incentive/welfare packages:-

- On completion of one year duty in the company the guard is given a yearly increment in the salary as an incentive. One year completion period may be waived in case the guard has shown exceptionally good performance while performing duty.
- In case of an accidental injury while performing the duty the guard will be provided medical treatment. All expenditure will be paid by the Company.
- Insurance cover will be provided from a reputed Insurance Company in case of injury/disability/death, while performing the duty.
- Company will provide accommodation to guard in case required by the guard keeping in view the area and strength of deployment in the area. However accommodation may be provided at Head Office provided the guard location is close to the vicinity of Head Office.
- Transport facility will be provided for jump guard/newly enrolled guard for deployment.
- Annual leaves will be given to guards on completion of one year. i.e. 365 days.

HSE(HEALTH,SAFETY&ENVIRONMENT)POLICY

Health, Safety & Environment is paramount importance for an organization. FAMS Security Services (Pvt) Ltd ensure strict compliance of HSE policies in line with the current laws.

Since we are committed in provision of security protection to any organization through Human Resource, fire arms and other equipment, we have not to compromise on quality. Salient objectives are:-

- Employees selected should be physically and mentally sound and robust to sustain all type of hardship and take decision at the time of crises.
- Ensure all equipment provided i.e. fire arms, wireless equipment, walkie talkie, scanners etc are in good working condition.
- Ensure the manpower utilizing these is highly trained and proficient in handling.
- In case of equipment reported to have any fault then immediately the fault is eradicated or the equipment is replaced.
- Employees deployed at the premises should educate them self with the Standing Operating Procedure being adopted/ followed in an event of any emergency and its compliance.
- Any employee is found or suspected to be under the influence of alcohol or drug to be terminated immediately and strict action against the individual to be initiated.
- Ensure personal hygiene cleanliness.
- Ensure living area, office to be clean.
- No unnecessary playing with the weapon which may lead to an accidental fire and may injure himself or any other person around or may damage the property.

CLIENT COMPLAINT RESOLUTION

Quick resolution of complaints by the Company is of great importance for its growth and success. This builds confidence between the client and contactor.

The procedure followed is as follows:-

- The operation room is established in Head Office, which remains open round the clock manned by Security Supervisors.
- We have installed three PTCL lines and two cell phones to attend any complaint being made which is endorsed in complaint log maintained in operations room.
- The contact numbers/cell number of General Manager /Deputy General Manager is also given to client at the time the Guards are deployed.
- The supervisor after taking the complaint resolves the matter in the shortest possible time.
- He informs the GM/DGM regarding the complaint received and action taken.
- The GM/DGM makes a call to the client to ensure that the client is satisfied and the problem is resolved.

Certificate of Registration



QUALITY
INTERNATIONAL

This is to certify that the Quality Management System of

FAMS SECURITY SERVICES (PVT) LTD.
79-F. Block 2. P.E.C.H.S.
Khalid Bin Waleed Road. Karachi-Pakistan.

has been assessed and found compliant with the requirements of

ISO 9001:2015

approval is hereby granted for registration providing the certification rules and conditions are observed all the time.

Certification Scope Security Guards & Other Security Services

Certificate No.	QMS/PK/270428
Date of Approval	02/11/2019
Date of Issue	02/11/2019
Date of Expiry	01/11/2020




Authorized Signatory

Quality International-Certification
www.qualityintl.net

This certificate is the property of Quality International and must be returned on request. The validity of the certificate is subject to the continuous maintenance of the quality system according to the above standard, and the follow-up surveillance performed by QI. Further clarification regarding the scope of the certificate and the applicability of the standard can be obtained by consulting the organization.

GOVERNMENT OF PAKISTAN



CERTIFICATE OF INCORPORATION

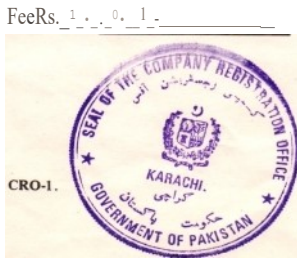
(Under section 32 of the Companies Ordinance, 1984 (XLVII of 1984))

Company Registration No. L-7947 of 1999

Thereby certify that EL. K. SECURITY SERVICES (PRIVATE)
Ltkiao

is this day incorporated under the Companies Ordinance, 1984 (XLVII of 1984) and that the company is limited by SHARES PVT. COMPANY.

Given under my hand at _____ this _____ day of _____
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TAHDMAHMOOD
Joint Registrar
of Companies

No. BRK-13376-CH-01-06-2000



Certificate of Membership

Dated: IS-01-1001 Membership No. APSAA-50

9f./s: Pfl9f.SSecurity Serf.lices

[Private Cimitull]

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Association of Security Agencies of Pakistan

Major Secretary

General Secretary



Licence No. 214
1



LICENCE FOR SECURITY SERVICES

This licence is hereby granted under section 5 of the Sindh Security Agencies (Regulation & Control) Ordinance, 2000 to M/S 'AMS SECURITY SERVICES (PVT) LTD, SUIT 221-UF1.000, STADIUM LINE ID: IPIASEV, D.B.A. KARACHI to operate as private security agency in Sindh.

The licensee shall be subject to the provisions of the Sindh Private Security Agencies (Regulation & Control) Ordinance, 2000, rules made there-under and instructions issued by the Provincial Government from time to time.

The licence automatically stands expired unless renewed in accordance with the

Secretary to Government of Sindh
HOME DEPARTMENT



Ref No _____

LETTER OF APPRECIATION

Home Department, Government of Sindh highly appreciates the assistance rendered by M/s. FAMS Security Services (Pvt.) Ltd to the Government of Sindh on the occasion of General Election 2002 in the law enforcement & maintenance of peace and order.



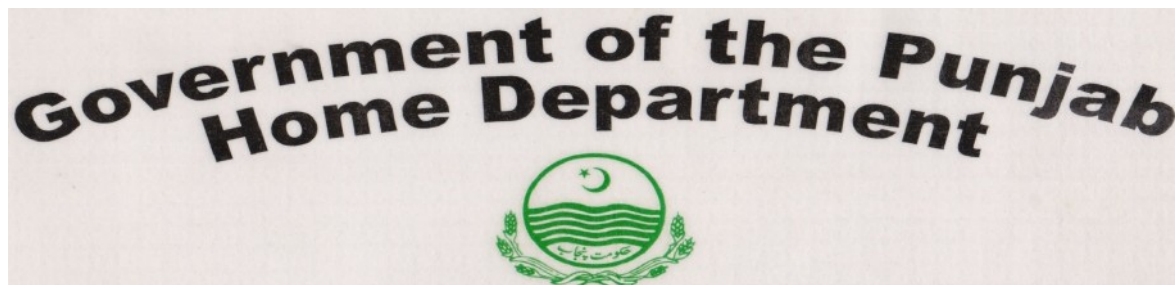
Dated _____

HOME SECRETARY



FORM-B
[See Rule 3(3)]

LICENCE No-L-4..V-sPJ-XI/99--0179.



LICENCE FOR PRIVATE SECURITY COMPANIES
See Rule 3(3)

This licence is hereby granted under Section 6(2) of the Punjab Private Security Companies (Regulation and Control) Ordinance, 2002 to M/S FAMS SECURITY SERVICES (PVT) LTD. to operate as Private Security Company in the Punjab.

The licensee shall be subject to the provisions of the Punjab Private Security Companies (Regulation & Control) Ordinance, 2002 and Rules made thereunder and instructions issued by the Provincial Government from time to time.

The licence shall automatically stand expired unless renewed in accordance with the provisions of the Ordinance and rules.

/

SECRETARY TO GOVERNMENT OF THE PUNJAB
HOME DEPARTMENT
(Licensing Authority)



PAKISTAN TELECOMMUNICATION AUTHORITY
HEADQUARTERS, ISLAMABAD

License No. J., J.E., 0_2/a., H

**LICENCE TO ESTABLISH, MAINTAIN AND OPERATE
WIRELESS FIXED AND MOBILE STATIONS IN PAKISTAN**

The **Pakistan Telecommunication Authority** (hereinafter called Authority), is hereby pleased to grant a non-exclusive license to **M/S FAMS Security Services (Pvt) Limited** (hereinafter called the "Licensee") to establish, maintain and operate **VHF Fixed Wireless** wireless fixed or mobile stations or both in Pakistan, as mentioned above, on the terms and conditions (attached as Annex-1) in the license in exercise of the powers conferred by section 5 of Pakistan Telecommunication (Re-organization) Act, 1996 (hereinafter called the "Act"). The detail of the system/ network is on the backside.



Islamabad dated 21-02-2011

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L I C E N C E

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