



# **ACTION GUARD FORCE**

**ISO 9001:2015 CERTIFIED COMPANY**

**H. O.:** 107,108,110/B, Balaji Arcade, Premises Co. Op. Soc.,  
S.V. Road, Jain Temple, Kandivali (W) Mumbai - 400 067.

**Phone :** +91-22-49701900 +91-9619190019 +91-7021038721

**E-mail :** info@actiongroup.in actionguardforce@yahoo.in

**Web.:** www.actiongroup.in





GOVERNMENT OF MAHARASHTRA

Serial No.: PSA/L/52/MH/2021/MAR/3/478

***LICENSE TO ENGAGE IN THE BUSINESS OF  
PRIVATE SECURITY AGENCY***

*Santosh Kumar Rajaram Pandey, Daughter/Son Of Rajaram Pandey, r/o A-601, Mahindra & Mahindra Chs Ltd. Datta Pada Road Rajendra Nagar Borivali (E), Mumbai, Maharashtra, 400066 is granted the license by the controlling officer for the state of Maharashtra to run the business of Private Security Agency 'Action Guard Force' in the Entire State with office at 110B, Balaji Arcade, Premises Co. Op. Soc. Ltd. S. V. Road, Opp. Jain Temple Kandivali (W), Mumbai, Maharashtra-400067.*

Place of Issue: MAHARASHTRA

Date of Issue: 02/03/2021

This licence is valid up to: 01/03/2026

Previous serial no: MAH/213/2020 expired on : 30/05/2020



**Vineet Agarwal**  
CONTROLLING AUTHORITY  
MAHARASHTRA

# COMPANY PROFILE

Name of the Company	ACTION GUARD FORCE
Proprietor	Mr. Santosh R. Pandey
PSARA Licence No.	PSA/L/52/MH/2021 /MAR/3/478
EPFO Code	KDMAL021225700
ESIC Code No.	35000060800001018
Professional Tax	27025220089P
GSTIN No.	27BCVPP5266K1ZN
Pan No.	BCVPP5266K
TAN No.	MUMS86344G
MLWF No.	MUM 42896
MCGM Vendor Code	000032484
MSME Code	MH-19-0033385

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Office +91-22-49701900 | Cell No. +91-9619190019



# ABOUT US

Established in 2006, we introduce ourselves as a professionally managed ISO 9001-2008 certified Organization providing Total Security Solution and one of the most reputed companies in the Security Industry. Well known in the industry for providing security to corporate, Bank and Other clients by specially trained staff.

Action guard Force is one of the few companies that not only understands but appreciates the business of facilities and strives to ensure the very best of solutions and services to our clients. Our bespoke solutions blend smoothly with your core business and optimize efficiencies, as well as meeting all compliance, operational and sustainability requirements within a clearly defined service level expectation. At Action, we have endowed in operations, training and employee development, compliance and information technology along with a quantitative analysis of user engagement that assures a unique understanding of the experiences we provide our clients.

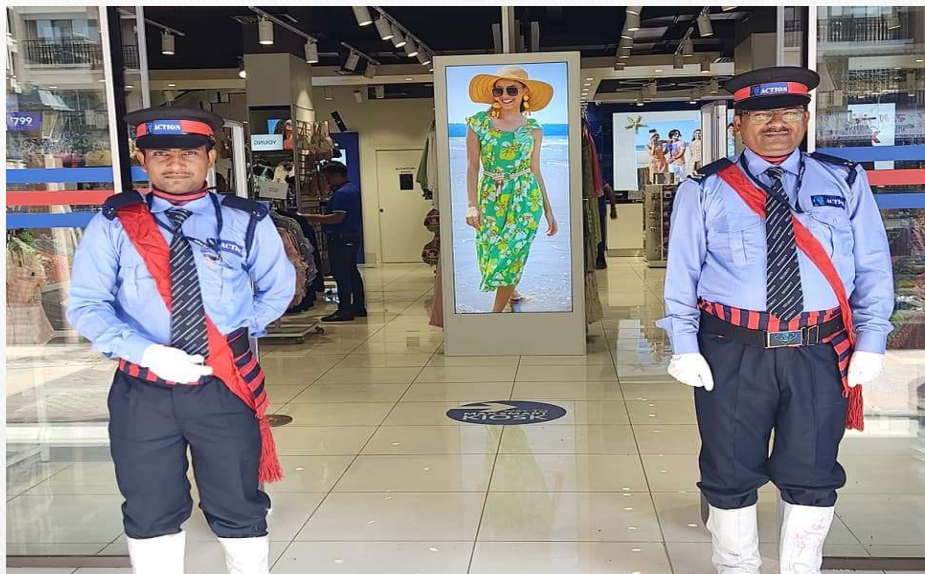
We are a dedicated one-stop-shop solutions provider that encourages excellent facility management services to diverse business sectors. Action provides a broad range of infused facilities management solutions: from 24 hours a day to industrial facilities and developments, corporate edifices and also some of the country's most distinguished and technically intricate buildings. And we support all this by ensuring that we are there for you: Whatever you need, whenever you need it.

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# SECURITY SERVICES



**Corporate  
Security**

**Services  
Residential  
Gatekeepers**

**Facility  
Attendant**

**Security  
Supervisor**

**CCTV  
Surveillance  
Guard**

**Bouncer**

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## OTHER SERVICES

HOSPITALITY  
SERVICES

MANPOWER  
SERVICES

PLACEMENT  
SERVICES

FACILITY  
MANAGEMENT

STAFFING  
SERVICES

PAYROLL  
SERVICES

RECEPTION AND  
HELPDESK

INVESTIGATION  
SERVICES

HOUSEKEEPING  
SERVICES

OFFICE BOY

### WHY ARE WE DIFFERENT?

We started with a single-minded vision: to change the way facility management business is perceived and run. We thus built our systems and processes aro. Our teams rigorously researched client needs and then we built services und the same to match them. Our deep understanding of the client's business allows us to assess their needs and thus customise solutions for them. Over the past decade, we have successfully managed to move from the backroom to the boardroom mind-set; in other words, we have partnered with our clients to reduce costs and enhance their bottom-line. If we have to sum up our differentiators in one sentence it would be:

**“A trusted integrated facility management partner who operates as part of the client team.”**

## OUR VISION

To be a universally well-respected company that endows outstanding experiences whilst working towards a brighter future.

To establish **ACTION**

As the NO-1 Total Security Solutions Provider

In India and build **ACTION**

As a global brand in the International Security Industry.

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## OUR MISSION

To soar high beyond the expectations of our clients whilst yielding a safe, hygienic, and a productive environment for all.

We will strive towards delighting our customers by providing committed, ethical, efficient & cost – effective services while constantly adding value through novation's in our services and upgrading of our skills.

We will offer our human assets a challenging & healthy work environment where individuals are nurtured, performances are rewarded and opportunities are provided for continues growth & development

## OUR VALUES

**Safety-** We lay utmost focus on our People and Customer's Safety.

**Trust-** We trust in each other to deliver. We trust in the good intentions of each other and we are recognized for that. We accept that trust must be earned and cannot be taken for granted.

**Integrity-** We do the right things. We are always transparent, honest & ethical in our interactions with our colleagues, customers & vendors.

**Respect-** We promote diversity and equal opportunity throughout the organization.

## QUALITY POLICY

We commit to secure our customer's tomorrow by providing ethical, efficient, and effective & value added Security services which in turn will strength and our Brand credibility and enhance customer satisfaction levels.

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## OUR SPECIALITY

- Absenteeism 0%
- Staff Salary On Time before 10th every month
- PF & ESIC Paid every month before 15th.
- GST paid every month before 20th.
- Staff Salary Slip
- Spare Extra reliever
- Quick response team
- Well Trained staff
- Staff Police Verification
- Surprise visit day & night
- Own Machinery Equipment

## STEP BY STEP APPROACH

As our client, you can expect nothing but superior service from ACTION because we have set only the highest standards for ourselves. We are anxious to achieve our goals, but we know we cannot accomplish everything overnight. So we measure our success one step at a time.

## OUR CODE OF CONDUCT

**ACTION** will do business only with companies that desire “Quality Service”

**ACTION** will conduct its business in an absolute transparent manner.  
**ACTION** will pay all its employees on time irrespective of whether the customer has paid **ACTION** on time or not.

**ACTION** will comply with all Government Statutory payment on time.

**ACTION** will be accountable and answerable to its customers.

**ACTION** will lay a far greater emphasis on customer retention as compared to growth.

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# TRAINING

We offer a comprehensive training program to our securities personnel who are assigned to protect your employees, visitors and critical assets. Each of our security officers completes an intensive five step training that includes:

Pre-assignment training

Site specific training

Ongoing training

Action personal development course

Fire Fighting Training



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# OUR GUIDING PRINCIPLES

- 1) We will not tolerate deviation or dilution of laid down systems and procedures
- 2) We will not tolerate any injustice towards our employees, customers or vendors
- 3) We will not tolerate and will remove employees whose loss of integrity has been proven
- 4) We will not tolerate acts of indiscipline, misuse of delegated authority and blackmailing at any level
- 5) We will not compromise at any level

## OPERATIONS DEPARTMENT

- 1) Our Operations Department works 24 X 7 and 365 days a year.
- 2) Our field and area officers check the working performance of our guards regularly
- 3) Our field staff interact with the clients and ensure their satisfaction
- 4) We deploy our guards to the entire satisfaction of our clients
- 5) We ensure proper discipline and Turn out while deploying our security staff
- 6) We ensure Police Verification of Security Staff before deployment
- 7) We ensure proper issuing of posting order to individual security staff before proceeding for new deployment.

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# TERMS AND CONDITIONS

- 1) The security personnel will be appointed by us and will be under your direct control and supervision. The personnel will ensure compliance of guidelines and instructions given to them by your authorized officer.
- 2) One shift will be of Eight Hours and will work Seven Days, but the Vigilance will be carried out through out the day (24x7)
- 3) The security standing orders of the industry will be applicable to our Security guards and will be followed strictly.
- 4) In order to avoid extra familiarity and unwanted acquaintance, we will be rotating our staff on regular basis (Ideally 90 days). However this rotation can take place earlier at your request.
- 5) The payment has to be made before 7th of the month by "Account Payee" Cheque or Demand Draft drawn on Mumbai.
- 6) To terminate the agreement by either party by giving a notice of one month in writing or payment in lieu of thereof.
- 7) Security Infrastructure as per acceptable or laid down norms of security has to be arranged by clients i.e. proper wall fencing/gates, chairs and table in security office/cabin torches with cell etc.
- 8) None of our employees will be given direct or indirect employment, otherwise we will be entitled for a compensation of Three Months Salary.
- 9) Initially the contract will be valid for a period of one year which is renewed automatically for the next year if not terminated by servicing a notice in writing.

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# CLIENT LIST



Lifestyle  
International  
Private



J M Patel  
College Of  
Commerce



Snow World  
Entertainment  
†



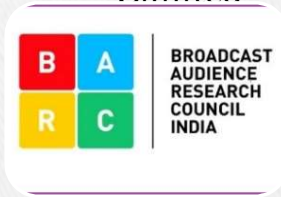
SRK CREATIVE  
LLP



Independent  
News Service  
Private



JSW Paint  
Private  
Limited



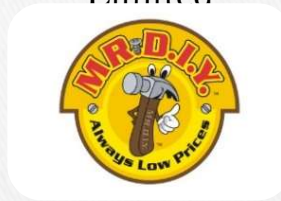
BARC India  
Limited



BOOKER  
INDIA



C C I Project  
Private  
Limited



MR. D.I.Y.



Matrimony.  
Com Private  
Limited



VALUE  
MANDI



GKB Lens  
Private  
Limited



Market Ninty  
Nine Private  
Limited



K.P.B.Hinduja  
college of  
commerce



PARADIGM



PUNJAB  
CHEMICAL



RAHEJA  
COLLAGE



RITE  
DEVELOPER

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# CLIENT LIST

Kshitij Developer Private Limited

GRAUER & WELL (INDIA) Limited

CHILIAD PROCONS Private Limited

Pinnacle Management Services Private Limited

Sanskardham Vidyalya

Paradigm Ambit Buildcon

Small Scale Indu. Society Limited

Dheeraj Enclave CHS Limited

Orem Mall

Kshitij Vivanta CHS Limited

Gayatri CHS. Limited

Madhuvan CHS. Limited

Eksar Madhu Milan CHS Limited

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# CLIENT LIST

Sadhana Education Society

Silfin CHS Limited

Gaurav Villa CHS Limited

AdarshRegency CHS Limited

Orchid Plaza Society Limited

Rushabh Tower CHS. Limited

9 JVPD Resident Association Society Limited

Sadhana Education Society

Mahindra And Mahindra CHS Limited

Jharana CHS Limited

Ananda Residency CHS Limited

Royal Accord CHS Limited

Man Opus CHS Limited

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# CLIENT LIST

PARUL REALTORS PRIVATE LIMITED

Bhoomi Green Co-operative Housing Society

SURFACE DEKOR (I) PVT. LTD

Miraj Entertainment Limited

RA RESIDENCES CO. OP. HOUSING SOCIETY

RCM Company

AJITNATH NAGAR CHS LTD

DAHIVALI CHS LTD

MAULI CLASSIC CHS LTD

BEST RAJHANS CO. OP. SOC.

Larsen & Toubro Limited Construction

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# Certificate



## Certificate of Registration

This is to certify that

### ACTION GUARD FORCE

110-B, BALAJI ARCADE PREMISES CHS LTD., S V ROAD, OPP. JAIN TEMPLE,  
KANDIVALI (WEST), MUMBAI- 400067, MAHARASHTRA (INDIA)

has been assessed and Certified by Arcade Management Certification  
as meeting the requirements of:

### ISO 9001:2015

#### Quality Management System

For the following scope of activities:

**PROVIDING SECURITY SERVICES FOR INDUSTRIAL, COMMERCIAL &  
RESIDENTIAL, HOUSE KEEPING, SECURITY GUARD, LADY GUARD,  
GUN MAN, BOUNCER, MAN POWER SERVICES**

Date Of Registration: 22/08/2023  
1st Surveillance Due: 21/08/2024

2<sup>nd</sup> Surveillance Due: 21/08/2025  
Recertification Due: 21/08/2026

**CERTIFICATE No:- QMS-SVR-2308226**

To Verify this certificate please visit at [www.arcadecert.co.uk](http://www.arcadecert.co.uk)



*Daniel Payden*  
Authorised Signatory

Address: 106 Cunneery Rd, Manchester M60 6ZA, UK E-mail: [info@arcadecert.co.uk](mailto:info@arcadecert.co.uk)

This certificate remains the property of Arcade management certification and shall be returned immediately on request. Validity of this certificate is subject to annual surveillance audits to be done successfully or on before due date of audit (Incase if surveillance audit is not conducted, this certificate shall be suspended/withdrawn)



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has been assessed and Certified by Arcade Management Certification  
as meeting the requirements of:

### ISO 45001:2018

Occupational Health and Safety Management System

For the following scope of activities:

PROVIDING SECURITY SERVICES FOR INDUSTRIAL, COMMERCIAL &  
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Date Of Registration: 22/08/2023  
1st Surveillance Due: 21/08/2024

2<sup>nd</sup> Surveillance Due: 21/08/2025  
Recertification Due: 21/08/2026

CERTIFICATE No:- OHS-AGF-2308225

To Verify this certificate please visit at [www.arcadecert.co.uk](http://www.arcadecert.co.uk)



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Authorised Signatory

Address: 106 Cunnery Rd, Manchester M60 6ZA, UK E-mail: [info@arcadecert.co.uk](mailto:info@arcadecert.co.uk)

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