

# Onn Security and Intelligence Solutions Pvt. Ltd.

*"AN EX-ARMY MAN ENTERPRISES, ISO 9001: 2015 CERTIFIED COMPANY"*



File No : 1001/Admin/2023

28<sup>th</sup> Nov 2023

## Private Security Guard Service Provider Agency: Client Questionnaire

### Client Information

Client Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_  
Contact Information: \_\_\_\_\_ Email: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### Security Needs Assessment

1. What type of facility or property do you need security for? (e.g., office building, residential complex, retail store, warehouse, construction site, event venue)

2. What is the size and layout of your facility or property?

3. What are your primary security concerns? (e.g., theft, vandalism, trespassing, violence, unauthorized access, fire hazards)

4. What is the current level of security at your facility or property? (e.g., existing security guards, alarm systems, access control systems)

5. What are your expectations for the level of security you require? (e.g., 24/7 security, armed guards, mobile patrol, access control, alarm monitoring)

6. What is your budget for security services?

### Guard Requirements

7. How many security guards do you think you need?

8. What type of security guards do you need? (e.g., unarmed guards, armed guards, licensed guards, certified guards)

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9. What are the desired qualifications and experience of the security guards? (e.g., specific training, certifications, language skills)

10. What are the preferred work hours for the security guards? (e.g., day shifts, night shifts, weekends, holidays)

## Guarantee and Warranty

11. What guarantees or warranties do you expect from the security company?

12. What level of response time do you expect from the security company?

13. What procedures are in place for handling security incidents or emergencies?

14. What is the company's policy on replacing unsatisfactory security guards?

15. What are your expectations for the quality of security services?

16. What is your definition of a "successful" security guard?

17. What type of guarantee or warranty do you require from the security service provider?

18. What are your expectations for the resolution of any issues or complaints?

## Labor Law Compliance

19. Are you aware of the labor laws governing the employment of security guards in your jurisdiction?

20. Are you prepared to comply with all applicable labor laws, including minimum wage, overtime pay, rest breaks, and meal breaks?

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21. Are you prepared to provide the necessary documentation and training to ensure compliance with labor laws?

## Guard Performance Expectations

22. What level of alertness and vigilance do you expect from security guards?

23. How should security guards respond to potential or actual security incidents?

24. What type of communication do you expect from security guards?

25. What are your expectations for the overall professionalism and demeanor of security guards?

## Contingency Plan

26. What is your plan of action in case of a security incident?

27. How will you communicate with security guards and other key personnel during an incident?

28. What type of training do you expect security guards to have in emergency preparedness?

29. Please provide any additional information or requirements that you may have.

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## FREQUENTLY ASKED QUESTIONS (FAQs)

### General Questions

1. What services do you offer?

(a) We offer a wide range of security services, including:

- \* Unarmed and armed security guards
- \* Mobile patrol services
- \* Special event security
- \* Fire watch security
- \* Executive protection
- \* Access control
- \* Alarm monitoring
- \* Investigations

2. What are your qualifications?

We are a licensed and insured security company with a proven track record of providing quality security services. Our guards are all trained and experienced professionals who are committed to providing our clients with the highest level of service.

3. How do you screen your security guards?

We conduct a thorough screening process for all of our security guards, including background checks, drug testing, and physical exams. We also ensure that our guards are up-to-date on all relevant training requirements.

4. What is your liability insurance coverage?

We have a comprehensive liability insurance policy that protects our clients from any damages or losses that may result from our services.

5. What is your response time?

We have a rapid response time and can typically dispatch a security guard to your location within 30 minutes.

6. What is your termination policy?

We require a 30-day notice of termination for all security services contracts.

### Service-Specific Questions

7. What type of security guard do I need?

The type of security guard you need will depend on your specific needs and requirements. We can help you assess your security needs and recommend the most appropriate type of guard for your situation.

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### 3. How many security guards do I need?

The number of security guards you need will depend on the size of your property, the number of people who will be present, and the level of security you require. We can conduct a security assessment of your property and recommend the appropriate number of guards for your needs.

### 4. What are your rates?

Our rates are competitive and are based on the type of service you need, the number of guards you need, and the length of your contract. We can provide you with a quote for your specific needs.

### 5. Do you offer 24/7 security?

Yes, we offer 24/7 security services. We can provide security guards for any shift or time of day.

### 6. Do you offer mobile patrol services?

Yes, we offer mobile patrol services. Our mobile patrol guards can patrol your property on foot, in a car, or on a bike. They can also check in with your staff and provide a visual deterrent to crime.

### 7. Do you offer special event security?

Yes, we offer special event security. We can provide security guards for all types of special events, including concerts, festivals, conferences, and parties. We can also provide crowd control, access control, and VIP protection.

### 8. Do you offer fire watch security?

Yes, we offer fire watch security. Our fire watch guards can monitor your property for fire hazards and take appropriate action in case of an emergency.

### 9. Do you offer executive protection?

Yes, we offer executive protection. Our executive protection agents can provide close personal protection for executives, celebrities, and other high-profile individuals. They can also provide threat assessments and travel security services.

### 10. Do you offer access control?

Yes, we offer access control. We can install and maintain access control systems that control who has access to your property. We can also provide access control guards to check IDs and monitor access to your property.

### 11. Do you offer alarm monitoring?

Yes, we offer alarm monitoring. We can monitor your property for alarms and dispatch security guards in case of an alarm.

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12. Do you offer investigations?

Yes, we offer investigations. Our private investigators can investigate a variety of incidents, including theft, fraud, and arson.

### Additional Questions

13. What is your company's mission statement?

Our company's mission statement is to provide our clients with the highest quality security services possible, while maintaining the highest standards of professionalism and integrity.

14. What is your company's history?

Our company was founded in 2021 and has been providing security services to businesses and organizations in Maharashtra ever since.

15. What are your company's awards and accolades?

Our company has been awarded the Exemplary Service for 2021 and 2022. We have also been recognized by MLA Shri Sunil (Anna) Shankarrao Shelke for our commitment to providing quality security services.

16. What are your company's customer testimonials?

Our company has a long history of providing our clients with the highest quality security services. We have Google, Facebook & LinkedIn Review Page.

### Guarantee and Warranty

17. What is your company's guarantee for security services?

We offer a 100% satisfaction guarantee on our security services. If you are not satisfied with the level of service you are receiving, we will work with you to resolve the issue or terminate your contract at no cost to you.

18. Does your company offer a warranty on its services?

Yes, we offer a 30-day warranty on all of our security services. If you are not satisfied with the performance of a security guard, we will replace the guard at no cost to you.

### Service Acceptance

19. What is your process for accepting new clients?

Our process for accepting new clients is as follows:

- a. We will conduct a security assessment of your property to determine your specific needs.
- b. We will provide you with a quote for our services.
- c. If you are satisfied with our quote, you will sign a service agreement.
- d. We will assign security guards to your property and begin providing services.

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20. What is your process for handling service complaints?

Our process for handling service complaints is as follows:

- a. You will contact our customer service department to report the complaint.
- b. We will investigate the complaint and take appropriate action to resolve the issue.
- c. We will follow up with you to ensure that you are satisfied with the resolution.

### Feedback Review

How do you collect feedback from your clients?

We collect feedback from our clients in a variety of ways, including:

- a. Client satisfaction surveys
- b. Daily feedback reports from security guards
- c. One-on-one meetings with clients

21. How do you use feedback to improve your services?

We use feedback to identify areas where we can improve our services. We also use feedback to recognize and reward our security guards for their outstanding performance.

### Daily Feedback Review Responsibility

22. Who is responsible for reviewing daily feedback reports?

Our security supervisors are responsible for reviewing daily feedback reports from security guards/ In charge of Premises. They will identify any potential issues and take appropriate action to address them.

23. How often do you review daily feedback reports?

We review daily feedback reports on a daily basis. This allows us to identify and address potential issues quickly.

24. What happens if a security guard is found to be not alert or vigilant?

If a security guard is found to be not alert or vigilant, we will take appropriate disciplinary action, up to and including termination of employment.

We hope this FAQ is helpful. Please let us know if you have any other questions.

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