

# WEBSITE PROFILE OF TSI SAFETY & SECURITY SERVICES LIMITED (TSI 3S)

## VISION

1. To become market leader in security and logistics industry in Bangladesh by 2030.

## MISSION

2. To provide qualitative security & logistics services to individuals and national, multinational, international companies/organizations all over the country.

## BUSINESS DESCRIPTION

3. **Purposes:** The purposes of TSI Safety & Security Services Limited (TSI 3S) are:
  - a. To provide qualitative and diversified security and logistics services to the clients all over the country.
  - b. To create large numbers of employment opportunity for the energetic youth and retired military and paramilitary personnel.
4. **Business Tagline and Logo:** The business tag line of TSI Safety & Security Services Limited (TSI 3S) is “**Innovative Security Service**”. Suggested logo is



5. **Services:** Present context of security situation, infrastructural, business and other developments in Bangladesh demands a huge number of outsourced security and logistics personnel. Its demand will go high once the Padma Bridge is completed and development in eastern side of Dhaka City. Now a day's security services in Bangladesh are no more limited to manned security only. With the diversification in each sector, security system has also been diversified into following category of services:

- a. Manned Security Services.
- b. Cash/Valuables Security Services.
- c. Electronic Security Services.
- d. Cyber Security Services.
- e. Special Security Services.
- f. Logistics/Support Services.

6. **Range of each Service and Implementation Plan:** There is a wide scope of providing security and logistics services to national, multinational and international clients within Bangladesh. Hence, the range of services and their implementation plan is shown below:

- a. **Manned Security Services:**

Year of Implementation		
1 <sup>st</sup> & 2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year on word
1. Regular guard services at all establishments. 2. Inspectors/ Supervisors.	1. Body guards (Un-armed). 2. Close protection services (Un-armed). 3. VIP/Executive protection (Un-armed). 4. Event security management. 5. Relief and other operation security.	1. Body guards (Armed). 2. Close protection services (Armed). 3. VIP/Executive protection (Armed). 4. Security in remote place.

b. **Cash/Valuables Security Services:**

Year of Implementation		
2 <sup>nd</sup> & 3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
1. ATM/Fast tracks security. 2. Bank/financial institution with guards.	1. Cash in Transit/Cash processing of banks/financial institutions. 2. Salary disbursement of factories/companies/organization. 3. Escorting/carrying/vaulting of valuables.	1. Private vaulting facilities.

c. **Electronic Security Services:**

Year of Implementation		
2 <sup>nd</sup> & 3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
1. Under vehicle inspection system. 2. Metal detection. 3. SMS alarm system.	1. CCTV	-

d. **Cyber Security Services:**

Year of Implementation		
2 <sup>nd</sup> & 3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
1. Computer Data Security. 2.	1. 2. 3.	

e. **Special Security Services:**

Year of Implementation		
2 <sup>nd</sup> & 3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
1. Emergency response services. 2. Investigations/background checking according to needs of the clients.	1. Security and logistics support consultancy. 2. Security training support. 3. Carrying patient to rehabilitation centre.	Escorting of personnel, Vehicles, train, riverine vessels.

f. **Logistics /Support Services**

Year of Implementation		
2 <sup>nd</sup> & 3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
1. Logistics Staff	1. Protocol services 2. Clerical Staff 3. Cleaning services	1. Transport Services. 2. Shifting of office/residence

7. **Categories and Criteria of Guards**

a. **Categories and Criteria:** There will be two categories of guards to meet the requirements of different types of clients. The categories and criteria of each category are shown below:

Ser	Cat	Height	Qualification	Experience	Training
1.	A	5'-6" (+)	Min SSC	2-3 Years	Min 2 Weeks
2.	B	5'-6" (+)	Min Civil	0-1 Years	Min 1 Weeks

b. **Background of Security Guards:** Mil/Para Mil/Civ.

c. **Age Limit:** 18 Years to 45 years. It may be relaxed for retired Mil/Para Mil and civ having experience in security services.

8. **Uniform**

a. **Inspector/Supervisor:**

- (1) Monkey cap (Deep Blue) with logo.
- (2) One full sleeve and one-half sleeves shirt (Sky blue colour) with deep blue epaulets (Inspector 4 stripes, Supervisor/Team Leader 3 stripes.)
- (3) Company name on the left pocket (TSI 3S).
- (4) Name plate on the right pocket.
- (5) Trouser- Deep Blue.
- (6) Belt (Olive Green).
- (7) Boot Black.
- (8) Socks-Black/other colours.
- (9) Stick, liner, holder & whistle.
- (10) ID card.

b. **Security Guards:**

- (1) Monkey cap (Deep Blue) with logo.
- (2) One full sleeve and one-half sleeves shirt (Sky Blue colour)
- (3) Company name on the left pocket.
- (4) Name plate on the right pocket.
- (5) Lanyard with whistle.
- (6) Trouser- Deep Blue.
- (7) Belt (Olive Green).
- (8) Boot Black.
- (9) Socks-Black/other colour.
- (10) Stick, liner, holder & whistle.
- (11) ID card.
- (12) One Black Coati for Female Guard

c. For escort and event management, the guards will put on red beret instead of monkey cap.

**TECHNOLOGY**

9. Technology is one of the most important components of any activity particularly for progress of business. Service sectors especially the security and logistics have to work round the clock. This sector has to meet the requirement of clients with very short notice. Therefore, it needs very strong IT Department to communicate with and respond to the clients. The company needs to remain continuously updated and feed the clients about the rapid change of security situation. One of the most problematic elements of cybersecurity is the constantly evolving nature of security risks. It also needs to carry out research to know the trends and forecast the security situation.

## MARKET ENVIRONMENT

10. **Size of the Market:** Bangladesh is a market of more than 16 crore people. Recently, its progress in infrastructural, business and service sectors are remarkable. Earlier the companies and organizations used to have their own security and logistics personnel. But now a day, they prefer outsourcing these services from reputable companies to avoid overhead costs and to keep the management concentrated to productive activities. To our knowledge, there is no in-depth study about the size of security and logistics services market in Bangladesh. But following are the potential clients who procure these services through outsourcing:

- a. Embassies/High Commissions.
- b. Banks/Financial Institutions.
- c. UN Organizations, National/Multinational NGOs.
- d. KPIs.
- e. Telecommunication Companies.
- f. Garments/Textile/ Pharmaceutical Industry.
- g. Educational Institutions.
- h. Event/Program Organizers.
- i. VIPs/Executives.
- j. Residences/Apartments.
- k. Individuals.
- l. Any Other.

11. **Marketing Strategy:** Aggressive marketing will be done going at the doorsteps of the potential clients to sell the services. For doing this, a strong marketing, sales, operational and IT team will be required. To remain competitive, services will be sold at reasonable price without compromising with the quality of services. If required sales commission will be given to those who would bring high valued clients. As part of marketing strategy, following promotional activities will be done:

- a. Advertisement in newspapers.
- b. Operating of own web page.
- c. Face book page.
- d. Agreement with tender bazaar/other agencies.
- e. Writing to companies/organizations.
- f. Circulation of Leaflets.
- g. Display of banners/festoons.
- h. Sending SMS to potential clients.
- i. Personnel contacts.
- j. Any other methods.

12. **Proposed Departments:** The Company plans to provide 3,000 manned security and logistics personnel to the clients by FY 2029-30. It would also provide electronic, special, cash/valuables security services utilizing manned security personnel. In addition, cybersecurity department will also be to meet present days requirements. The posts of security personnel will be Zone Commander, Asst Zone Commander, Supervisor, Assistant Supervisor, Security guards etc. For effective and efficient management of this huge no of personnel eight departments/offices are required to work in coordination. The proposed departments along with their functions are shown below:

- a. **Marketing Department:**
  - (1) Business development.
  - (2) Promotional activities.
  - (3) Clients management.
  - (4) Preparation & submission of tenders/request for quotation /request for proposal.
  - (5) Response to the clients' requests.
  - (6) Security research & development.
  - (7) SMS alert service.

b. **Operation Department:**

- (1) Security assessment.
- (2) Orientation of personnel before deployment.
- (3) Deployment of security personnel to the posts.
- (4) Monitoring/supervising the activities of the zones/regions.
- (5) Immediate response to the clients.
- (6) Field management.
- (7) Maintaining 24 hours operation.
- (8) GPS tracking of vehicles.
- (9) Protocol services.

c. **HR Department:**

- (1) Development of policies/procedures.
- (2) Recruitment & selection.
- (3) Maintaining the records/personnel files of employees.
- (4) Employee benefits/compensation.
- (5) Compliance according to labor law.
- (6) Discipline and grievance handling.
- (7) Training and development.
- (8) Verification of personnel by own arrangement.
- (9) Verification of personnel by police.
- (10) Separation of employees from service.

d. **Training Department:**

- (1) Basic training (5-15 days) of newly recruited guards.
- (2) Refresher training (7 days) at the supervisory level.
- (3) Induction/Orientation training (2 days).
- (4) On the Job Training (as & when required).

**An accommodation of minimum 50 personnel will be required at a time**

e. **Admin & Logistics Department:**

- (1) Ensuring security of own premises.
- (2) Transport management.
- (3) Procurement.
- (4) All other admin & logistics activities.

f. **Finance and Accounts Department:**

- (1) Fund management.
- (2) Bill preparation & submission to the clients.
- (3) Bill collection.
- (4) Disbursement of salary.
- (5) Disbursement of money for other expenses.
- (6) Settlement of VAT and Tax.
- (7) Preparation of financial statements and arrangement of audit.

g. **IT Department:**

- (1) Cybersecurity function.
- (2) Website development & updating regularly.
- (3) Opening of page and updating regularly.
- (4) Assist marketing dept for SMS alert & preparation of tender/request for quotation (RFQ)/request for proposal (RFP).
- (5) Maintaining all computers & related items.
- (6) Preparation of booklets/folders/brochures etc.

h. **Regional Office:**

- (1) Will work under guidance of marketing & operation Departments (Locally recruitment, deployment & sending documents to HR.
- (2) Will work in coordination with all departments of head office.

13. They will work in collaboration with Divisional Sales Promotional Office (SPO) located at Divisional Headquarters.

14. Cleints. CC7, Petroleum Product Limited & Auto Trade Limited.

15. Galary. TSI security related picture attached to galary.

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Polas, Norshingdi.