

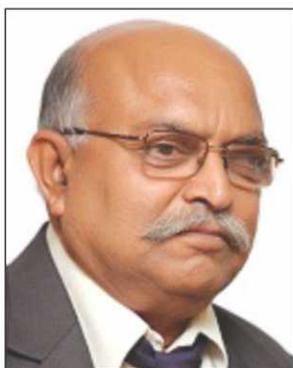
**BIS**  
**TODAY**



**Bombay Integrated  
Security (India) Ltd.**

**Business Continuity  
Plan Begins With Us**

# 'White Glove' customer service



**G. S. Bhadoria**  
Editor in Chief

From welcoming employees and guests with a warm and friendly smile to giving directions, the customer service role that security personnel play is infinite. The security officer sector is growing exponentially, as is the need for our country's officers to be comprehensively trained in a wide variety of areas, ranging from life-saving initiatives to 'white glove' customer service training. We need to ensure that the flourishing physical security workforce is ready and able to take on the daily customer service challenges that they face in divergent sectors across multiple industries, including commercial real estate, hospitality, higher education, healthcare, manufacturing, retail, public transportation, government services and

the chemical and petrochemical industry.

The customer is not only the client, but is also anyone who crosses the path of a security officer. A 'white glove' service-oriented attitude translates to not only satisfying customers, but delighting them while mixing security with concierge-like customer service. Whether assisting a visitor, giving direction to a tourist, helping a person in a bank's ATM or helping a lost child in a public place, the security officer is a brand ambassador tasked to exceed the customer's needs. For example, if a customer needs something in 10 minutes, true security personnel will deliver it in nine. If customers need information, he will deliver it to them with all the options available for the convenience of the customer. Professional security personnel are always active to help the customers and people in general. It is a strong bond between both, which is based on customer satisfaction.

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*From CMD Desk*

# Union Budget will boost economy

The Union Budget 2019-20 will boost economy and it will set the pace to achieve the goal of becoming a \$5 trillion economy over the next five years. Prime Minister Mr. Narendra Modi has already set the goal and declared from time to time about his dream for our nation to become the world economic power. The budget presented by the Finance Minister Mrs. Nirmala Sitaraman reflects the Government's strategy to work on infrastructure, digital economy and micro, small and medium enterprises (MSMEs). The Government has given detailed attention in the infrastructure sector. Importantly, the focus on railways continues. Public-private-partnership (PPP) is an important step by the Government for the development and completion of tracks, rolling stock manufacturing and delivery of passenger freight services.

Likewise, thrust on aviation sector is also an important point in the budget. No country can develop fast without focus on road, rail and air transport. Due provisions have been given in the budget for all these three transport sections. It also strengthens the Make in India goals.

The Government has thrust upon achieving self-reliance in aviation segment. It also gives due importance in developing maintenance, repair and overhaul system in aviation sector. The Government's aim is to make India a hub for aircraft financing and leasing activities.



**R. N. Singh**  
Chairman BIS

The Government has put focus on rural development with proper water supply in villages along with proper sanitation, electricity and cooking fuel. All these are important factors for the development of our nation. We must acknowledge the fact that India is country with large number of young workforce. If utilised properly, this workforce can create wonders for the development of our nation.

Such a positive policy making will enhance business in our security sector too. The developmental activities in the infrastructure and other related fields will create huge demand for security. Professional and competent security agencies will benefit out of increasing demand.

Overall, the budget is a vision by Mr. Modi for a strong nation. The Government has set goal of achieving rapid economic growth with human face. Steps have been taken to address development of human resources through new national education policy. Budget puts focus on quality education and creating skilled workforce in the country. Nations are built on good education and skilled workforce. Mr. Modi and Mrs. Sitaraman have indeed given us true vision of progress which will make our nation a great \$5-trillion economy.

# Robots - the next big thing

It's only just begun, but the next generation of security personnel will need to be trained to work alongside or partner with robots. It is estimated that less than 500 robots have been deployed worldwide for use in physical security. But security experts foresee three growing uses: outdoor drones in the sky, outdoor robots on the ground for deterrence and indoor robots for real-time response.

Although, there are no robots for physical security in India yet, the things may start rolling out soon. It all depends when any of the big corporate houses starts demanding and ordering for such a robot. Then a new thing may be needed for the security personnel at the helm. They will need training - going through and becoming familiar with the system, and then using their tools as force multipliers. There's a lot of change management. It is needed to set realistic expectations for what robots can do today, and then iterate and refine over time, using customers who are in the loop to do it.

Robots essentially allow one trained human to be in many places at once. As a robot moves around the space, it builds up a profile of what are normal and detecting anomalies. They're good at detecting but not good at triage. It is needed to train remote robot specialists - guards combined with a security service - to basically jump into the robot's body, assess what's going on and then respond. In



**Amarjeet Singh**  
Director, BIS

other words, it is like melding the man and the machine. There's pretty substantial training that has to happen to make them effective.

In the same way that access control and cameras enhance rather than replace humans, robots help fill in gaps. The big challenge is on education, clearly identifying use cases. We have to be honest in marketing what robots can do today, what they can't do today and what they could do tomorrow. Right now, we tend to target times and locations that are relatively low activity, like nights and weekends. Robots can be of very help during the times of fire or any such accidents. They can be good for night patrolling. But, it is also true that in a busy office, we probably wouldn't have a robot around. It would be better to have a manned guard.

# View from political arena



Member of Parliament (Loksabha) and President of Delhi BJP- Bhojpuri Super Star Mr. Manoj Tiwari had a courtesy meeting with BJP MLC Mr. R. N. Singh on 15th April 2019 at BIS Head Office in Powai, Mumbai during his Loksabha poll campaign in Mumbai.



An election campaign rally for BJP candidate from North Central Mumbai Parliamentary constituency Mrs. Poonam Mahajan was organised in Kurla area on 24 April 2019. BJP MLC Mr. R.N.Singh took part in the rally. Chief Minister of Maharashtra Mr. Devendra Fadnavis, Mr. Ashish Shelar (Now a Minister in the Maharashtra Cabinet), BJP workers and electorates attended the rally in large numbers.



BJP MLC Mr. R. N. Singh had a meeting with Minister for Labour in the Maharashtra Cabinet Mr. Sanjay Kute on 20th June 2019. They discussed many issues related to workers in the state.



BJP MLC Mr. R. N. Singh is seen here entering Vidhan Bhavan in Mumbai to participate in the proceedings of the Maharashtra Legislative Council on the first day of the Monsoon session of Maharashtra Legislature on 17 June 2019.



The Loksabha Election Verdict gave massive mandate to BJP and Prime Minister Mr. Narendra Modi when results were declared on 23 May 2019. BJP MLC Mr. R. N. Singh celebrated this victory with family members while on vacation in London (UK). BIS Director and Vice President of Mumbai BJP Mr. Amarjeet Singh, Mr. Sanjay Singh, BIS Director Mrs. Geeta Singh, Mr. Randhir Singh, Mr. Sanju Singh, Mr. Anttresh Singh, Mr. Aditya Singh, Master Krish, Master Arjun, Master Karan and Mr. Shekhar are seen in this photograph.



A meeting of CAD Pune region was held in Pune office on 27th June 2019. Director Mrs. Geeta Singh, Mr. Aditya Singh and others are seen in this photograph on the occasion.



“Vijay Sankalp Bike Rally” was organised in Vakola area of Kalina assembly constituency in Mumbai. Our director and Vice President of Mumbai BJP Mr. Amarjeet Singh is seen here felicitating Chief Minister Mr. Devendra Fadnavis and Mr. Ashish Shelar (then Mumbai BJP President and now a Cabinet Minister)



« New target of business was set by young and dynamic team of Kolkata branch under guidance of our Director Mr. Anttresh Singh. A group photograph was taken at the branch office on this occasion.

# Passing out Parade of 58<sup>th</sup> Batch Trainees

Passing out parade was organized for the 58th Batch trainees (June-2019) in the campus of IISM Khandwa on 29th June 2019. A total of 41 trainees participated in programmes such as:- Road run, PT, Obstacle course, Oath taking Ceremony, Parade Drill, Live Fire- Fighting demonstration, Rescue Operation, First- Aid, Arms training, Traffic control, Electronics gadgets demonstration at Main gate, class room and library session. Awards were given away by Principal Mr. Rama Govind Pandey to the trainees who excelled in the training. First Prize was given to Mr. Prashant Kumar Banjare of Raipur Branch, Second to Mr. Karan Nath of Raipur Branch and the third to Mr. Durga Prasad Uikey of Jabalpur Branch. Finally a Grand Barakhana was organised as a customary process of every fighting force. Thereafter all the trainees departed to their respective branches.



Trainees during obstacle course training at the institute.

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## International Yoga Day

5th “International Yog Divas” was celebrated on 21st June 2019 inside the campus of IISM Khandwa. Principal, Staff & 41 trainees took part in the event with full josh and energy.



Vrakshasana

# Training sessions in branches

## Training at Nasik Branch

Training was conducted for SBI ATM Care Takers of Nasik Branch under the supervision of Dy. General Manager Mr. Nitin Magar on 09 April 2019 in front of Nasik Branch office complex. Mr. Somnath Joshi (Dy. Manager – Admin & Training), Mr. Sharad Jagtap (Dy Manager – Operations), Mr. Ramesh Dhattrak (Area Officer), Mr. Pradeep Ubale (Dy. Manager – Ops), Mr. Vijay Chavan (Dy. Manager – EDP) and 21 care takers took part in the training. Various aspects of vigilance and duties of the caretakers were discussed during the training session.



Care takers are seen here during training session

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## Training at BOSCH Company



Security guards are given tips for quick action during emergency

Training was conducted at M/s. BOSCH NaP LTD. – Satpur , Nasik for security staff on 13 April 2019 under the supervision of Dy. Manager (Admin & Training) Mr. Somnath U. Joshi along with Mr. Pradeep Ubale (Dy. Manager – Ops.). Two security supervisors and 19 security guards took part in the training. The focus of the training was to take quick and prompt action in cases of emergency.

## Training at Nunhems India



« A training session was conducted at Nunhems India Pvt Ltd, Karnal on 16 May 2019 for the enhancement of Security personnel deployed at the site. Mock Drill of Fire Fighting and Training of Fire Extinguishers (How to use) was displayed during the training session.

A training session was conducted at Nunhems India Pvt Ltd, Karnal on 10 May 2019 for the enhancement of Security personnel deployed at the site. Fire safety and preventions, Duties and responsibilities in an emergency, Drill, Turnout, appearance and discipline were the topics during the training session.



« Training was conducted in Nunhems india Ltd. Kullu on 26th April 2019. Guards are seen here during the training session.



An audio video indoor training session for the security guards was conducted at Nunhems, Karnal on 18 June 2019. The guards were given training on general behaviour, job and responsibilities of security personnel.



Mr. Shashi Bhushan Jaswal (Branch Manager) and Mr Subash Chand Rana (Admin) along with security personnel during fire fighting training at Nunhems, Karnal on 18 June 2019.

## Training at Mungi Engineers

Training was conducted at M/s. MUNGI ENGINEERS PVT LTD-AMBAD-NASIK for security staff on 20 April 2019 under the supervision of Dy. General Manager Mr. Nitin Magar along with Mr. Somnath Joshi – Dy. Manager (Admin & Training) and Mr. Sharad Jagtap – Dy. Manager (Ops.). Mr. Rajesh Kumar Singh (Area Officer), Two Security Supervisors and 14 Security Guards took part in the training. They were given training on their duties, search procedures and turn out.



Guards are seen here during the training session

## Training at Reliable Autotech

Training was conducted at M/s. Reliable Autotech Pvt Ltd - AMBAD-NASIK for security staff on 20 April 2019 under the supervision of Dy. General Manager Mr. Nitin Magar along with Mr. Somnath Joshi – Dy. Manager (Admin & Training) and Mr. Sharad Jagtap – Dy. Manager (Ops.). Mr. Rajesh Kumar Singh (Area Officer), one Security Supervisor and 14 Security Guards took part in the training. They were given training on their duties and responsibilities.



Guards are seen here during the training session in Reliable Autotech premises.

## Training at Bayer BioScience



Training was organized at Bayer BioScience Dhantori premise on 12th April 2019. Guards and trainers are seen in this photograph.

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## Training at BOSCH NaP

Training was conducted at M/s. BOSCH NaP LTD - NASIK for security staff on 04 May 2019 under the supervision of Mr. Somnath Joshi - Dy. Manager (Admin & Training) and Mr. Pradeep Ubale - Dy. Manager (Ops). Two Security Supervisors and 20 Security Guards took part in the training. They were given training on common sense and attitude during their duties.



Guards are seen here during the training session in the premises.

## Training at T.K.E.S

Training was conducted at M/s. T.K.E.S. – Gonde, Nasik for security staff on 09 May 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training). Mr. Rajesh Kumar Singh (Area Officer), one Security Supervisor and 12 Security Guards took part in the training. They were given training on security equipments and devices. their duties.



Guards are seen here during indoor training session

## Training at Neo Genetics

Fire fighting training along with frisking was given to security guards at M/S NEO GENETICS LTD RAJPURA premises by our Chandigarh branch. >>



## Training at A. D. F. FOODS



Guards are seen here during the training session

Training was conducted at M/s. A. D. F. FOODS LTD.- SINNAR-NASIK for security staff on 04 June 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training). Mr. Prashant Jha (Area Officer) and Four Security Guards took part in the training. They were given training on turn out and duties.

## Training at Shri Guruji Rugnalay

Training was conducted at M/s. SHRI GURUJI RUGNALAY - GANGAPUR, Nasik for security staff on 3rd June 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training) and Mr. Sharad Jagtap – Dy. Manager (Ops.). Nine Security Guards took part in the training. They were given general instructions on duties of Lady Guards and Security guards along with search procedures and turn out.



Lady guard and other security guards are seen here during the training session

## Training at Urjayant Engineering

Training was conducted at M/s. Urjayant Engineering Pvt Ltd - Sinnar, Nasik for security staff on 4th June 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training). Mr. Prashant Jha (Area Officer), one Security Supervisor and Eight Security Guards took part in the training. They were given training on first aid and other security aspects.



Guards are seen here saluting after the training session

## Training at FDC LIMITED

Training was conducted at M/s. FDC LIMITED - SINNAR, Nasik for security staff on 4th June 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training). Mr. Prashant Jha (Area Officer), one Security Supervisor and 11 Security Guards took part in the training. They were given training on first aid and turn out.



Guards are seen here during training session in the premises.

## Training for guards

Training was conducted at M/s. Reliable Autotech Pvt Ltd - Ambad- Nasik for security staff on 07 June 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training). Mr. Rajesh Kumar Singh (Area Officer), Two security supervisors and Six Security Guards took part in the training. They were given training on turn out, use of security equipments and general frisking.



Guards are seen here during the training session in the premises.



"Never stop fighting until you arrive at your destined place – that is, the unique you. Have an aim in life, continuously acquire knowledge, work hard, and have the perseverance to realize the great life."

| Dr. A. P. J. Abdul Kalam

## Training at MSL Driveline Systems

Training was conducted at M/s. MSL Driveline Systems Ltd – Satpur - Nashik for security staff on 08 June 2019 under the supervision of Dy. General Manager Mr. Nitin Magar along with Mr. Sharad Jagtap – Dy. Manager (Ops.). Four security supervisors and 14 Security Guards took part in the training. They were given general instructions on duties of security guards, discipline and turn out.



Security guards are seen here during indoor training session

## Training at Polygenta Technologies

Training was conducted at M/s. Polygenta Technologies Ltd - Village Avankhed, Dindori - Nashik for security staff on 10 June 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training) along with Mr. Sharad Jagtap (Dy. Manager –Ops). Two security Supervisors and 12 Security Guards took part in the training. They were given training on use of security equipments, devices and turn out.



Guards are seen here saluting after the training session

## Training at Moët Hennessy



Guards are seen here saluting after the training session in the company premises.

Training was conducted at M/s. Moët Hennessy India Pvt Ltd - Nashik for security staff on 10 June 2019 under the supervision of Mr. Somnath Joshi – Dy. Manager (Admin & Training) along with Mr. Sharad Jagtap (Dy. Manager – Ops). Five Security Guards took part in the training. They were given training on turn out and duties of security guards.

## Training at Barnes School

Training was conducted at M/s. Barnes School & Junior College - Nasik for security staff on 13 June 2019 under the supervision of Dy. General Manager Mr. Nitin Magar along with Mr. Somnath U. Joshi (Dy. Manager – Admin & Training), Mr. Sharad Jagtap (Dy. Manager – Ops), Mr. Vijay Chavan (Dy. Manager – EDP). One security officer, Two security supervisors and 21 security Guards took part in the training. They were given training on turn out, discipline and duties of security guards.



Guards are seen here saluting after the training session in the college premises.

## Training at Marico



Area officer Mr. L. N. Khalane, HR executive Mr. Girish shinde and Safety officer Mr. Dhananjay patil are seen here during the demonstration about fire fighting to the security guards at Marico Ltd., Jalgaon on 11 June 2019.

## Training at John Deere



An indoor training session was held at John Deere, Patiala on 25 May 2019. Guards were given audio visual training on basic knowledge of fire fighting, documentation on material gate and responsibilities of security personnel.

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## Training at Bayer Bio Science

A training session was conducted at Bayer- Bio Science - Dhantori on 25. June 2019 by Branch Manager Mr. Shashi Bhushan & Mr S. C. Rana (Dy Admin Manager). Security guards Mr. Salender Kumar, Mr. Parveen Kumar and Mr. Charandutt Sharma attended the training session. Guards were given instructions to wear proper dress and maintain discipline during duty hours. Any accident/incident



should be reported immediately. Guards were told to follow proper duty roster and to attend all the calls during duty hours. They were given training on basic fire fighting and first aid.

# Honest guard appreciated by bank



Mr. Vijay Vir Singh  
BIS Security guard

Our security guard Mr. Vijay Vir Singh posted at ATM of Central Bank of India, Tonk Road, Jaipur was appreciated by the bank for his honesty. At about 9.20 am on 8th May 2019, a bank customer came to ATM and tried to withdraw a sum of

₹10,000/-. There was some connectivity issue and he left ATM without collecting the cash. A short while later, our guard noticed the cash in the ATM. He immediately collected it and reported the matter to our senior officer. The matter was reported to Branch Manager of Central Bank and the cash was handed over to him. The above act of Vijay Vir Singh was appreciated by the bank and he was commended for his honesty. It is a matter of great pride for BIS to have such honest and trustful employees who are our asset and on whom we cherish glory of being most reputed and trustworthy organization.



Appreciation letter by branch manager of Central Bank of India

# MD visit at IFFCO Township



Security guards are seen alert and disciplined for the programme of MD visit at M/S-IFFCO Township, Gandhidham.

# Passing out Parade of 57<sup>th</sup> Batch Trainees

A passing out parade was organized for the 57<sup>th</sup> Batch trainees (May-2019) in the campus of IISM Khandwa on 31st May 2019. A total of 42 trainees participated in programmes such as:- Road run, PT, Obstacle course, Oath taking Ceremony, Parade Drill, Live Fire- Fighting demonstration, Rescue Operation, First- Aid, Arms training, Traffic control, Electronics gadgets demonstration at Main gate, class room and library session . Awards were given away by the Principal Mr. Rama Govind Pandey to the trainees who excelled in the training. The first prize was given to Mr. Sher Singh of Raipur Branch, second prize to Mr. Dharmendra Kumar of Surat Branch and the third prize was given to Mr. Sher Singh Rathor of Amravati Branch. Finally a Grand Barakhana was organised as a customary process of every fighting force. Thereafter all the trainees departed to their respective branches.



Trainees taking oath after successful completion of their training.



Group photo of trainees with Principal and staff.

# Roles of Security personnel in modern times

Appearance, vigilance, communication and knowledge comprise the values that are the cornerstones of customer service. Security officers need to incorporate these values into how they present themselves. Appearance does not just mean that a security officer's uniform is clean and fitted properly; it also includes taking responsibility for the look of the property as a whole. The security officer should project a professional image and ensure that their work area is neat and clean.

Vigilant security offices remember that everyone is a customer and aspire to be proactive and helpful. They keep a watchful eye on people in need of assistance and are observant for potential hazards or areas in need of repair. As the eyes and ears of management, communication is key and security officers must document all pertinent information and notify superiors in case of an emergency. Reports must be written clearly and correctly and officers should communicate to customers what they can do before they tell them what they cannot do.

A security officer's customer service role is multifaceted and includes acting as a

caretaker by assisting everyone who enters the facility with a high level of customer care. Security personnel can take ownership of lobby and visitor management services and technologies to make every visit enjoyable and productive. By acting as a greeter, security professionals build relationships by welcoming staff and tenants by name which offers a personalized service. As important custodians of the building and its tenants, security professionals know who should have access, allowing them to quickly make important security decisions. And as a first



responder, trained security professionals even save lives by delivering first aid, CPR and emergency medical services.

Staying calm and projecting confidence is key to successful customer service. Executing outstanding customer service demands a full understanding of a facility's systems and procedures as well as

emergency training. We live in a diverse world, and not all customers are the same or have the same requirements. A security professional's customer service attitude must be flexible enough to delight every customer. Why is attitude so important? Think back to a time when you had a bad experience. Did you walk away and say "I'm never dealing with that security guy again" or did you walk away and say "I'm not dealing with that business again"? Most likely it is the latter. Most customers can speak to one or two people in an organization and the impression they walk away with isn't just reflective of the individual, but the entire company.

Whether you are visiting a shopping mall, hospital, commercial building or university, security personnel are at the forefront of public perception. The interaction that security officers have with shoppers,

students or workers can leave an indelible mark on people's minds and lasting impact on the brand. When people talk to a security professional, essentially that security professional is the face of the company. When a security officer expresses a positive attitude, people are more naturally responsive. People respond to cheerful people.

The successful execution of a customer-centric culture demands effective leadership support, alignment with client objectives and the deployment of the best learning technology. Engagement in that culture promotes constant development and encourages security officers who may start their career standing post at an entry level position to work their way up through the company with the support of the organization.

**BIMAR NAHI RAHA LACHAAR, HO RAHA MUFT UPCHAAR**  
**World's largest healthcare scheme PM-JAY will make India, 'Ayushman'.**

For the first time in the history of India, crores of poor and vulnerable Indians will benefit through the Pradhan Mantri Jan Arogya Yojana, PM-JAY. Now every entitled family will have access to cashless and paperless healthcare coverage for all critical diseases.

Benefits to over <b>10 crore</b> poor and vulnerable families and more than <b>50 crore</b> beneficiaries across the country	Annual healthcare benefits of up to <b>Rs. 5 Lakh</b> for every entitled family	Access to healthcare services in all government and empanelled private hospitals
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# Technology and change in security industry

Security officer skills and needs are changing due to updated technology and integrated services. End users need a different calibre of security officer who handle more technology- and security management-oriented tasks instead of simply basic patrol, observe and report functions. This provides value to end users' business units that many don't consider – but which all appreciate once they come to fruition.

This value-addition comes in a number of forms, ranging from canine patrols, to new technology in areas like access management, to the first generation of robot partners – but only if paired with training. The mere presence of a canine gains compliance with disorderly conduct situations – if a fight doesn't end immediately, a command for the canine to bark ends it very quickly. As security technology develops and matures, security officer skills need to be elevated to match. Security professionals are on the front lines. They're going to be the first ones to engage until the police get there. New technology or other guarding methodologies must be paired with relevant, adequate training, experts say.

## Challenges Facing the Industry

While these and many other companies have taken the right steps, too many organizations haven't yet crossed the bridge toward modern guarding forces. Many

organizations, by far, are still not taking their security for real. People still want minimum wage level, 'traditional guards,' with little pay, training or experience, who do observe and report only. Those people bring no value to an organization, and in fact



organizations that hire those people are putting them in an unsafe position. They're putting a uniform on, but they don't have training or capabilities.

The problem starts with the fact that many security agencies fail to train their security guards. That invites the hiring of unqualified but inexpensive guards. The guard industry needs a transition in the security profession. The reason those people are in danger is that anybody who wears the uniform is a potential target for a bad guy. You think about the absurdity – the least paid and least qualified person in the building is the person who has the most responsibility for life safety.

Organizations need to think of security as a

risk mitigation tool – but too many over-accept and under-mitigate risk. Many organizations view security as an add-on, as opposed to part of the core business functions. The reason they're a core part of the organization is because risk management is a core part of the organizations – and security, when it works right, is part of risk management. Over-acceptance and under-mitigation of risk exposes them to far more of a potential loss than if they just did the correct security

program, and got quality people that were well-paid, had benefits, had certifications and professional qualifications. That not only has a high probability of precluding bad things from happening, but if they do happen, the damages are going to be compensatory, not punitive, even if the finding of fact goes against you. When people think they're saving money by getting cheap security, they're in fact sitting on a ticking time bomb, both tactically and legally.

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## Sardar Patel's Statue of Unity

**Sardar Vallabhbhai Patel's Statue of Unity in Gujarat's Narmada district was built at a cost of INR 2989 crore, It was inaugurated by Prime Minister Mr. Narendra Modi on 31 October 2018. Iron Man Sardar Patel is credited with uniting all 562 princely states in the pre-independent India to build the Republic of India. For quick fact checks, here are some unmissable points.**

- The Statue of Unity is the tallest in the world, standing tall at a height of 182 m. It is almost double the height of the Statue of Liberty in the United States of America, and 23 m taller than China's Spring Temple Buddha statue.
- Three and a half years went into the building of this statue; 3000 workers, including 300 engineers were involved in the building process.



- Padma Bhushan recipient sculptor Mr. Ram V. Sutar built the Statue of Unity, whereas the intricate bronze work was done by the Jiangxi Toqine Company (JTQ), a Chinese foundry.
- The viewing gallery, at a height of 153 m, has the capacity to accommodate 200 people at a time and also offers an expansive view of the Sardar Sarovar Dam.
- The Statue of Unity is a three-layered structure and can withstand earthquakes and severe wind velocity.
- The museum has 2000 photographs, 40000 documents and a research centre dedicated to the life of Iron Man Sardar Patel.
- Iron was collected from all over the country to build this Statue of Unity.

# Essential steps for Visitor Management

With millions of people going to work, attending concerts, and even students going back to school, a thought lingers in the back of their minds: Is the building, the venue, the school safe and secure?

It's an unfortunate reality that there are no safe places anymore – not our schools, not our churches, not offices, not concert venues. Knowing who is on your property is imperative for better control over what occurs, and large gathering places – from hospitals to stadiums – are increasingly turning to technological tools to protect their campuses. Unfortunately, while these visitor management systems are more important than ever, they could remain flawed with holes that attackers can exploit.

A solid visitor management system ensures due diligence as it pertains to security of the premises and takes human error out of the equation. It begins at the front door but can continue throughout the building so that security teams understand who enters, can track their whereabouts and restrict access as needed.

At the basic level, a visitor management system might include a sign-in or registration process at the entry point. You

might need to wear a temporary badge on the premises so people know you are supposed to be there while employees have more permanent access cards. In some buildings and schools, entrants must pass through metal detectors, and security officers monitor the space with surveillance cameras.



For more restricted facilities, a security officer might check your driver's license and even scan the magnetic strip to ensure it's valid. Some even go so far as to collect fingerprints and run background checks. Document readers are great for validating ID cards to prevent someone with a fake driver's license from getting through, but they aren't mandated. Frequently, it's still just a case of a human security officer looking at the ID and waving the person past.

As more tragedies happen, demand for more sophisticated tools is also rising. Organizations are adding self-service kiosks that can authenticate ID cards and

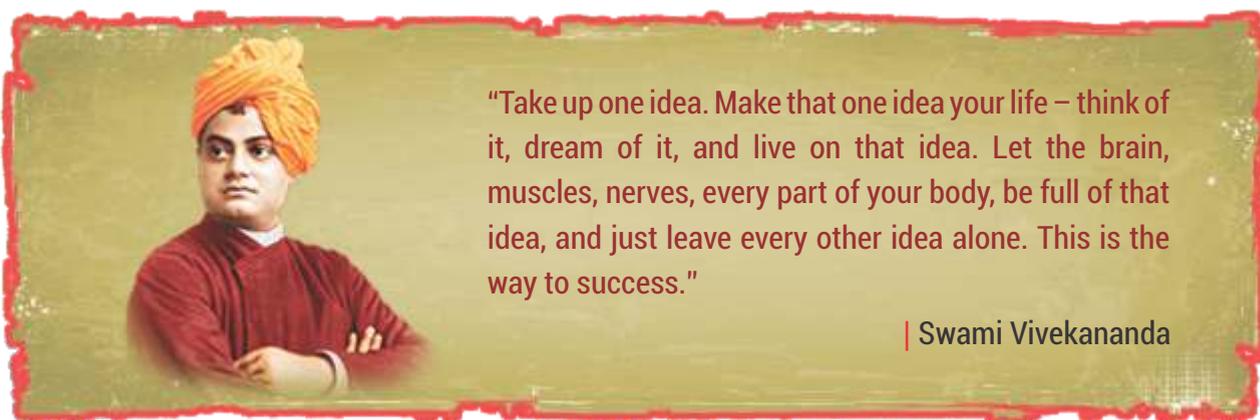
use facial recognition software to make sure the ID matches the person. Some are implementing technology that can scan for exposed weapons.

But despite advances in technology, there are still gaps when it comes to keeping buildings safe, not the least of which is awareness tools exist and how they can help.

Meanwhile, even the best technology isn't perfect. Weapons detection systems are limited to identifying certain shapes and could miss other weapons or explosives that the systems aren't programmed to spot. And they are still being perfected to catch weapons hidden in bags or under clothing. Facial recognition technology, which is increasingly being used at airports and other high-traffic locations, has seen proven success. That time lag is as big a reason for concern as anything. Whether a weapons scanner spots a gun, a driver's license fails authentication, or facial recognition software notices a threatening person, it still takes time for intervention. Security personnel might only take a couple minutes to arrive at the scene, but that could be all the time needed for tragedy to strike.

It's ultimately up to organizations to weigh benefits against costs and complexity of implementing a system that will vet visitors and keep students, workers and the general public as safe as possible. While the technology is still evolving and can't stop every attack, visitor management systems are working towards doing just that by minimizing the impact of having someone on the premises who shouldn't be there or who are identified as a threat. Ideally every attack would be prevented ahead of time, but even identifying threats earlier and enabling police or security to intervene sooner can save lives. If there's one thing that we've learned from all these terrible tragedies, it's that every second matters.

Security managers need to evaluate their current visitor management systems, look for loopholes and close the gaps. We are all concerned about security these days, whether we are a visitor to a site or whether we are the company being visited. Having a robust, automated visitor management system – put away the pen and paper, folks – with security elements and reporting built in will help security managers mitigate risk as much as possible.



**"Take up one idea. Make that one idea your life – think of it, dream of it, and live on that idea. Let the brain, muscles, nerves, every part of your body, be full of that idea, and just leave every other idea alone. This is the way to success."**

**| Swami Vivekananda**

# Security Careers for Military Veterans

Military veterans' transition seamlessly into virtually all types of careers and sectors, but physical security arena can be a match made in heaven for transitioning veterans. Military veterans are ideal recruits for the physical security sector post military career:

## Talent for Technology

Look at the physical security world today

or at corporate headquarters for a Fortune 500 company. They actively seek out the learning opportunities and ongoing training available to them.

## Advance through the Ranks

The physical security sector is full of many opportunities for advancement. The security sector boasts many recruits who start their



and you will see security personnel experienced with robotics, video analytics, access control and biometric technologies. Military veterans who are transitioning to civilian jobs have high demand, high-tech skills with sophisticated systems and software.

Moreover, military veterans, who train and learn to survive the rigors of war, understand better than anyone that continual training is part of a successful mission whether it is in LOC area, Kashmir

career as an officer and are promoted to higher posts in a security organisation. Advancing in the physical security sector demands many of the qualities military veterans are known for, including their battle-tested real-world experience, trainability, adaptability, dependability and ability to deliver quality work under pressure. Physical security companies honour, recognize and applaud employees who seek to continually improve their skill set. It's the proactive employees who seek continual improvement who reach out daily

for the next rung on the education ladder.

### **Clear to Report**

Military personnel have extensive background checks for various levels of security clearances. Military background checks are rigorous as many military positions involve classified information pertinent to national security. Even if the military job is entry-level and has no security clearance, the military will conduct a background check to ensure a candidate is reliable, trustworthy, of good conduct and

others. In the military, cultivating a keen sense of emotional intelligence can mean the difference between life and death on the battlefield. Military personnel 'look under the hood' to get a comprehensive understanding of the people they are serving with in order to build trust and comradeship. They know about their hobbies, marriage and family status. Think about the manager who jumps down the throat of an employee who shows up late one day at work versus the emotionally intelligent manager who recognizes that this tardy employee is



character, and of complete and unswerving loyalty to the nation. Physical security companies welcome the background check procedures that military veterans have already undergone, making a quick start date possible.

### **Emotional Intelligence**

What is emotional intelligence and what is the relationship between emotional intelligence and transformational leadership? Emotional intelligence is like integration of one's emotions to facilitate greater understanding and kinship with

dealing with an autistic child who is settling into a new school. The emotionally intelligent manager, capable of transformational leadership, has a 360-degree understanding of their employees and knows when to play soft vs. hardball.

### **Small Team Expertise**

Military are experienced working with small teams, which are generally from three to eight members. Military examples of small teams include artillery teams, large aircraft crews, surveillance teams, sensor or warfare teams on warships, armoured

vehicle crews, infantry assault groups and others. In the security sector, small teams include account teams in service of a client, technology centre personnel, administrative teams, etc. Military veterans bring to the corporate world the skills they have honed working with small, nimble teams that are expert at achieving their goals.

### **Team Players**

Teamwork is a vital lesson all military veterans learn. In the military, you live and work together, and are taught to support your team members and efficiently collaborate with the people around you. This is an invaluable skill in the security sector whether you are seeking an entry level or management position.

### **Workplace Diversity**

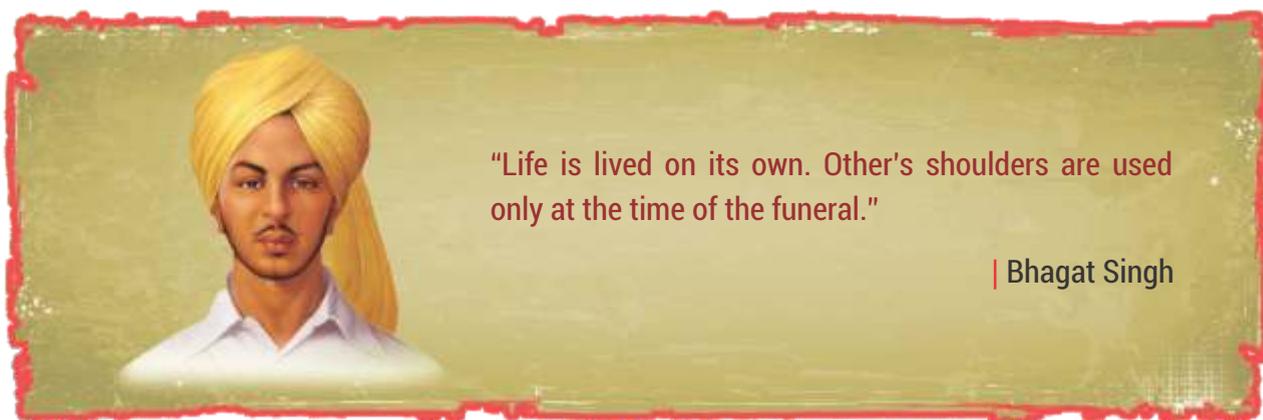
Veterans represent diversity and collaborative teamwork in action having served with people from diverse economic, ethnic and geographic backgrounds as well as race, religion and gender. There is no place for discrimination or intolerance in the military and security sectors. Both sectors understand the importance of treating every person fairly and promoting job performance.

### **No Military to Civilian Decoder Needed**

Veterans need a “military to civilian decoder” system to help explain the significance of their military skills and how they translate to the general employment landscape. The physical security sector, however, understands the language of the military and do not generally require military responsibilities be coded into language that non-military can understand.

The physical security sector features a wide variety of jobs from entry level, middle management to senior positions. A retired veteran with a pension may look to the security sector for part-time or full-time entry-level work with the goal of climbing the ladder to the highest ranks. The flexibility and opportunity are unparalleled in the security sector.

Veterans generally enter the workforce with identifiable skills that can be transferred to the physical security world and are often skilled in technical trends pertinent to business and industry. And what they don't know, they are eager to learn – making them receptive and ready hires in physical security environments that value ongoing learning and training.



# Central America is the most dangerous region to live

According to a study by the United Nations Office on Drugs and Crime (UNODC), Central America is the most dangerous region to live, where the number of homicides – or unlawful killings - rises in some “hotspots”, to 62.1 per 100,000 people.

The safest locations are in Asia, Europe and Oceania (Australasia, Melanesia, Micronesia and Polynesia), where murder rates are 2.3, 3.0 and 2.8 respectively – well below the 6.1 global average, says the Global Study on Homicide 2019.

At 13.0, Africa’s homicide rate was lower than the Americas (17.2), which had the highest percentage in 2017 since reliable data-gathering began in 1990, UNODC said, while also pointing to significant data gaps for some African countries.

## Organized Crime Accounts for Nearly 15 Murders

One constant since the beginning of this century is the link between organized crime and violent deaths, according to the report.

Crime alone was responsible for 19 percent of all homicides in 2017 and caused “many more deaths worldwide than armed conflict and terrorism combined,” said Yury Fedotov, UNODC Executive Director.

Like violent conflict, organized crime “destabilizes countries, undermines socioeconomic development and erodes the rule of law”, according to UNODC, while

Fedotov insisted that unless the international community takes decisive steps, “targets under Sustainable Development Goal 16 to significantly reduce all forms of violence and related death rates by 2030 will not be met.”



## Young Men at Highest Risk

From a gender angle, the UNODC report also finds that while girls and boys aged nine and under, are more or less equally represented in terms of victim numbers, in all other age groups, males make up more than 50 percent of the toll, according to data from 41 countries.

In all regions, the likelihood of boys becoming victims of homicide increases with age, while those aged between 15 and 29 are at the highest risk of homicide globally.

In the Americas, for instance, the victim rate among 18 to 19-year-olds is estimated at 46 per 100,000 – higher than for their peers in

other regions, while firearms are also involved “far more often” in homicides in the Americas than elsewhere, the UN report says.

“High levels of violence are strongly associated with young males, both as perpetrators and victims,” the report says, “So violence prevention programmes should focus on providing support to young men to prevent them from being lured into a subculture of... gangs (and) drug dealing.”

### **Femicide ‘Too Often Ignored’**

While women and girls account for a far smaller share of victims than men, they continue to bear “by far the greatest burden” of intimate partner and family-related homicide, the report finds, adding that more than nine in 10 suspects in homicide cases are men.

“Killings carried out by intimate partners are rarely spontaneous or random,” Fedotov said, noting too that the phenomenon is often under-reported and “too often ignored”.

In a bid to help Governments tackle homicide, the UNODC report identifies several drivers of the problem, in addition to organized crime. They include firearms, drugs and alcohol, inequality, unemployment, political instability and gender stereotyping.

### **‘Targeted’ Anti-Corruption Policies Needed**

The study also underlines the importance of addressing corruption, strengthening the rule of law and investing in public services –

particularly education; these are “critical” in reducing violent crime, it says.

Highlighting the report’s broad scope – which covers everything from lethal gang violence involving firearms to links with inequality and gender-related killings – Fedotov maintained that it “is possible” to tackle the threat from criminal networks with “targeted” policies.

These include community engagement and police patrols, as well as policing reform, whose aim is to strengthen trust in officers among the local population.

For those young men already caught up in criminal gangs, they need help “so that they can extricate themselves” through social work, rehabilitation programs and awareness-raising about non-violent alternatives.

These efforts could be more effective if they took place in “certain countries in South and Central America, Africa and Asia” and “even in countries with high national rates of homicide”, the report says.

“Killings are often concentrated in specific states, provinces and cities,” it says. “Bringing down overall homicide rates depends ultimately on tackling lethal violence in these ‘hotspots’”.

Although the UNODC study shows that the number of homicides increased from almost 400,000 in 1992 to more than 460,000 in 2017, it explains that the actual global rate has declined (from 7.2 in 1992, to 6.1 in 2017) when measured against population growth.

# The Future of Public Space Safety

There is no better example of a technology with great benefits and even greater challenges than drones, or Unmanned Aircraft Systems (UAS), specifically commercial drones. Drones have now become commonplace in public venues and outdoor stadiums and with that comes some specific concerns.

Protection of public space has become a top priority of security professionals and more importantly, of owners who have liability responsibility. The ripple effects from the conflicts zones of Iraq and Afghanistan have shown that drone technology and the nefarious uses of drones (bombings, suicide attacks, surveillance) in combat zones is now making its way to the private sector.

More importantly, it is clear that people with evil intentions are taking note and our airspace controls from a legal and regulatory perspective are being outpaced by the change in the environment from the use of commercial drones.

Detection and monitoring systems, geofencing and Temporary Flight Restrictions (TFR's) all are tools used to identify and control drone flight over a specific area, but all are dependent on many outlining factors, including the operator and the actual drone's global positioning system (GPS).

Security professionals need to understand

the use of drones, conduct drone security and assessment for their venue and put into place a drone response plan that details the steps to take, within current laws, to mitigate the risk to the venue or event.

As drone technology continues to develop, it presents an ever-growing challenge for security professionals, particularly those overseeing public gathering areas. To keep people safe, we must focus on developing



policies on how to deal with drones from a defensive security standpoint.

Still, there are many positives associated with drones, from construction assessment, farming, commerce, health care, security and recreational uses. Drones can be used for deliveries, crowd control and as security monitors; they can help assess road conditions during inclement weather; for planting and assessing crops; to deliver emergency healthcare; for the monitoring of oil refineries, power plants, power grids and critical infrastructure.

But as beneficial as these uses are, the threats are vast. Drones can be used for potential cyber or physical attacks on critical infrastructure (power, water, life systems), airports, sporting events, public open-air events, concerts, and businesses. From intellectual property theft, to spying and tracking, the list goes on, perhaps limited only by the imagination. Even terrorist organizations have developed, conducted, and promoted weaponized drone attacks in conflict zones promulgating the technology for use outside of the these areas.

There is no simple solution to this wide range of threats, so it's imperative that we implement risk mitigation measures that are tailored to address specific security situations and facility needs. In particular, the protection of public space should be a top priority for every security director and intelligence professional, and this can be achieved in part by staying informed about current advances in drone technology. A good place to start are the top commercial drone producers. By understanding their product lines and specifications you will gain a better understanding of capabilities associated with drone use in public space.

There are a number of additional steps with regard to protecting public spaces from unauthorized drone activity. First, it's imperative that security and intelligence personnel conduct a targeted Drone Security and Vulnerability Assessment (DSVA) focusing on access to the facility and its public space.

This will also include identifying and

prioritizing vulnerabilities that require protection and expanding outward from those areas to provide depth and layers with regard to early warning and no-fly boundaries. This requires identifying the resources—including capital, personnel, systems and outside experts—to implement the infrastructure and expertise required for the detection and monitoring of threats.

Identifying vulnerabilities for the facility's airspace through advanced software and modelling tools is another key element of any plan to mitigate threats. Technological mitigation platforms include drone detection and monitoring system, mass communication notification system, physical air-space observation posts and communication systems are necessary, as is an early warning system that allows for the time and space necessary for a quick reaction.

But for all of this to come together in times of a real threat, a Drone Detection and Response (DDR) plan is necessary. You will need to rehearse and train staff on the DDR in order to establish and confirm standard operating procedures and emergency response actions, bringing in law enforcement, private security, medical services, and hazardous material experts where possible.

Drones have many benefits, but the threats they present are even greater. It's imperative that security and facility personnel stay current with technology, conduct a Drone Security and Vulnerability Assessment (DSVA) and have a Drone Detection and Response (DDR) plan in place.

# Need for Vigilance at religious places

This is reminder of the changing modus operandi in terrorism, which has now clearly shifted to attacks on houses of worship after the tragic attacks in Sri Lanka and Christchurch NZ. This previously unthinkable selection of the faith-based community and other religious gathering places as a target has left worshipers asking themselves an inevitably relevant question: "what if a shooting happens here next?"

Subsequently, some areas of the country have observed an uptick in calls for increased religious security, which is warranted in the immediate aftermath of tragedy. This process is the latest in an unfortunately common phenomenon across public outlets and institutions: an act of mass violence exploits a weakness or loophole in a major establishment (be it a church, school, movie theatre, or concert venue), and suddenly, the culture and overall protocol of that establishment must change forever.

In the case of the recent spate of shootings at religious sanctuaries, these houses of worship are now faced with a reality in where institutions that are commonly regarded as synonymous with sanctity and peace are being forced to consider their collective defensive posture regardless of sect or religion.

Once seen as an unheard of concept, violent attacks at Hindu, Jewish, Sikh, Christian and Muslim houses of worship in India and abroad should be forcing congregations and parishes to examine concepts like entree vetting, armed security deployment, heightened security protocols and construction improvements that employ



Crime Prevention Through Environmental Design are suddenly not so outlandish. This change in infrastructure reflects the ways that we, as a nation, must evolve our thinking to address the ambiguity and nefarious cunning of potential future attacks. It is a burden that is unfair, yet imperative.

However, as is the norm these days with mass shootings, a typical list of broad wedge issues have been brought back into the light as we scramble for answers on how to prevent similar attacks in the future. While it may be too early to accurately assess the protocols that will best fit the unique layout of your local house of worship, the issue, moving forward, must instead boil down to a blend of taking security responsibility and the appropriate level of potential threat detection, just like similar tragedies that have taken place in the last few years.

For now, though, one objective and sobering notion persists: violence of this nature can theoretically occur almost anywhere, and as long as this remains the case, we will not be safe until we accept that threats exist, plan appropriately, shut out digressions, properly prioritize effective solutions based on facts, and collectively embrace preventative foresight. Otherwise, we will continue to risk the well-being of other social and professional establishments nationwide.

# Cyber Attacks cost Billions worldwide

An estimated two million cyber attacks in 2018 resulted in more than \$45 billion in losses worldwide as local governments struggled to cope with ransomware and other malicious incidents.

The Internet Society's Online Trust Alliance (OTA), which identifies and promotes security and privacy best practices that build



consumer confidence in the Internet, released its Cyber Incident & Breach Trends Report, which found the financial impact of ransomware rose by 60%, losses from business email compromise (BEC) doubled, and cryptojacking incidents more than tripled, all despite the fact that overall breaches and exposed records were down in 2018.

In the report, OTA noted a steep rise in cyber incidents like supply chain attacks, Business Email Compromise (BEC) and

cryptojacking. Some attack types, such as ransomware, are not new but continue to be lucrative for criminals. Others, such as cryptojacking, show that criminals are shifting their focus to new targets. Some of the top trends from the report include:

- **Rise of Cryptocurrency Breeds New Cyber Criminals**

In conjunction with the increasing prevalence of cryptocurrency comes the rise of cryptojacking, which tripled in 2018. This is a specific type of attack aimed at hijacking devices to harness computer power at scale to efficiently mine cryptocurrency. OTA believes these incidents are increasingly attractive to criminals as they represent a direct path from infiltration to income, and are difficult to detect.

- **Deceptive Email**

Though well-known as an attack vector, Business Email Compromise (BEC) doubled in 2018, resulting in \$1.3 billion in losses as employees were deceived into sending funds or gift cards to attackers who use email to impersonate vendors or executives. Many companies are reacting by clearly labelling all emails that originate outside the organization's network.

- **Attacks via Third Parties**

Supply chain attacks – wherein attackers infiltrate via third-party website content, vendors’ software or third-parties’ credentials – were not new in 2018, but they continue to proliferate and morph. The most notable 2018 attack was Magecart, which infected the payment forms on more than 6,400 e-commerce sites worldwide. The OTA report compiled external sources that estimated a 78% increase in these types of attacks in 2018, with two-thirds of organizations having experienced an attack at an average cost of \$1.1 million, and estimates that half of all cyber attacks involve the supply chain.

- **Governments Under Attack**

While the total number of ransomware attacks was down in 2018, the OTA report noted a troubling rise in reported ransomware attacks against state and local governments in 2018 and early 2019. Local governments are particularly vulnerable given that they often rely on outdated technology and are running old software and operating systems.

- **Issues in the Cloud**

While also not new, 2018 brought a rash of sensitive data being left open to the Internet due to misconfigured cloud services. Given the number of businesses that rely on companies like Amazon, Google, and Microsoft for some or all of their cloud needs, it is increasingly important to ensure cloud storage is secure. The report noted that one common problem with cloud computing



isn't even a true "attack", but user error. Configuring data storage correctly is the responsibility of the data's owner, not of the cloud service and it's often improperly done.

- **Credential Stuffing Rises**

OTA found an increase in credential stuffing in 2018, an attack type that recently gained prominence. Given that there are now more than 2.2 billion breached credentials in play and users often rely on identical logins across services, attackers are harnessing ultra-fast computers and known username / password pairs or commonly used passwords to gain access directly to accounts across a wide range of industries. Several high-profile attacks occurred in 2018, and though many were initially believed to be breaches, they turned out to be brute-force credential attacks.

As in past years, OTA found most breaches could have been easily prevented. It calculated that in 2018, 95 percent of all breaches could have been avoided through simple and common-sense approaches to improving security.



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E: nashik@bombayintegrated.com

### Patna

101, Shiva Enclave, 1st Floor, Plot No. 248,  
Opp. Chirayan Tand Over Bridge, Kankarbagh,  
Patna - 800020, Bihar.  
Tel.: 0612 - 2344363, Mob.: 9264455475 / 7004782704  
E: patna@bombayintegrated.com

### Pune

Office No. 12 A&B, CTS No. 40/1, B-2, Sangam Project  
Phase-I, Dr. Ambedkar (Wellesley) Road, Near RTO,  
Pune - 411001, Maharashtra.  
Tel.: 020 - 26059198 / 199, Mob.: 9371532020  
E: pune@bombayintegrated.com /  
: punehead@bombayintegrated.com

### Raipur

Crystal Arcade, 210 - Block A, 2nd Floor,  
Lodhi Para - Shankar Nagar Road,  
Raipur - 492007, Chhattisgarh.  
Tel.: 0771 - 2445562,  
Mob.: 9302593612,  
E: raipur@bombayintegrated.com

### Raigarh

Opp FCI Godown Near Kabir Chowk,  
Raigarh - 496001, Chhattisgarh.  
Tel.: 0776 - 2233033, Mob.: 8815067962  
E: raigarh@bombayintegrated.com

### Ranchi

H-130, HIG Plots, Harmu Housing Colony,  
Harmu, Ranchi - 834002, Jharkhand.  
Tel.: 0651 - 2242238  
E: ranchi@bombayintegrated.com

### Rajkot

Bharti Nagar-4, House / Plot no - 20/C,  
150 ft Ring Road, Shital Park, Near BRTS,  
Rajkot- 360006 Gujarat  
Ph. - 8000551652 / 02812582442  
E: rajkothead@bombayintegrated.com

### Surat

U-17/18, Shakuntal Complex, Near Shinghani Tower,  
Gujrat Gas Circle, Adajan, Surat - 395009, Gujarat.  
Tel.: 0261 - 2790084 Mob.: 9328278162 / 8000233890  
E: surat@bombayintegrated.com

### Thane

Shop No. 2, 3 & 4, Maitry Chandan Bldg,  
Maitry Vatika Complex, Near Vastu Anand,  
Parsik Nagar, Kalwa (W) Thane, Maharashtra - 400605  
Tel.: 022 - 25442192 & 7580, Mob.: 9322660618,  
E: thane@bombayintegrated.com

### Vapi

BIS House Plot No. 54,  
Near Aayush Hospital,  
Shivam Bungalow  
NH No. 8, Atul Society, Vapi (E),  
Dist. Vaisad, Gujarat - 396191,  
Tel.: 0260 - 2427100, Fax: 0260 - 2400200,  
Mob.: 9327562343,  
E: vapi@bombayintegrated.com

### Vashi

Shop No. 22/23, Thacker Tower Premises Co. Op. Society Ltd., Plot No. 86,  
Sector-17, Vashi, Navi Mumbai - 400 703, Maharashtra,  
Tel.: 022 - 27881757, 022 - 27666770  
Mob.: 9371048667  
E: vashi@bombayintegrated.com

### Varanasi

S1/3A 19-20, Ram Shankar Nagar Colony,  
Near Punjab National Bank, Shivpur,  
Chuppypur, Tarna Varanasi, U.P 221003  
Mob - 8957021279/6307912391, Tel.: 0542 - 2280277  
E: varanasi@bombayintegrated.com

### Regional Office

#### Baroda

26, Anupam Society, Near Baroda High School,  
R C Dutte Road, Baroda - 390 005, Gujarat  
Tel.: 0265 - 2337035 / Mob.: 9909054818 / 9374825123  
E: baroda@bombayintegrated.com

#### Ghatkopar

104, Kushal Point, 4th Road, Behind Uday Cinema,  
Ghatkopar (W), Mumbai - 400086, Maharashtra.  
Mob.: 7498881499  
E: mro@bombayintegrated.com

#### Nagpur

Plot No. S/56, Bharat Nagar, Amravati Road,  
Nagpur - 440 033, Maharashtra.  
Tel.: 0712 - 2534586,  
Fax: 0712 - 2540455 / 2550110  
Mob.: 9373108529 / 9372675929  
E: nagpur@bombayintegrated.com

#### Panel

Plot No. 29, Sector - 5A,  
Behind MTNL Office, New Panel (E) - 410206,  
Raigad, Maharashtra.  
Tel.: 022-27480870, 72 & 73 Fax: 022-27480871  
Mob.: 9322519597  
E: kro@bombayintegrated.com  
krohead@bombayintegrated.com

### Institute of Intelligence & Security Management

#### (IISM) Training Centers

##### Karjat

Ambiyali Phata, Kutimbe Road, Karjat,  
Raigad - 410201 Maharashtra  
Mob.: 9019830062 / 9137169842  
E: iismkarjat@bombayintegrated.com

##### Bharauli

Gram & Post - Bharauli Via Barhalganj  
Gorakhpur, Uttar Pradesh.  
Mob.: 9454548597 / 9935459580  
E: iismbharauli@bombayintegrated.com

##### Khandwa

IISM Khandwa, Puranpura Rayat, Sutarkheda,  
Khalwa Road, Post - Bhaganpura (Khar),  
Dist.: Khandwa - 450051, Madhya Pradesh  
Mob.: 8975627198  
E: iismkhandwa@bombayintegrated.com



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Membership

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