



# **COMPANY PROFILE**

## **Introduction**

*In the arena of Security Service provider agencies, Protection One (Pvt.) Ltd. is an addition in the Security Business with its experienced Management staff supported by a host of dedicated and efficient operational crew, the Company has emerged to exist and make significant mark with its highest standard of service. By keeping pace with the latest advancement in security technology, Protection One (Pvt.) Ltd. can provide you with the best equipment and services for safe transportation of cash and valuables of customers and to ensure protection by guarding your residence/apartments, business centers, and industries. The key to the quality and reliability of Protection One lies in our strong and professional management. The Management Team of Protection one is headed by a group of retired senior defense service officers, all of whom has professional exposure in security related fields during their long professional careers.*

*Protection One is a private limited company registered under Company Act (Act XVIII) of 1944. Its registration number is C – 93048/11.*

*It is a service provider enterprise fully owned by Bangladeshi shareholders. Brief resume in respect to key personnel of Top Management pool is enclosed.*

## **Board of Directors**

### **Activities:**

*The Board of Directors have meeting at regular interval where business activities are discussed.*

*Board takes decision for establishing new venture where investment is required. Most of the financing is done by the company itself. Therefore, the company has kept itself free from the Bank loan.*

*Board approves the yearly budget and regularly keeps reviewing the expenditure. Resume of the members of the board is included.*



## **Resume of Key Personnel of Protection One (Pvt.) Ltd.**

*The Top echelon of company is a group of retired senior officers with defense background business entrepreneurs and professional on Security Service matters. All of them are credited to hold excellent service records and a number of them have professional exposure to security related matters.*

### **A. Joshoda Jibon Deb Nath - Chairman.**

*A determined and self-made person, Mr. Joshoda Jibon Deb Nath after completion of academic phase, choose to pursue a career in business. From a humble scratch, he almost single handedly built a business empire of his own. Sheer hard work and unique business intuition presented him to a much higher strata of business class of the country. An all successful business man, Mr. Jibon is the founder Managing Director of Technomedia Limited, presently a leading dealer on ICT matters of almost all banks and provider of banking solutions in Bangladesh. In banking sector he is a figure who needs no introduction. He did not stop. Rather his unsated motivation inspired him to widen business activities. He got involved with few more business enterprises in different role. Like as Director in plastic card ID limited and Money Plant Link Limited, a reputed ATM management service provider to DBBL, as Chairman to Terrestrial Aviation Services Limited etc. Besides, he established business link with renowned company like NCR Corporation of USA a plus point credited to his business goodwill. His vast experience and excellent acquaintance will definitely be of great help to shape future development of the company.*

### **B. Air Commodore Alauddin Chowdhury, ndc, psc (Retd) – Advisor.**

*A graduate of Rajshahi Cadet College, Air Commodore Alauddin, to pursue a challenging career, joined Bangladesh Air Force and was commissioned in GD (P) branch. His long career in Bangladesh Air Force is trailed by an excellent track record of a professional career officer. He is a graduate of Defense Services Command and Staff College, Mirpur. Later he completed 'ndc' (National Defense College) course from the same academy with distinction. As recognition to that, till today he is affiliated with National Defense College, Mirpur as an Academic Advisor. During his long service career with Bangladesh Air Force, he held numerous and highly confidential appointments. He was specially nominated to serve as a Director in Armed Forces Division, a prized and cherished appointment for a defense officer. He actively involves himself in planning company's strategy for coming days.*



**C. Wing Commander M Rafiqul Islam (Retd.) – Managing Director.**

*Whatever is said about Wing Commander Rafiq shall never suffice to portray him in real sense. All concerned personnel involved in CIT matters of almost all banks of the country either personally known to him or heard his name as master CIT organizer of Securex, a leading security service provider company. CIT operation in Securex was his brain child. Right from inception of this section in Securex, he was involved in every stage of this specialized security service. As days passed, under his able guidance, CIT section flourished further and further and till to date it is the maximum revenue generating department of Securex. For about two decades he was associated with Securex serving in almost all divisions thus acquiring vast experienced in security related matters in private sectors. Prior to joining Securex, Wing Commander Rafiq pursued an outstanding career in Bangladesh Air Force as an ace aviator. He distinguished himself as a professional flying instructor. As recognition to that he was deputed to Iraqi Air Force flying academy for two years.*

*He served there with flying colours. Besides flying he also served in highly demanding staff appointment in Air Force headquarters. After having discontinued his service with Securex, he agreed to join PROTECTION ONE as Chief Executive. His guidance and operational plan backed by vast experience will definitely shape the company and sure to make it the market leader shortly.*

**D. Wing Commander M. Saiful Hakim, psc (Retd.)- Deputy Managing Director.**

*Wing Commander Saif is also from Defense background. He belongs to the first batch of officers enrolled in Bangladesh Air Force after liberation. He was commissioned in GD(P) branch. He is a graduate of Mirpur Defence Services Command and Staff College. His career in Air Force tracks the record of a veteran flier and professional flying instructor. Beside flying he also served in deferent staff appointments at Air Force Head quarters. During post retirement phase, he worked in few private organizations holding important appointments. Lastly he had been working in Securex in the capacity of Director, ATM for a reasonable period. Apart from exclusive ATM related duties, he was also closely involved with Securex CIT operations. Because in Securex ATM Operation is conducted with close support from CIT Division. Wing Commander Saif agreed to joint protection one and apply his acquired experience to make the venture a success.*

**E. Al Mamun Shiddikie.- Director Operations.**

*A determined and self-motivated individual with enormous potential, Mr. Mamun upon completing his academic phase join Securex as a probationary Officer. He was involved with Securex CIT Operation's right from its inception. His skill, dedication and above all Mr. Mamun's superb administrative ability directly contributed to make Securex CIT operation a grand success. So to say CIT Division became an added feather to Securex crown. No doubt he has acquired vast experience so far CIT operation is concerned and so his acquaintance circle of CIT client. He joint Protection One and his immaculate managerial skill shall be a contributory factor for successful advancement of the company in coming days.*



**F. Shamsul Kabir Patwary- Director Sales and Marketing.**

*An alert and active person, Mr. Patwary is worthy of a successful professional, recruited by Securex to look after its accounts matters. His relentless effort and meticulous monitoring of company's income vis-à-vis expenditure coupled with anti-pilferage drive cannot be overlooked. This is one of the contributory factors to make Securex a market leader so far yearly turnover is concern. He can be an asset to any organization for his extra ordinary skill and professional approach to accounts related matters. His joining with Protection One is an encouraging factor for the future progress of the organization.*

**G. Rezwan Bin Rafique – Business Strategy Consultant**

*Mr. Rezwan Bin Rafique, a business graduate with diversified work experience. He graduated from North South University with the prestigious academic distinction of **Magna Cum Laude**; and is currently pursuing CFA & ACCA certifications. He has been serving Grameenphone Ltd. for the past 4 years in several challenging positions, such as – Operational Finance Management, New Business Development, Financial Controller, etc. Before joining Grameenphone, he had brief yet enriching associations with The Daily Star & Prime Bank Limited. His areas of expertise include – Financial Modeling, Business Case development, Corporate Strategy Formulation, etc. Besides, he is a passionate follower of sports like Formula 1, Football & cricket.*

**H. Raihan Bin Rafique – IT Consultant.**

*Born and brought up in a regimented environment, young Raihan is a qualified Electronics & Telecommunication Engineer from Independent University, Bangladesh. As a student, his extraordinarily brilliant which is evident from his academic records. He is working as 'Research & Development Officer' in the same university. He is very clueful and energetic. He possesses the passion to do something beyond normal trend of the time. In coming days, Protection One will be benefited from his contribution to the company.*

**I. Md. Saiful Alam – Deputy Director -Technical.**

*Served both in Pakistan and Bangladesh Air Force for 18 years in the Communication & Electronics Engineering branch and gained knowledge on electronics technology and practically experienced by working & supervising the job of installation, operation, maintenance, servicing & repairing of various type of electronic equipment & devices. Attended various types of course & training at home and abroad on latest advancement of electronics technology as well as practical applications & maintenance of various types of Electronics Equipment and Security Devices.*

*After retirement, worked with Securex (Pvt.) Ltd. for 26 years in the field of security, surveillance and safety technology, that to advising on the subject of effective security arrangement, preparing security equipment lay-out plan, marketing, installing & servicing various types of Electronics Burglar Alarm System. Fire Alarm System, CMS (Central Monitoring System for Alarm System), CCTV System, various types of Access Control System etc. Also installed many other modern device to enhance the arrangement of security, safety and surveillance system for different types of premises / installation like Official / Commercial / Bank / Factory / Residential etc.*



### **Range of Activities:**

*Protection One (Pvt.) Ltd. has a diverse range of Security products and Services. Among which following:*

- a) **Security Guards Services:** ( Detail reflected at Guard Service operation)*
- b) **Cash Related Services:** Transfer of cash and valuables form one place to another place within the country. Protection One has bullet resistant modified vehicles for this purpose.*
- c) **Technical Security Equipment & Services:** Retail selling of security all type of security equipment like CCT systems. Hand Held Metal Detector, Archway Metal Gate, Access control etc. and also provides installation and maintenance at the customer's premises.*
- d) **Security Consultancy:** Designing, planning and formulating security systems, procedures and standards for the customers. Protection One also formulates Disaster Recovery plan for customer.*
- e) **Physical Security Equipment:** Protection One can provide highest grade Safes, Vaults, Lockers, Locks and other security product of foreign origin.*
- f) **ATM & Vault Service:** We are expertise and capable of providing ATM service for Bank and other financial institution.*

**Facility Services:** *Protection One provides facility services to Banks, Financial Institutions, Embassies, Multinational Companies, Pharmaceutical Companies, Development organizations, Industries, Apartments, etc. These services include:*

- (a) Front Desk Officer / Reception Officer / Manager*
- (b) Office Peon / Messenger / Cleaners*
- (c) Plumber / Electrician*



### **Establishment and network outside Dhaka:**

*Protection One is endeavoring to gradually grown to be a national company and capable to execute any type of security assignment anywhere within Bangladesh. We have planned to set up inter-district offices and detachment are to be connected to head office by postal, E-Mail, Fax, Mobile, land phone etc. At the central operational control room all relevant information regarding all units, personnel etc.should be available at a glance.*



# **GUARD SERVICE DIVISION**



# *Guard Service Operation*

## *Recruitment and Training:*

- a) **Recruitment:** *Recruitment is a continuous process. Protection One Recruiting Team tours various parts of the country to select suitable candidates. Specific standard has been set by Protection One authorities for various grades of security operators. All candidates are subjected to background check (by local Chairman) authenticated by law enforcing agencies (local Police) and office representing local govt.*
- b) **Medical Checks:** *Candidates before enrolment with Protection One undergo a medical check-up. Only those found fit are sent to Training School.*
- c) **Training:** *After our selection process is completed, the recruited personnel are sent to our training centers. Presently we are maintaining one training center co-located with our Operational Headquarters; located at Plot # 48 , Road # 02 , Banani, Dhaka where candidates of various grades are trained by qualified Instructors according to the syllabus designed for each grades. It may be relevant to add here that training imparted by qualified instructors of purely defense background.*

*The main purpose of this training is to impart discipline and skill to our trainees to enable them to perform security duties professionally. Duration of the basic course is 15 / 21 working days. Five theoretical classes are conducted daily starting from 0830 hours to 1145 hours. The syllabus of theoretical classes covers the duties of guards while deployed in house, office, factories, stores, and banks. They are also trained on visitor's identification, gate pass, post-order, electronics security equipment, First-aids, traffic signaling, fire fighting, religions education (aimed to motivation on security duties) and fundamental English words. Security Guards are also trained on practical drill; especially saluting, fire fighting, traffic control, first-aid etc. During the training period every guard will be given 10 / 15 practical duties, covering day / night, along with experienced guard at their post of duty. This OJT is given prior to final deployment.*

***Refreshers course:*** *Beside the basic training, Protection One arranges refreshers training for the security personnel time to time line in order to improve the standard of security services.*





**Briefing and motivation:**

**Detailing officer:** Both detailing officers and zone In-charges shall brief a guard / supervisor before sending him on duty at particular location. The briefing shall include the specific and general requirements of the post. Guards who are suitable and motivated shall be sent to that location. Zone In-charge shall visit the guard when he is actually performing duty so as to help and encourage him.

**Zone In-charge:** The guards performing duty at any location shall come under a zone in-charge who is responsible for that area. Zone In-charge shall also be in touch with the customer to understand his needs.

**Post Order:** Guard Operation Division shall prepare a post order outlining the instructions to the guards / supervisor for that specific post. The post order shall be kept at a place easily accessible to security guards or supervisor so that they can always check their duties and responsibilities with the post order whenever in doubt. New instructions also can be included in the Post order whenever necessary.

**Inspections:** In our new system of supervision, guards on duty shall fall under the operational control of one of the zone In-charges in Dhaka. Zone In-charges shall visit the post and watch the guards about their performances daily. This system keeps the zone In-charges abreast with the activities of the post without any break.

Checks shall be carried out during day and night by motor and bicycles mounted checkers. Surprise checks shall be carried out by Manager / General Operation at least twice in a week.



**Security Survey of Premises:** *It is of paramount importance to carry out a thorough survey of the premises before accepting the responsibility to provide security service. The survey shall focus inter alia on threat and other weakness of the premises. The survey shall also suggest type of security requirement at the premises. A copy of the survey shall be given to the customer for his perusal. The survey helps the dealing officer to take decision as to what type of guards / supervisors to be deployed at that premises.*

*The guards are trained and divided into various categories and are being deployed for the followings:*

**a. General Guard**

*These guards are given basic and advanced training at our Training School to perform duties at Embassies, Business Houses, Factories, Offices, Banks and Schools.*

**b. Cash Related Services Guard**

*These guards are highly trained in Cash-in-Transit duties. Because of their professionalism, Protection One has earned the confidence of the customers in this field of business.*

**c. Technical Guard**

*Technical guards undergo special training to monitor various security devices, light archway metal detector, CCTV, etc. Technical guards also perform the duties of emergency response team.*

**d. General Guard (Female)**

*Protection One is an equal opportunity employer. Protection One encourages employment of female guards. Female guards usually serve in the day shift duties.*



## **24 Hours Operation Control Room**

*To provide effective and satisfactory services to our customers, we have well established “Operation Control Room” which remains open for 24 hours including holidays. The Control Room manned by well experienced officer to address customer’s complaint. The control room is also backed by vehicle/motorcycle, mobile set and the landline telephones. Following are the numbers to reach Control Room at any moment.*

**Telephone Number:** +8802-9897957

**Mobile Number:** +88017155551911 - 1912  
+88017155551915 - 1919



# **CASH CARRYING DIVISION**



# Cash Carrying Division

## 1. Introduction

*With the continuous economic development in Bangladesh, the number and scale of operation of Banks and other Financial Institutions are rapidly increasing. Consequently, the need for secured transportation of cash and other valuables from one place to another are increasing significantly. To cater the need, there are already a number of Security Service Providers doing business successfully. We are for more than 2 years in the industry having highly skilled & long 18 years experienced Management Team, operating with 27<sup>th</sup> CIT vehicle with Bank & Industries and are aiming to capture a significant market share.*

*Protection One (Pvt.) Ltd. shall provide safe and secured transfer of cash/valuables of Bank, Financial Institutions, Manufacturing Industries, Govt. & Non-Govt. organizations, Foreign Embassies and Organizations.*

## 2. Operating Procedure

### a. Cash Carrying Team

- i. **Team Leader:** is a Uniformed Officer of Protection One (Pvt.) Ltd, who previously served as JCOs/NCOs in the Armed Forces Division of Bangladesh and especially experienced/trained for Cash-in-Transit Operation.*
- ii. **Guards:** Minimum two trained Uniformed Guard detailed for Cash-in-Transit duty.*
- iii. **Driver:** An experienced, Uniformed Driver with valid license and trained in Cash-in-Transit Operation.*
- iv. **Verification:** Antecedents of all Cash Carrying Members shall be verified by authentic sources.*



- v. **Training:** *All the team members shall be trained in counter hijacking, hand-to-hand combat and standard security operational procedures of Banks and Financial Institutions.*
- vi. **Uniform/Gears:** *All team members shall wear uniforms with accessories. The Supervisor / guards shall be trained in handling arms. Supervisor / Guard shall be in possession of one firearm with sufficient number of cartridges.*
- vii. **Identity Card:** *All members of the Cash Carrying Team have to be in possession - on of Company Identity Card issued by the Management of the Protection One to establish the authenticity.*
- viii. **Duty Card:** *All member of the Cash-in-Transit team are to be in-possession of operational duty card in addition to respective company identity card.*

**b. Cash Carrying Vehicle**

**Description:**

- ✓ *At the very outset we have selected NOAH / HIACE microbus or double cabin PICKUP for carrying cash because of the following reasons:*
  - *Availability of spare parts*
  - *Less maintenance cost*
  - *Quick expansion of the fleet*
  - *Better visibility and accessibility among the team members*
  - *More space for maneuvering the gun during encounter*
- ✓ *Having selected the vehicle we have reinforced it to withstand the threats which have been visualized by our experts. As such two layer of resistance have been created against any attack. Those are:*
  - *The metallic body of the vehicle itself*
  - *Reinforcing the metallic body with bullet resistant cross fiber thick ply wood.*



- ✓ *For glass area entire portion has been film coated which does not allow the bullet to pierce through. Generally it has been seen that the attacks to the vehicle comes in the following way:*

- *Creating barricade on the way*
- *By throwing bombs in front of the vehicle or shooting from the side ways*

*Generally such situations take place outside the crowded city. Because by stopping the vehicle the miscreants will have significantly longer time to take out the cash loaded trunk. The vehicle gives a good visibility among the crewmember; what is happening to whom and what action is taken by each other; this activity as known as giving each other visual cover. If the crewmembers are compartmented they won't know what is happening.*

- ✓ *For outside the crowded city we generally deploy additional motorcycle rider as escort who keeps the route ahead under observation.*
- ✓ *Beside all the measures mentioned above we have additional grill covering the glass portion of the vehicle, so that the effects of rioting and mob violence is minimized and it becomes difficult for the miscreants to break the glass and open the door lock for entering inside the Cash-in-Transit vehicle.*
- ✓ *The way we have designed our Cash-in-Transit vehicle for operation, it has very close similarity with SECURICOR in Asia.*

- ❖ *The vehicles are fitted with Burglar Alarms, special locks, chains and other devices to deter miscreants.*
- ❖ *The “Hold” of the vehicles is reinforced and hooks have been installed to strap the containers / trunk containing cash / valuables and documents. All C-I-T vehicles are equipped with communication network facilities – centrally guided and monitored from the Protection One Control Room.*
- ❖ *All vehicles are comprehensively insured.*



- ❖ *Should a vehicle become unserviceable during an ongoing operation, Protection One shall provide a replacement upon receiving such information with minimal time lapse.*
- ❖ *Should there be any disturbance en-route (political or otherwise) the vehicle carrying cash shall return to the starting point / Protection One Control Room / nearest Police Station and will move out only on clearance from Protection One Control Room.*
- ❖ *The vehicles are fitted with firefighting equipment.*

**c. Cash-In-Transit Operation**

- i. **Command:** Command of the vehicle shall remain with the team leader in respect to following the route given by CIT control room. In case a deviation becomes necessary the team leader shall communicate with Control Room and follow instructions.*
- ii. **Fraternity:** During the operation nobody other than those on duty shall be allowed to travel with the vehicle without prior permission of the Control Room.*
- iii. **Cash-in-Transit Control Room:** Every Cash-in-Transit operation shall be controlled by the Control Room by issuing duty slip, special identity card, briefing of route, allocation of time, monitoring of the movement.*





### **CONTACT NUMBER FOR CIT OPERATION**

**Telephone Number:** +8802-9897957

**Mobile Number:** +88017155551919

+88017155551915

- iv. **Emergency:** In the event of an emergency or impending emergency Control Room is to be contacted immediately for assistance.*
- v. **Starting Points:** Is the point where the cash loaded trunk is handed over to the team leader.*
- vi. **Escort:** In case of any mission under taken outside the city area and in case of need, the Cash Carrying vehicle shall be escorted en-route with a motorcycle rider.*
- vii. **Destination:** Is the point where the cash loaded trunk is handed over to the client.*
- viii. **Advance Notice:** Means to inform Protection One Cash Carrying Division mentioning date, time, amount and reporting place.*
- ix. **Documentation:***
  - ✓ Protection one team leader shall carry a duty slip signed by an authorized officer. The Team Leader shall fill up and sign the duty slip before taking over the valuables, prior to the commencement of operation.*
  - ✓ The client must duly fill in and sign the cash carrying duty slip mentioning the exact cash / valuables (its cash equivalent) amount on board before the commencement of each cash / valuable transit operation. In case of no declaration / under declaration, the company shall not be responsible for any loss.*
  - ✓ The clients having long-term agreement with Protection One shall be provided with the necessary documents having signature and thumb impressions of the Officers / Supervisors of the cash carrying team.*
  - ✓ All containers / trunks containing valuable documents in transit by Cash Carrying Vehicle must be insured by First / Second Party and shall have coverage against all risk including risk of theft, robbery, dacoity, hijacking, riot strike and civil commotion.*



#### **x. RESPONSIBILITY**

##### **✓ Client On Board:**

*The responsibility of the Cash-in-Transit team shall begin when the loaded trunk containing cash is handed over to the Protection One team leader and the responsibility shall end when the team leader of Protection One hand over the cash loaded trunk to the client's representative at the destination in fully locked condition. **This is applicable when the money is not counted by Protection One Team Leader and a representative of the client is traveling in the CIT vehicle. The responsibility of ensuring the locking of the trunk shall be with the client and company, and holding of the key shall rest with the client's representative. This procedure shall be followed when client's representative shall be on board during cash-in-transit operation. However the Protection One supervisor, guard and the client's representative shall ensure that the cash carrying box is properly locked at the delivery and receiving point and also at the time of loading into the CIT vehicle and unloading from the CIT vehicle. Both parties shall ensure the same during handing and taking over of the cash at the destination.***

##### **✓ Client Not On Board**

*The responsibility of the Cash-in-Transit Team shall begin **when the trunk containing cash is taken over by the team leader of Protection One after counting the money / valuable documents** and the responsibility shall end when the cash loaded trunk is taken over and the money / valuable documents is counted by the representative of the client at the destinations. **In this case the responsibility of locking of the trunk and holding of the key will rest with the Protection One team leader. The Protection One team leader and the client's representative shall count the money / valuable documents at the face value of the bundle. In all such cases Protection One Supervisor and the client's representative would sign an acknowledgement receipt in the duty slip or in a***



*register, detailing denomination of the notes and the total amount being received. This is applicable when a representative of the client is not travelling in the cash-carrying vehicle. However the Protection One supervisor, guard and the client's representative shall ensure that the cash carrying box is properly locked at the delivery and receiving point and also at the time of loading into the CIT vehicle and unloading from the CIT vehicle. Both parties shall ensure the same during handing and taking over of the cash at the destination.*

✓ **LOCK AND KEY:**

*Protection One / Bank shall use special lock (whose key cannot be duplicated) to lock the cash carrying box containing cash / valuable documents.*

*The containers / trunks, containing cash / valuable documents are to be strapped, locked with the floor of the cash carrying vehicle and all doors and windows of the vehicle to be locked from inside before starting the mission. Both the Supervisor and the Guard will ensure the same. The key of the lock used for chaining the cash / valuables kept inside the container / trunk to be kept with any member of the team for safety reasons.*

✓ **SEATING:**

*The Supervisor shall be the last person to be on board after loading the cash box into the CIT vehicle and first person to be off board during unloading the cash box from the CIT vehicle. He shall sit at the front seat or preferably at the center of middle row of CIT vehicle with the gun and cartridges in his hand. Guards shall seat at the left and right side of the middle row seat or at the back row seat of CIT vehicle as applicable.*

✓ **SAFETY MEASURES:**

*The Supervisor and Guard shall remain present with the client's representative at the pickup and delivery point till the cash / valuable documents is taken over by the / client's representative and signature is obtained in the duty slip mentioning the exact amount handed over or taken over.*



# **SECURITY EQUIPMENT DIVISION**



## **Security Equipment Division**

*Protection One (Pvt.) Ltd. has a technical division and responsible for providing security equipment services to its client. A technical team who are well qualified and have many years of practical experience on security equipments such as CCTV, access control system, alarm system, guard monitoring system, metal detector, equipment and also wireless communication system. They are also able to undertake major repair of security equipment. A group of technician is always available to provide technical support services (TSS) to the clients whenever such a service is required.*

### **Partial List of the Security Equipment Available:**

- 1. Burglar Alarm System*
- 2. Fire Alarm System*
- 3. Close Circuit TV (CCTV) System*
- 4. Access Control System*
- 5. Time Attendance System*
- 6. Guard Monitoring System*
- 7. Alarm Monitoring System*
- 8. Video Monitoring System*
- 9. Hand Held Metal Detector*
- 10. Door Frame Metal Detector*
- 11. Deep Search Metal Detector*
- 12. Turnstile for Access Control*
- 13. Fire and Burglar Resistant Safes / Cabinet / Vault*



*14. Security Door / Barrier Gate*

*15. Security Lock / Seal*

*16. Protective Glass Coating*

*17. Auto Light System*

*18. Auto Light with Burglar Alarm System*

**Partial List of Physical Security Equipment:**

*The range of Physical Security Equipment provided by Protection One is:*

- 1. Micro Fire Cabinet (MFC)*
- 2. Fire Resisting Filling Cabinet*
- 3. Data Guard Cabinet*
- 4. Digi Safe*
- 5. Home Safe*
- 6. Night Safe, etc.*
- 7. Fire & Burglar Resisting Safe*
- 8. Vault Door*
- 9. Safe Deposit Locker Cabinet*
- 10. Strong Room Door*



# **CUSTOMER RELATION**



## *Customer Relation*

*Protection One considers that in the matter of security of the customer and the security provider must have frequent communication even if the service is good and there is no complain, because in a place like Dhaka situation may change any time. Our experience says that many a times the customer prefers not to complain about a guard since the mistakes is of minor nature or the guard may have problem with his job. Our request shall be to lodge complain however insignificant it may be. We shall take steps to stop recurrence of such mistakes and that shall help us avert a big incident.*

*Our Customer Relation Department is there to help you and receive your complain, observations and suggestions.*

*Persons working in the Customer Relation Department are:*

<i>Director (Operation)</i>	<i>:+088-01755551915</i>
<i>Director ( Sales and Marketing)</i>	<i>:+088-01755551912</i>
<i>Manager (CIT Operation)</i>	<i>:+088-01755551919</i>
<i>Manager (Guard Operation)</i>	<i>:+088-01755551911</i>
<i>Manager ( Sales and Marketing)</i>	<i>:+088-01755551913</i>

<i>Telephone (T&amp;T)</i>	<i>:+8802-9897957</i>
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<i>Email</i>	<i>: <a href="mailto:protectionone.bd@gmail.com">protectionone.bd@gmail.com</a></i>
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<i>Web Site</i>	<i>: <a href="http://www.protectionone.org">www.protectionone.org</a></i>
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