



COMPANY PROFILE

METRO GUARDS

METRO GUARDS (Pvt) Ltd.

Office No. 507, 5th Floor, Gulberg Empire, Civic
Centre, Gulberg Green, Islamabad, Pakistan

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GENERAL OVERVIEW

Metro Guards is the leader in strategic and risk management solutions, with a national deployment of over 3200 personnel, office network of over 21 regional and field locations. This robust network is complemented with highly experienced, qualified and trained staff to provide you dedicated support 24/7, 365 days a year. Our security approach is customized to each client's unique operating requirements and challenges identified through comprehensive risk assessments. We are here to help you achieve your business objectives safely and securely.

Metro is actively engaged as the preferred security partner in some of the top international companies from the Fast Moving Goods Sector (FMCG) such as Unilever, GSK, Pakistan Tobacco Company and many others. Our experience of supplying security and logistics support to FMCG operations gives us the unique edge as a highly suitable security services provider for Large Supply Chain Business Operations. We have been operating since **2011**, developing network of resources and support structure to manage your complex business needs through integrated security management solutions.

OUR SECTORS AND AREAS OF OPERATIONS

Multinationals (FMCG)
Embassies and Consulates
Financial Institutions (Banking)
Secured Transportation
Oil and Gas
International Development Organizations
Training

SERVICES

Static & Mobile Services

- Armed Security Guards
- Security Reception Guards
- Female Searchers
- Close Protection Officers
- Armored Logistics
- Quick Reaction Force
- Tracking, Monitor & Response
- National Support Network

Liaison & Facilitation Services

- Legal compliance assistance.
- Specialized documentation assistance.
- Authorized representation assistance.

Health, Safety & Security Trainings

- Pandemic Staff Awareness
- Pandemic Business Operations
- Advance First Aid
- Essential Security Driving Courses
- Fire Prevention & Response Management
- Incident Response Management
- Hostile Environment Awareness
- Travel Risk Awareness & Management

Building Security Upgrades

- Airlock
- Safe Rooms
- Blast Walls
- Hesco Barriers
- Bollards
- Razor Wire
- RFID & Biometric Systems
- Motion Sensor Lights & Alarms

Surveys & Investigations

- Targeted Surveys
- External Audits
- Theft & Fraud Investigations
- Background Checks

Facilities & Logistics Management

- Full Building Services Management
- Bookings & Reservations Management
- General Facilitation Management

Risk Assessments

- COVID-19 Impact Assessment
- Security Risk Assessments
- Facility Risk Assessment
- Travel Risk Assessments
- Business Continuity Plans
- Threat Alert Notifications
- Incident Impact Analysis
- National Risk Assessment

Information Security

- IT External Audit
 - Data Handling Policy
 - Tailored Communication Policy
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OUR ADDED VALUE

Metro Guards is leading security industry through innovation in security design, integration of security technologies and investment in our employees to ensure your business security requirements are met with highly professional and dedicated staff. Our vast network of offices is augmented with experienced management capable of providing personalized services as your security needs evolve.

We take business operating ethics very seriously to not only ensure legal compliances with local laws but to instill strong values in our employees. The consistency of our business approach can be witnessed in our field security officers as they proudly uphold the high values of our clients.

Our market reputation is our greatest strength as we build upon our existing client base with honest and proactive approach. Our team draws its strength from having both military and commercial security experience supporting large scale multinationals, international development organizations, Non-government organizations, financial and educational institutions.

Building capacity through trainings is a key component of our resource management and this is reflected in our ability to manage complex issues with sound risk mitigation solutions.

Metro operates a decentralized model, with each region integrated into our central control room for coordination and response management. Dedicated liaison officers allows smooth interaction with clients to provide quick turnaround on client requirements. Our approach stands out due to its strong integration of experienced personnel with robust policies and plans, specialized training and security risk mitigation.

Metro's holistic approach to managing your security needs allows us to provide you with the following services based on your business requirements:

- Pre-deployment Security Risk Assessment & Advise
- Pre-deployment Security Briefings, Meet & Greet Services.
- Tailored Risk Mitigation Plans
- Cost Effective Security Deployment through:
 - Embedded Security Managers
 - Guard Services & Mobile Patrolling
 - Close Protection Services
 - Secure Logistics / Armored Vehicles
 - Ops Rooms 24/7 Support and Watch keepers
- Security Operating Standards
- Business Continuity & Contingency Planning
- Travel Management Planning & Assistance
- Evacuation and/or Relocation Plans
- Accommodation, Office identification and Assessment
- Specialized Trainings (Hostile Environment Security Training)
- Local Reservations Assistance

OUR TEAM

Our national footprint of offices and operational control rooms is designed to provide our clients support 24/7, 365 days a year.

Metro Guards success lies in the selection of its employees, equipment and the development of long term relationships with its clients in order to provide quality security services tailored to their needs and budget. The management has vast experience of supporting international clients and our field officers come from ex-Military and law enforcement background. All employees are trained extensively on our operational protocols and security trainings based on best security industry practice.



Managing your complex business needs through integrated security management solutions



OUR UNIQUE APPROACH

Metro is fully licensed and legally compliant with Pakistani laws as well as local and international operating standards. We understand and recognize the unique challenges faced by multinationals operating in country and deliver solutions, which are culturally sensitive, tactically sound and cost effective. Our strength is the large footprint we have developed across Pakistan as we built capacity and infrastructure to support our clients' objectives. Our competitiveness stems from our extensive field experience, capacity of reaction and adaptation, streamlined management and communication structure and our employees.

ADAPTING SECURITY TO YOUR NEEDS

As business operations evolve to operate during the pandemic, the need to absolutely protect employees and valuable assets has become even more important due to increasing security challenges triggered by poor socio-economic conditions. Metro offers highly adaptable security solutions with the right mix of static armed guards, mobile security solutions, remote monitoring and alarm response units to optimize security associated costs.

- Smart Physical Guarding
- Smart Perimeter Security Solutions
- Protective Security Services
- Mobile Security Solutions
- Emergency Response Units

INTELLIGENT SOLUTIONS - SAFER WORK ENVIRONMENT

Businesses operating during the pandemic face multitude of challenges to protect their employees, while meeting their objectives. Companies irrespective of their size or footprint can rely on our intelligent solutions to keep them safe and secure.

- Touchless Entry Systems
- Contactless Attendance Systems
- Remote Temperature Monitoring System
- Pandemic Compliance Occupancy Solutions
- Remote Surveillance Systems
- Units

RISK METHODOLOGY

Our bespoke services are based on information collated through understanding of each client's unique requirements, followed up with risk assessments conducted by our security professionals and the development of an integrated technology and physical security based solution. Periodic review allows us to adjust the security approach based on ground intelligence to ensure optimal cost effective security.

- Understanding your business
- Risk Assessments
- Risk Mitigation Solutions
- Development of Smart Security Solutions
- Mutual ownership of safety and security

CAPACITY BUILDING

Metro has designed training courses based on our extensive experience of providing security solutions to a wide spectrum of clients, each operating within its unique operating environment. Each security officer is provided an induction and initial training course spread over three days period to familiarize with their roles and responsibilities. Key modules covered during the training ensure the essential requirements of the job are thoroughly understood. The key modules are ,Access Control Protocol , Emergency Response Protocol , Use of Force Protocol, Communication Protocol, Weapon Safety & Handling , Live Fire Arms Practice and Basic First Aid. Security drivers are provided Defensive Driving training.



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WHAT WE DO

EMBEDDED SECURITY MANAGERS

Our security managers are recruited based on their experience, skills sets and knowledge developed while supporting security contracts in the field. This is followed up with an extensive in-house training program to ensure a standardized management delivery to the client. These managers are trained to adapt and develop field security manuals based on client's specific requirements. Our managers can assist the client to develop their own security standard operating procedures, policies and plans based on regular risk assessments. The day to day managing of site-specific duties, emergency responses, implementations of all relevant SOPs, trainings etc. results in a cost effective solution in line with your duty of care to employees, while balancing costs and risks.

INTEGRATED SECURITY SERVICES AND LOGISTICS

Metro is well positioned to protect personnel and assets in volatile regions of the country such as within KPK's (NMD), remote parts of Punjab, Sindh and Baluchistan. Our foot print within urban centers allows us to rapidly mobilize based on changing security landscape. Integration of Security Technologies with Guard Force, Patrolling, Security Operations Rooms, Quick Reaction Force (QRF) 24/7, Close protection teams allows us to provide optimum cost effective solutions for your security needs.

TRACKING PERSONNEL AND ASSETS 24/7

Metro has dedicated Security Control Rooms (SCR) in each regional office, staffed with two dedicated operators round the clock 365 days a year. These highly trained security professionals have well defined incident and crises management plans to ensure all possible eventualities are dealt with in a professional way. The remote alarm monitoring of our sites is based on motion detection and video surveillance systems. The GPS and satellite trackers allow us to track client personnel and trigger responses as agreed with the client. Each SCR has a comprehensive list of emergency responder information covering, local police, fire

response, medical response and terrorism response units within their jurisdiction.

INCIDENT & CRISIS MANAGEMENT

Our work experience has allowed us to gain expertise in the field of incident and crisis management: We have dedicated Quick Reaction Teams, Direct Liaison with Law Enforcement Agencies and customized response plans to respond effectively during emergencies.

TRAINING

Metro is committed to delivering quality training to corporate clients through our training team, and endeavors to ensure that trainings are up to date, relevant and effective. We recognize the importance of continuous training for companies to maintain control of their environment and their information. Hostile Environment Awareness Training, Safety and Security Awareness Training, Travel Safety, Contingency Planning, Emergency Communication, Information Security, First aid and Advanced Trauma are some of the trainings we provide.

SECURITY NETWORK & THREAT ASSESSMENTS

Metro has built contacts with security stakeholders across the country to collate information for accurate threat assessments. This approach to strategic risk mitigation allows us to identify possible threats in real time, evaluate their impact on client operations and make necessary changes to mitigate client's exposure. We conduct risk assessments for offices / residences / hotels / events as per client request.

SMS ALERTS & ADVISORIES

Metro central control room in Islamabad provides immediate notifications on security alerts, travel alerts, protest alerts and any areas of concern that may affect our client operations. Alerts are followed up with advise and adjustment to mitigation strategy as per business continuity plans.



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EXPERIENCE

Since 2011 we have managed hundreds of security contracts successfully from large scale deployments of over 1100 employees to organizing VIP movements for HVTs' across Pakistan's remotest regions. We provide integrated services including guarding, close protection, security logistics, armored vehicles, security equipment, physical security upgrades, redundant communication and secure accommodation. We have assisted clients with managing serious incidents and crisis, from relocating to evacuating expatriates. Our great experience in managing and solving emerging threats makes us your ideal security partner in Pakistan.



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COMPANY PROFILE

Metro Guards

COMPLIANCES



The International Standard for Operating 9001:2015 has been provided for provision of static security guards, escort services, close protection officer, radio frequency identification, very high frequency, meet & greet, verification services and security consultancy services. Metro Guards Certificate No 2031496



The International Standard for Operating ISO 45001:2018, Occupational health and safety management systems – Requirements with guidance for use, provides a robust and effective set of processes for improving work safety. Metro Guards policies and procedures are in full compliance with this standard.



Metro Guards has implemented compliance with British security standards BS 7499 Static site guarding and mobile patrol service, BS 8507-1 Code of practice for close protection services, BS 7984 Keyholding and response services, BS 7958 Closed circuit television (CCTV). Management and operation and BS 7858 for Security screening of individuals employed in a security environment.



Metro Guards is in compliance with standard IEC 27001:2005 for establishing, implementing, operating, monitoring, reviewing, maintaining and improving Information Security Management Systems within the company. Our policies are compliant with UK Data Protection Act 2018.

MEMBERSHIPS



Metro Guards is registered with Dun & Bradstreet, one of the top credit reporting agencies and has a current DUNS number issued. We are also registered in SAM for consideration of Government contracts as a vendor. Metro Guards is locally registered with Federal Board of Revenue, Security and Exchange Commission of Pakistan and federal/provincial labor departments.



The United Nations Global Market serves as a singular channel through which potential suppliers may register with the UN organizations. Metro Guards is registered.



All Pakistan Security Agencies Association (APSAA) is the leading organization for security companies in Pakistan. Metro Guards is a registered member.

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OUR MAIN OFFICES

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REGIONAL OFFICE – PESHAWAR

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Haji Camp, G.T Road,
Peshawar.

REGIONAL OFFICE – QUETTA

2nd floor Usmania Complex Model Town
Near FC HQ Old Pashin Stop
Quetta

REGIONAL OFFICE – Gilgit Baltistan

Metro Guards Pvt Ltd, Building No. 8,
AMH Market, Jutiyal,
Gilgit



REGIONAL OFFICE – LAHORE

1st Floor, Aslam Motors Building
Opposite Toyota Sahara Motors
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REGIONAL OFFICE – AJ&k

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