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FOREWORD

Trust is at the centre of our existence and is the single most important attribute that drives each one of us every day at TOPSGRUP to deliver smart cutting-edge solutions to complex enterprise problems with a smile. Our customers trust us with their enterprise, assets, information, and their families. They sleep peacefully at night knowing very well that to uphold and honour that trust, is what each Topsmen and Topswomen lives for.

No Compromise Ever!

Diwan Rahul Nanda
Group Chairman & Founder, TOPSGRUP

THE NEW AGE OF SECURITY SOLUTIONS

With the increasing terror attacks around the globe and internal crimes by white collared trusted executives, it is a stark reality that we all live in extremely unsafe environments. New technologies and trends have led to newer threats to homeland and enterprise security. Freedom of movement threatens our safety. The existing environment threatens our safety. In short, existence threatens our safety! Security is no longer viewed as an expense but as an investment! We need trusted partners with the desired organisational lineage to step in, take charge, and safeguard our future. We need competent service providers who can provide bespoke, end-to-end security solutions so that we can focus on our business rather than worrying about our safety and security. We need someone who will stand committed and not let us down when the time comes. The quest ends with TOPSGRUP.
SECURING YOUR TOMORROW TODAY

TOPSGRUP’s innovative security solutions backed by our uncompromising attitude in delivering quality in everything we do, has established TOPSGRUP as India’s finest security expert and an emerging global security group to reckon with.

Being knowledge leaders in the business of security, over the past 4 decades, we have developed a specialised range of outsourced security and safety solutions that our customers trust and depend on for running their businesses well. As committed security partners, we learn, we change, and we evolve hand in hand with our customers; with the primary aim of providing committed, ethical, efficient, and innovative services that will secure our customer’s tomorrow today.

WE CONSTANTLY DELIVER ON OUR PROMISES

Our strength lies in our ability to constantly deliver on our promises. From the time of our inception we’ve considered customer delight as our core value. That’s why each one of our employees believes in going that extra mile to see that smile on our customers’ faces. We have just the right level of processes and controls to ensure that while we remain flexible for our customers, we can make quick and sound decisions at the right time should any issues arise.

‘Customer First’ is a mantra everyone within our echelons believes in. Accessibility at all levels, strict adherence to committed service timelines, our non-compromising attitude when it comes to delivering quality service and most importantly, being there when it matters the most, are virtues that have helped us become the preferred security partner for our thousands of partners who depend on us.

OUR CUSTOMERS TRUST US WITH THEIR FUTURE

The nucleus of our corporate culture is built around shared values of responsibility, ownership, and intrapreneurship. Every employee is an owner and this intrapreneurial culture is what leads us as an organisation to go that extra mile and deliver world class security solutions with a smile.

Our customers trust us with their future and their businesses. It’s this trust and this ownership culture, which differentiates us from the rest and helps foster long mutually beneficial partnerships that we enjoy with all our customers around the world.
BESPOKE SECURITY SOLUTIONS

Customers today need trusted security partners who can deliver end-to-end solutions; simply because, they would rather expose their risks, their vulnerabilities, and their future business concerns to a single trusted partner who has the capabilities to meet their security needs and help mitigate their risks. Our wide spectrum of specialised service verticals enables us to customise our solutions as per the needs of our customers without compromising on their business risks. Being able to deliver bespoke security solutions enables us to touch-point with thousands of our customers on a daily basis.

MANNED GUARDING

Topmen and Topswomen are trained to be different. More than just a mere physical presence, they are capable enough of handling any untoward situation. Yet, at ordinary times, pleasantly unobtrusive. Our security officers are cognizant of the extended environment around them and are always confident, polite, and helpful. The difference is noticeable.

Our ISO 9001:2008 standards ensure strict compliance to global standards. Thousands of licensed security officers around the globe secure trillions of dollars’ worth of assets at any point in time. Each security officer from the onset undergoes rigorous pre-employment screening, selection, and training processes conforming to strict country/state specific training and vetting standard norms.
SYSTEMS INTEGRATION

We understand that electronic security is a vital component of any acceptable security solution. We take a holistic approach to mitigating enterprise risks with various proven security and safety technologies in combination with our manned guarding solutions.

Our strategic tie-up with global technology leaders enables us to deliver world-class technology solutions in any part of the world. Buildings today demand a network-based integrated facility management system - one that allows a multitude of different intelligent devices to communicate and work together to optimise facility operations. TOPSGRUP has maintained its leading position in this dynamic industry by providing state-of-the-art technology building management systems that allow clients to manage their buildings intelligently and economically.

INVESTIGATION

TOPSGRUP provides risk intelligence investigation services which help clients regain control of their physical, intellectual property or corporate reputation. Matters like money laundering, embezzlement, hidden assets, trade secrets, due diligence, hostile takeovers or hostile acts are assessed and reviewed by TOPSGRUP investigators. These are qualified, certified investigators who have years of national and international experience behind them.

We also protect and guard our customers against brand, copyright, and intellectual property rights infringement. Whether it is video, audio, software, pharmaceutical, liquor, or any other industry, the committed and highly experienced team is there at the customer’s disposal. Besides, we have a reputed panel of criminal and copyright lawyers on our side to ensure that our customers derive complete benefit from our services.

EMERGENCY RESPONSE

TOPSGRUP is the pioneer of Emergency Response Services in India and launched TOPSLINE 1252 in 2004. It has a well-equipped and trained crew and practices rescue and evacuation processes as per international standards. The service has over 100 well-equipped Life Brigades and Life Patrons.

Each brigade is fully equipped with advance emergency medical equipment like defibrillators, heart-lung machines, ECG, ventilators, and more. State-of-the-art firefighting systems is also available with the brigades including water hoses, extinguishers, snorkels, gas masks, and oxygen respiratory systems for evacuations. Fitted with the latest tracking and communication systems like GPS and RTX, these brigades reach an incident within 9 minutes flat of receiving a call.
PEOPLE SERVICES

Our employee strength of 140,000 gives us the distinct advantage of defining and implementing staffing strategies, and best practices well-suited for Asia’s diverse and vibrant work environment.

Our staffing solutions find the best talents and our temporary staffing services give you the opportunity to leave worries about employee retention to us. Temporary staffing also allows you to check the suitability of the candidate to your company culture before making a final decision.

In People Services, TOPSGRUP has already made great progress towards being the category leader in the e-commerce sector. We have provided over 25,000 placements between e-commerce companies such as Amazon, Flipkart, and other known e-commerce companies. We are well on our way to be the number one People Services company in Asia.

LOGISTICS SERVICES

TOPSGRUP, with its team of industry experts who have over 300 years of combined experience in logistics, brings to you logistics services unmatched in the sector in efficiency and cost-effectiveness.

Our clientele, which includes some of the world’s leading e-commerce companies, gets the advantage of our pan-India logistics capabilities fulfilled from 251 locations, covering over 30,000 pin codes across the country. With our geographical reach and experience of managing people-led services supported by robust technology solutions, we are ideally suited to work with you as your pan-India logistics partner.

Whether you are an established manufacturing company, an e-commerce company, or a startup looking for a logistics partner, we have the right credentials to help you design, optimise, and implement a supply-chain and logistics model that best suits your business needs.

CORPORATE CONSULTANCY & TRAINING

TOPSGRUP is an agency of choice by corporates for providing high-end security, technology, and training consultancy to companies, be it for securing your infrastructure, manufacturing facilities, or large corporate parks. We bring to you best-in-class know-how and expertise from India as well as from International markets.

GOVERNMENT TRAINING & SKILL DEVELOPMENT PROGRAMME

TOPSGRUP also works closely with the government bodies and is the preferred agency of choice, when it comes to providing security consultancy and training for their officials and members of security staff.

Employing well over 1 Lakh employees, TOPSGRUP is a preferred partner selected by the government to work on programmes such as the “Skill Development Programme” and has been given the responsibility to deliver training for jobs across segments such as security, hospitality, retail, health care, IT & ITES, logistics, engineering, and facility management.

With over 6 training institutes, TOPSGRUP has successfully trained and placed 40,000 people across the country, and is proud to be recognised as a “Champion Trainer”.

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FACILITY MANAGEMENT
Cheep Biz Facility Management, is the integrated facility arm of TOPSGRUP. We develop a management framework that aligns your facility operations with your business objectives, giving you the flexibility to respond to changing business needs by customising our model to suit your needs.

Our services range from locating, planning, and designing workplaces, building and maintaining the infrastructure to creating a healthy, happy, and safe environment for employees. From a strong nationwide network of 251 offices, our trained, battle-hardened facility managers serve multiple industry sectors including the government, manufacturing industries, hospitality, technology, science, communications, and retail.

FACILITY MAINTENANCE
Cheep Care for Business is a revolutionary facility repair & maintenance service from the house of TOPSGRUP. We are India’s first holistic B2B facility maintenance company. We provide low-cost and reliable multi-site facility maintenance solutions driven by our mix of technology, service excellence, and operational prowess across India. We closely work with your business to deliver a sustainable and efficient facility maintenance solution that works seamlessly across all verticals/segments. Our professional experience includes a broad range of general and specialised facility maintenance services to help your business locations functioning smoothly.

Our aim is to keep all your facilities working and looking good all the time! We are able to deliver this unique solution because of our carefully selected, trained, and background checked PROs who work and partner with Cheep Care across India. Our hybrid mix of over 35,000+ professionals are strategically positioned all over India to facilitate the service needs of our customers.

OUR BRAND IDENTITY
Our versatile range of uniforms reflect a sense of authority and evoke respect amongst the general populace. Our high quality uniforms are manufactured internally under excelling quality standards, combining the world’s finest fabrics with the best tailoring and classic styling to ensure that our trained officers look their job. Besides our range of standard uniforms we also supply uniforms altered to the specifications of our clients at their request.
WHEN YOU PARTNER WITH TOPSGRUP, YOU ENTER THE CIRCLE OF TRUST

At TOPSGRUP we treat our people and their families with respect, love, and concern. We firmly believe that our employees come first and then business. Each Topsman and Topswomen is oriented to breathe and live the “Customer First” philosophy of the company, and is encouraged to imbibe the systems, structure, and policies of the organisation in an absolute transparent and apolitical environment. The result is a closely knit community solidly founded in trust.

Our customers trust us with their enterprise, assets, information, and their families. They sleep peacefully at night knowing very well that Topsmen and Topswomen are awake protecting them. When a customer partners with TOPSGRUP, they enter our Circle of Trust, and to uphold and honour that trust, is what each Topsman and Topswoman lives for.

Trust is the centre of our existence and it radiates outwardly towards our stakeholders, our partners, and most importantly, our customers. Trust is the single most important attribute that drives each one of us every day at TOPSGRUP to deliver world class security solutions to complex enterprise problems with a smile.
Being ethical in our relationships, being quality driven in everything we do, being accessible to all our customers at all levels at all times, and being loyal to our customers are the primary foundations of our ‘Customer First’ mantra and the core virtues that have helped us achieve an average 99% customer retention rate over the past couple of years.

We listen to our customers and give them an unmatched level of individual attention to ensure that our solutions are always aligned with their needs. We see ourselves as an important part of our customer’s enterprise and actively contribute to add value to their goals and their bottom line. We understand our customer’s vision and support it, by being transparent in our partnerships and remaining fully compliant with corporate governance requirements.

AWARDS REFLECT OUR ABILITY TO CONSTANTLY DELIVER SMARTLY

2011
- ASIAN LEADERSHIP AWARD
- SECURITY LEADERSHIP AWARD

2012
- CERTIFICATE OF EXCELLENCE
- SECURITY LEADERSHIP AWARD

2013
- BRAND EXCELLENCE AWARD FOR RISK INTELLIGENCE & SECURITY SOLUTIONS
- SECURITY LEADERSHIP AWARD

2014
- INDIA’S MOST TRUSTED SECURITY SERVICES BRAND
- DREAM COMPANY TO WORK WITHIN SECURITY INDUSTRY
- EXCELLENCE IN TRAINING & DEVELOPMENT

2015
- INDIA’S NO. 1 BRAND IN SECURITY COMPANY CATEGORY
- INDIA’S MOST TRUSTED BRAND IN SECURITY COMPANY CATEGORY

2016
- ASIA’S MOST TRUSTED BRAND IN SECURITY COMPANY CATEGORY

2017
- CULTURAL CHAMPIONS AT GREAT INDIAN WORKPLACE AWARDS
- INDIA’S NO. 1 BRAND IN SECURITY COMPANY CATEGORY
**Our Reach Beyond the Call of Duty**

**Traffic Management**
TOPSQRUP, in association with city traffic police of different cities across India, manages traffic at key junctions. This is done with the help of several workers trained by TOPSQRUP and city traffic police. A midday Public Private Partnership campaign, it helps ease traffic congestion in peak hours.

**Parenting**
TOPSQRUP administers Parenting Program for its employees' children, where in, the company has adopted several children of its employees and ensures all necessary financial and moral support is being provided to them for their bright & secured future. In addition, the company also offers these children an opportunity for a permanent employment within the organization.

**Girls Education**
TOPSQRUP is working actively to create more awareness for education of girls in India to enable more girls to have a better future through education. As part of this project, TOPSQRUP also sponsors the education of girls in the age group of 6-14 years in the non-profit school Shri. Shriji Devi Vairam Singh Bulla, Vidyapeeth in Varanasi, Uttar Pradesh, India.

**Blood Donation**
As an annual initiative, TOPSQRUP in association with blood banks (both private and government) regularly organizes Voluntary Blood Donation Drives across the country.

**Anti & Tobacco Crusade**
TOPSQRUP has been supporting the crusade against tobacco since past many years now. Strictly following the orders of NO SMOKING in public places, TOPSQRUP has stubbed out cigarettes from all its office premises across the country. In fact, the company goes beyond the bare; it creates an entire war-sytem that enables employees to kick the habit.

**Mass Eye Donation**
TOPSQRUP's employees pledged 1,000 eyes as a mark of respect and appreciation for the heroes who Fearlessly protected and Died for our nation during the Kargil war. As a humble attempt to express company's gratitude, the eyes were pledged for the beneficiaries of our heroes.