



**AN INTERSHIP REPORT ON THE DOCUMENTATION AND DIGITAL TRANSFORMATION OF HRIS
PRACTICES IN THE HR SECTION OF ORION SECURITY SERVICES LTD**

**DAFFODIL INTERNATIONAL UNIVERSITY
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**“AN INTERNSHIP REPORT ON THE DOCUMENTATION AND DIGITAL
TRANSFORMATION OF HRIS PRACTICES IN THE HR SECTION OF
ORION SECURITY SERVICES LTD”**

COURSE CODE: ENG 431

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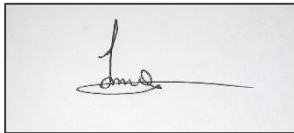
Faculty of Humanities and Social Science

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This internship report is submitted to the Department of English, Daffodil International University, for the partial fulfillment of the requirement for the degree of Bachelor of Arts (B.A). In English

STATEMENT OF AUTHENTICITY

I, Md. Imon Hossain, bearing ID-221-10-1046, Department of English, hereby proclaim that the report titled “An Internship Report on the Documentation and Digital Transformation of HRIS Practices in the HR Section of Orion Security Services Ltd.” substantiates my authentic work under the supervision of Mr. Emran Khan, Lecturer (Senior Scale), Daffodil International University. I further confirm that this internship report has been prepared and submitted to the Department of English in partial fulfillment of the requirements for the degree B.A. (Hons) in English.

A rectangular box containing a handwritten signature in black ink. The signature appears to be 'Imon' followed by a long horizontal stroke.

Signature of the Intern

CERTIFICATION OF SUPERVISOR

This is to certify that the student named Md. Imon Hossain, bearing ID-221-10-1046, has diligently finalized his project paper with internship, ENG431, under my supervision. For the internship process, he chose “Orion Security Services Ltd.” He is now authorized to present the report for appraisal. He maintained consistent communication with me throughout the internship period. Whenever he needed assistance of any sort, I assisted him. The content of this project paper represents his authentic work, for which he put in a phenomenal amount of effort. I pray for his overall well-being and hope he achieves even greater success in the future.



Signature of the Supervisor

ACKNOWLEDGEMENT

First and foremost, I would like to express my immense gratitude to my Creator, Almighty Allah (SWT), who has given me the blessing of physical and mental strength and mercifully empowered me to think, speak, and write. His immense kindness has given me the firm determination to complete the internship program effectively. Secondly, I express my sincere gratitude to my parents, who lovingly cared for me since my childhood and continually inspired me to pursue enlightenment through education.

In addition to that, I wish to convey my profound appreciation to the honorable Managing Director of Orion Security Services Ltd., Lt. Col. Ahmed Tarique Iqbal (Redt.), PSC, MBA (DU), who has allowed me to work in the dynamic Human Resource department of a robust infrastructure where approximately 8000 staff are working across Bangladesh. Furthermore, I would like to thank Mr. Riaj Alam (Senior Manager, Human Resources) and Mr. Selim Reza, Manager (Admin & Logistics), who always helped me to learn and understand HRIS paperwork, compliance, employee retention, employee compensation & benefits, recruiting and hiring, etc.

Moreover, I would like to extend my heartfelt appreciation to my honorable supervisor, Mr. Emran Kahn, Lecturer (Senior Scale), who has been very helpful from the beginning of my internship. His exceptionally structured guidance helped me accomplish the most crucial things in Orion. Further, his guidance helped me think and write my project paper exceptionally well.

ABSTRACT

This internship report represents my four-month professional experience at Orion Security Services Ltd.'s Human Resources department. This is the review of my four-month-long work focusing on the documentation process and digital transformation of a paper-based human resource administration into a real-time HRIS (human resource information system) software. This study highlights how traditional paper-based documentation is gradually being replaced by digital software while ensuring easy access to the key stakeholders. Further, this software ensures data accuracy and security while operating major tasks such as payroll management and employee benefits. This report reflects on how HRIS software reshaped administrative workload and enhanced organizational performance. It further includes personal observations, key learning outcomes, and recommendations for future initiatives in digital HR management.

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CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

This report details an overview of my internship experience at Orion Security Services Ltd. It examines the organization's transformation in HR practices, organizational structure, and my assigned duties for this internship. Further, this report elucidates the skills I gained and applied while performing the charter of duties. Additionally, it analyzes Orion's digital transformation initiatives within the HR section and presents key findings, insights, and recommendations for SOP (standard operating procedures).

1.2 BACKGROUND OF THE ORGANIZATION

Orion Security Services Ltd is a private security company, starting its journey back in February 2007, registered with the joint stock companies of Bangladesh. The organization's robust infrastructure assisted its growth and has become one of the leading security and other auxiliary services providers in the country. Orion delivers a comprehensive range of services, security management, investigation, event security management, crisis response etc. Orion's key stakeholders are international NGOs, multinational companies, banks, RMG industries, foreign dignitaries, and a wide range of corporate entities.

Additionally, other than Security services, Orion also provides specialized facility support services through its Transport Support Services (TSS) wing. These services include deployment of trained personnel, e.g., fleet monitoring agents, drivers, front-desk executives, messengers, computer operators, and warehouse personnel. Over the last eighteen years, Orion has procured steady growth in both security and support service sectors while maintaining a reputation for reliability and professional excellence. Orion's core values are compassion, commitment, excellence, teamwork, value creation, and cultural respect. Lieutenant Colonel Ahmed Tarique Iqbal (Retd.), the managing director of Orion brings a wealth of national, international operational experiences to the role. He leads a highly structured management team that includes an Executive Director and expertise from defense forces, such as police, BGB, as well as corporate sectors. **(Annex-A: Core Values)**

1.3 BACKGROUND OF THE STUDY

My internship experience in the HR section of Orion Security Services Ltd. is truly a professional exposure to a creative administration and its human resource processes required to manage a large scale workforce. As the company continues to expand, documentation, payroll, compensation support, employee verification, and HRIS (Human Resource Information System) operations have become essential for ensuring compliance, accuracy and efficiency.

Orion is undergoing a crucial digital transformation from paper-based to digital HR processes, a shift necessary for managing thousands of employees across Bangladesh. My responsibilities were updating HRIS records, prepared verification reports, and supported payroll. This study therefore documents Orion's operational processes to reflect how real-time digital systems influence modern HR documentation.

1.4 OBJECTIVE OF THE STUDY

The major of my internship reports are:

- Describing the existing documentation and administrative practices within Orion's HR section.
- To explain how digital transformation is taking place through HRIS implementation
- To uphold the tasks I performed during the internship and how these contributed to my learning.
- Identifying strengths and current challenges of the documentation and how HRIS helped workflows.
- To offer practical observations and reflections based on my workplace experience.

1.5 SCOPE OF THE STUDY

This report details my four-month internship experience within the HR & Admin Department of Orion Security Services Ltd. The key areas included in the scope are:

- Employee documentation and personal file management.
- Recruitment and verification processes.
- HRIS data entry, updating, securing and monitoring.
- Scrutinizing payroll and compensation related documentation
- Communicating and co-operating with the operations teams regarding employee posting, records etc.

1.6 METHODOLOGY

To prepare this report I followed multiple methods such as combining observations, participation, job responsibilities and reflective analysis.

- a. **Practical work exposure:** Every day in Orion, I engaged myself with my routine job which are data entry on the HRIS software, documentation, managing, sorting police verification files, employee information updates
- b. **Scrutiny of Documents:** Examination of onboarding admission forms, verification papers, office orders etc. (**Annex-B: Examination of documents**)
- c. **Informal Interviews:** Discussion with HR managers, executives, supervisors, and administrative staff to understand the workflows, challenges and system improvements.
- d. **Personal Observation:** Continuous observation of HR executives' routine works, HRIS usage in daily work, communication patterns and team coordination.
- e. **Secondary Source:** Reference to Orion's organizational manuals such as HR manuals, training information provided by the company.

To comply with the company policy, all confidential information has been excluded and anonymized.

1.7 LIMITATION OF THE STUDY

Spontaneously, this internship experience relies heavily on personal experience, which may bring some subjective interpretations. Some of the crucial HRIS features and proprietary documents were confidential. Therefore, I could not access those documents for privacy and compliance rules.

Despite having these limitations, the study accounts for authentic HR documentation processes and ongoing digital transformation in the HQ at Orion.

CHAPTER TWO

ORGANIZATIONAL OVERVIEW

2.1 COMPANY PROFILE

Orion Security Services Limited is a private limited company established in February 2007 and is registered under the Joint Stock Companies Act of Bangladesh. Over the last eighteen years, Orion has become one of the nation's foremost providers of security and facility management services. Its manifold client base includes international NGOs, multinational corporations, banks, telecom operators, RMG industries, and various corporate and diplomatic entities.

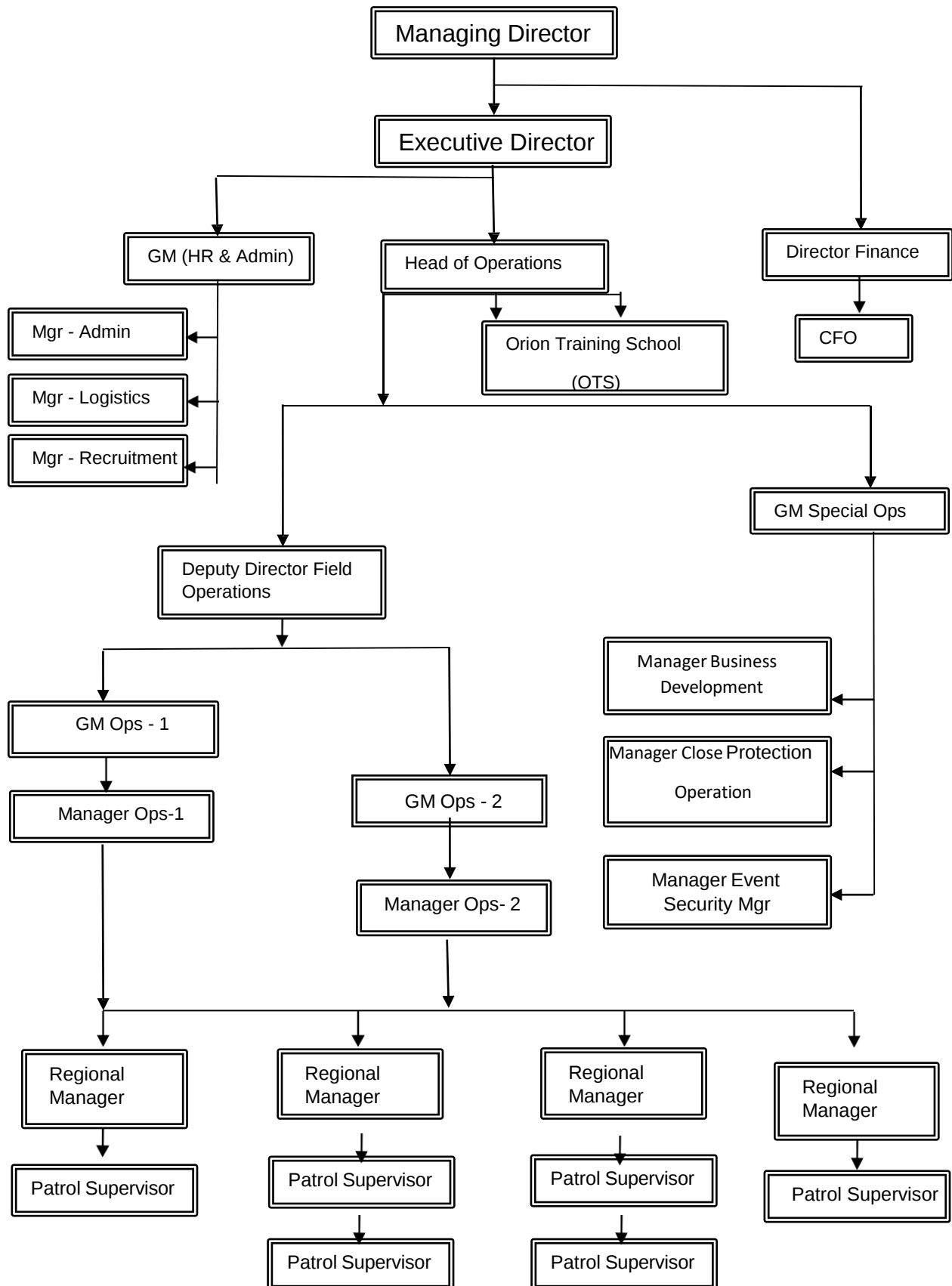
Orion goes beyond typical security, offering a full range of professional protection from premise security and access control to personal close protection (CP) and crisis management. Furthermore, Orion also provides essential Transport Support Services (TSS), supplying skilled drivers and operational staff. Moreover, Orion's professional human resources department is relentlessly working in favor of its people and employee satisfaction.

2.2 ORGANIZATIONAL STRUCTURE

- Orion utilizes a hierarchical, centralized structure led by a highly qualified management team.
- Leadership includes ex-military officers, police personnel, and experienced civilian professionals.
- Managing Director: **Lt Col Ahmed Tarique Iqbal (Retd)**, MBA & MDS, with leadership experience in the President's Guard Regiment and UN missions.
- Executive Director: Lt Col Md Zahirul Haque (Retd), MBA, PhD.
- Supported by General Managers, Senior Managers, Operations Managers, Duty Officers, Recruitment Officers, HR staff, and support personnel.

The detailed organizational hierarchy is shown in Orion's organogram below:

ORGANOGRAM

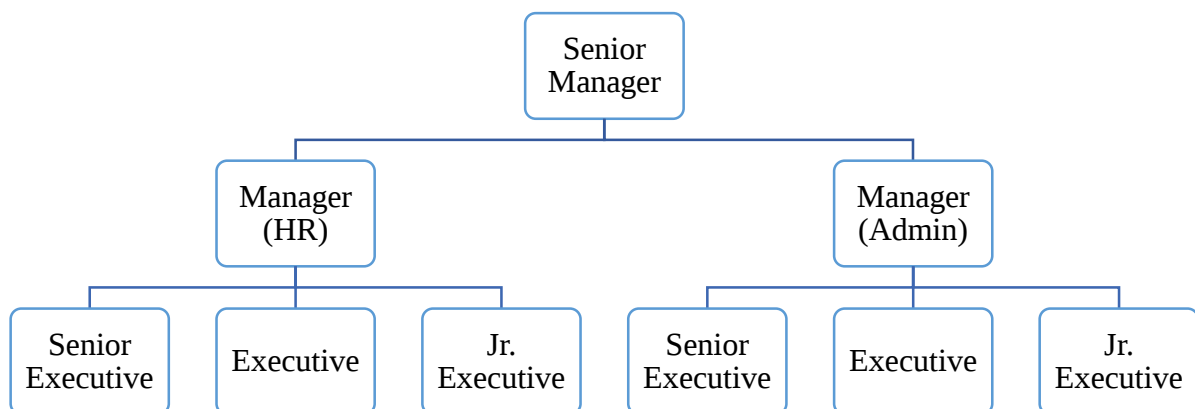


2.3 DEPARTMENTS AND FUNCTIONS

Orion manage a set of specialized departments and these department work together to ensure plain corporate and field level operations. Each and every department plays a crucial role in service delivery starting from deploying security personnel and managing Human resources, client relations, transport & logistics, training etc. Functional departments are pillars Orion's organizational structural. **(Annex-C: Orion's Functional Departments)**

2.4 HR DEPARTMENT: STRUCTURE, FUNCTION & KEY RESPONSIBILITIES

The Human Resources (HR) department works with its people, as this department thinks that the people of Orion are the most valuable asset. HR plays a central role in Orion's operations, as the service standard heavily depends on personnel management. This department operates under the supervision of the Senior Manager (HR) and includes recruitment officers and administrative officers. To understand the department, a diagram is shared below:



The HR department directs recruitment, police clearance, conducts training, handles employee administration, supports payroll and welfare, and ensures compliance with Orion's policies. **(Annex-D: HR's Functions)**

CHAPTER THREE

JOB RESPONSIBILITIES & LEARNING EXPERIENCES

Initially, I express my deepest appreciation to the management of this company. This is my career's first paid job as an intern. I can deeply say that my experiences in Orion are very precious to me. Every single officer in the HR department who is now my colleague was very helpful to me and assisted me in every possible way. They sometimes constructively criticized me, which made room for my improvement every single day at Orion.

3.1 MY ROLE AS AN ASSISTANT EXECUTIVE

Managed HRIS data and collaborated on recruitment, verification, payroll, and leave management for newly admitted security guards. Supported the Operations division in recruiting post-oriented guards. As an Assistant Executive (HR) at Orion Security Services Ltd., my crucial role was to manage employee data and update that in HRIS software. Along with that, I always tried to observe senior officers and their way of taking strategic actions. I wholeheartedly tried to work with the team, and this exponentially helped our team to solve problems comprehensively.

CORE RESPONSIBILITIES

- Maintaining employee files and documentation (joining form, NID/BRC, training certificate, and generating employee CVs from HRIS software).
- Updating HRIS records (personal data, leave, attendance, etc.)
- Supporting payroll by preparing attendance, overtime, and allowances
- Drafting and editing HR documents such as office orders, rosters, notices, show causes and handling internal investigations, etc.
- Assisted the Operations team with critical case study for clients' need.
- Operated as a team leader for escorting high-value goods from Chittagong to Dhaka for distinguished multinational clients for more than a year.

(Annex-E: Photo of HRIS Generated Bio-data)

3.2 DAILY & MONTHLY ACTIVITIES

For detailed clarification of my internship experiences, I have added the charter of duty during the period of my internship ([Annex-F: Charter of Duties](#))

3.3 SKILLS APPLIED & SKILLS GAINED

SKILLS APPLIED

In Orion, I applied various skills to complete my job accurately. For my routine work, I had to apply some of the most crucial hard skills and soft skills. These skills are given below

- **Date Entry & Attention to Details:** Transferring paper-based data to HRIS while ensuring accuracy.
- **Dossier Management:** Organizing Physical documents, such as employee files, alongside digital employee files in the HRIS. ([Annex-G: Visualization of Pigeon hole with sorted ID Number](#))
- **Basic Payroll Handling:** Preparing inputs and checking the attendance sheet and salary sheet with proper calculation before finance processing.
- **Extraordinary Keyboarding Skill:** For my administrative work, I was required to write various documents, including office orders, HRIS updates, drafting of notices, etc. For this, I effectively applied my keyboarding skills in both Bangla and English in Orion.
- **Report Writing:** I produced clear and concise reports and status summaries for higher management and the managerial team.
- **Communication and Teamwork Skill:** I effectively applied my communication skills with my colleagues, understanding their tone of voice, and acted upon their suggestions. Working with teams significantly built up my ability to solve complex problems, including investigations.
- **Confidentiality & Professionalism:** I handled sensitive personal data and responsibly.

SKILLS GAINED

I sincerely express my gratitude again to Orion because I acquired various skills from my workplace and my colleagues. These are listed below:

- **Efficiency with HRIS workflows:** Understanding data types, record structures and fields, and common error types and took specialized measure and tailored HRIS accordingly.
- **Enhanced Business English:** I remarkably improved my written English as I wrote clearer emails, memos, notices etc.
- **Analytical Skill:** I effectively detected inconsistencies in data type, duplicate entries, and missing information.
- **Time Management:** Time management is no longer a cliché to me anymore; here I learned to prioritize urgent tasks and I systematically implemented projects within the time.
- **Problem Solving:** I proposed practical solutions, such as talking with Area Operation Managers and fixing recurring document problems.
- **Interpersonal Skill:** Managing follow-ups with AOMs and building rapport with co-workers.

(Annex-H: Visualization of HRIS Data Type)

3.4 PRACTICAL CHALLENGES & STRATEGIC SOLUTIONS

Throughout my internship days, I encountered numerous recurring challenges related to documentation and communication. Below, I list some of the major problems and proposed practical, implementable solutions based on my experiences

CHALLENGE 01: INCOMPLETE OR POORLY FILLED ADMISSION FORMS

Problem: During large deployments, recruitment faces intense pressure, and deficient documents from new guards slow down HRIS entry.

Solution: To handle this pressure, our team introduced a pre-checklist for AOMs and briefed field officers on the required documents before recruitment. **(Annex-I: Checklist of admission form)**

CHALLENGE 02: DATA INCONSISTENCIES BETWEEN PAPER, FILES AND HIRS

Problem: Inconsistencies in documents such as different spellings, data formats and name orders. This issue makes it difficult to keep the correct order HRIS record

Solution: I suggest that my team adopt standard data-entry rules (e.g, fixed date format, full-length name order). Further, we have created a committee for older file checking, and we report to the higher management.

CHALLENGE 03: LOW DIGITAL LITERACY AMONG FIELD STAFF

Problem: Supervisors and security guards are not aware of digital transformation and are unfamiliar with digital submission or scanning procedures.

Solution: Our team often organizes brief sessions and short training on (1-2 hrs) digital submission, PDF making, writing tools, capturing good-angle photos, etc.

CHALLENGE 04: PRESSURE DURING PAYROLL CYCLE

Problem: Each month, Finance must prepare salaries for nearly 8,000 employees. HR's detailed examination often create last-minute corrections, causing overtime and delays. Resignations during this period further complicate file closure and final compensation, adding heavy administrative pressure.

Solution: Our HR team has instructed the field staff to submit salary and attendance sheets from the field 8 days before the actual salary date. By doing this, our administrative workload has been reduced significantly.

CHALLENGE 05: RESISTANCE TO CHANGE

Problem: Some of my colleagues prefer old paperwork and resist adopting new digital protocols.

Solution: HR initially implemented HRIS on a limited scale, modernizing attendance and parts of payroll at the head office. Adoption of HRIS is significantly increasing across Orion.

CHAPTER FOUR

DOCUMENTATION & DIGITAL TRANSFORMATION IN HRIS PRACTICES

4.1 OVERVIEW OF HRIS IN ORION

Orion has adopted HRIS system for its HR department initially on a limited scale. As it is going through the transformation, employee satisfactions are increasing day by day and HRIS becoming purposeful in Orion gradually. The central HRIS system is basically for restoring employee data for quick access and automated bio-data for clients.

4.2 TRANSITION FROM MANUAL TO DIGITAL DOCUMENTATION

The transformation of a paper-based administration into a real-time system is a hard challenge.

- Transitioning paper files and records to HRIS is difficult and cannot happen instantly.
- Transferring large volumes of physical files and Excel data is a slow and time-consuming process.
- After mapping all existing records, HR diligently created digital versions of all 8000-plus employee files.
- Orion's head office staff now use geo-fencing for automated attendance and monthly reports.
- HR is working diligently to implement a digital system for taxation and broader use of payroll.

(Annex-J: HRIS Dashboard; Employee List)

4.3 BENEFITS & CHALLENGES OF HRIS IMPLEMENTATION

BENEFITS

- Quicker Retrieval of personal data and better month-end reporting.
- Improved record backup and basic audit readiness.
- Enhanced Operational and Logistics efficiency.
- Superior workforce Management.
- Improved compliance and Risk Mitigation.
- Increased employee satisfaction and retention.

CHALLENGES

- Initial complexities such as data migration, system configuration, sorting out the software for Orion's need.
- Time consuming implementation
- Software training for key stakeholders.
- Dependency on software Vendor Company.
- Multiple charges, including setup, subscription, support, and maintenance fees.

4.5 MY CONTRIBUTION TO HRIS & DOCUMENTATION

During my internship days at Orion, I supported Orion's digital transition through hands on tasks which were practical. These are listed below:

- Entered and verified employee records into HRIS software.
- Scanned and organized paper files for archival and HRIS mapping
- Assisted payroll preparation by assessing attendance and allowance inputs for HRIS upload
- Prepared standardized data-entry rules (date format, name fields) and provided "how to" checklist for recruiters and field supervisor.
- I introduced the software "to do" to our key stakeholders.
- Assisted Managers in welfare, compliance related projects along with understanding the utmost security supervision, monitoring.

(Annex-K: Employee Welfare, Acclamation, Monitoring, & Communication)

CHAPTER FIVE

FINDINGS & ANALYSIS

5.1 KEY OBSERVATIONS ABOUT HR DOCUMENTATION AND DIGITAL SYSTEMS

1. **HYBRID WORKFLOW:** Orion is going through a mixed system, as hard copies are still the primary information source. HRIS is mainly used for quick file retrieval and attendance. So, it is a hybrid system.
2. **STANDARDIZATION IS LIMITED BUT EFFECTIVE WHEN USED:** HRIS templates have been updated productively and its reliable, but full adoption is still in progress, and some staff remain comfortable with traditional paper-based methods.
3. **PAYROLL AND ATTENDANCE ARE THE STRONGEST HRIS USE-CASES:** HRIS is doing the most strenuous tasks: payroll and attendance. These two modules are a time-consuming process when done manually. These modules support strong ROI, but other modules, such as leave, training, and discipline records, may generate great ROI if implemented.
4. **SUPERVISION, MONITORING, AND COMMUNICATION ARE CRITICAL:** Effective use of the 24/7 operations room and AOMs helps bridge gaps between field activities and head-office recording, yet communication delays still cause lost or late documents.
5. **RESISTANCE TO CHANGE**
Limited digital skills and paperwork habits slow adoption. There is also some resistance to new processes where perceived benefits are not immediately evident to staff.

5.2 HOW DIGITAL TRANSFORMATION IMPROVED EFFICIENCY

This digital transformation introduced the following:

- HRIS significantly eliminated manual calculations by automating payroll and shortened the month-end salary processing time.
- HR reports, e.g., new recruits, resignations, and attendance summaries, are generated with a click of the mouse. This ensures quick decision-making.
- HRIS is a cloud-based system. It is the backup of nearly 8,000 employees' physical files, reducing the risk of file misplacement and any potential damage.
- With this software, any stakeholder can access and retrieve any files from anywhere. This significantly saves time.
- HR can now significantly focus on strategic planning and talent management, as it is free from repetitive manual tasks that are now done by HRIS

5.3 LIMITATIONS

- HRIS is partly implemented and not fully functional.
- Currently supports attendance and payroll, but not fully.
- HR is still running on a paper-based administration
- Crucial modules are limited such as areas like training records, leave management, and real-time updates.
- Some officials are invulnerable to digital change and require more training.
- Advanced HRIS modules are costly and need trained users.
- Inexperienced stakeholders may affect ROI decisions.

CHAPTER SIX

CONCLUSION AND RECOMMENDATIONS

6.1 REFLECTION OF PROFESSIONAL DEVELOPMENT AND LEARNING OUTCOMES

Throughout my internship at Orion Security Services Ltd., I gained a practical understanding of how a large security service organization operates, with approximately 8,000 employees across Bangladesh. I learned the significance of documentation in verification, recruitment, attendance, payroll, and audits. I witnessed the crucial transformation of a paper-based administration to a real-time HRIS system. Teaming up with the HR and Operations teams helped me perceive the corporate challenges, compliance, transparency, and the need for accuracy in HR applications. This internship assisted me in growing professionally and personally. I learned to follow SOPs, effectively communicate and manage documentation, control anger and resolve conflicts, and improve daily problem-solving. Furthermore, this internship favors my interest in HR and amplifies my confidence in handling real corporate challenges.

6.2 RECOMMENDATIONS FOR ORION'S HR SECTION

Based on my observations and experiences, I suggest the following recommendations that may help improve documentation practices and support the company's digital transformation goals:

A. ACCELERATE HRIS EXPANSION

Extending HRIS usage beyond payroll and attendance would bring much improvement and employee performance. For getting a great full-fledged modern HR, implementing other modules such as leave, training, and discipline records is a dire requirement.

B. STRENGTHEN TRAINING & CAPACITY BUILDING

Arranging regular training sessions for field staff to make them understand the digital submission and encourage them to get used to the new system, and mentally coach them to reduce resistance to new processes.

Arranging regular training to help field staff understand digital submissions, adapt to the new system, and reduce resistance to change.

C. IMPROVED COMMUNICATION AND WORKFLOW

Establishing a fixed timeline for regional offices to submit monthly documents to avoid unwanted delays. Train field officers to coordinate with HR alongside their operational work.

6.4 CONCLUSION

My internship at Orion Security Services Ltd. has been both rewarding and insightful. I observed how a large professional organization sustains strict discipline, strong documentation, teamwork, and client-focused service. In the age of AI, Orion is gradually promoting its digital transformation to enhance service quality. I am deeply grateful to the management, colleagues, and supervisors whose support and guidance have shaped my professional growth in the HR field.

APPENDICES

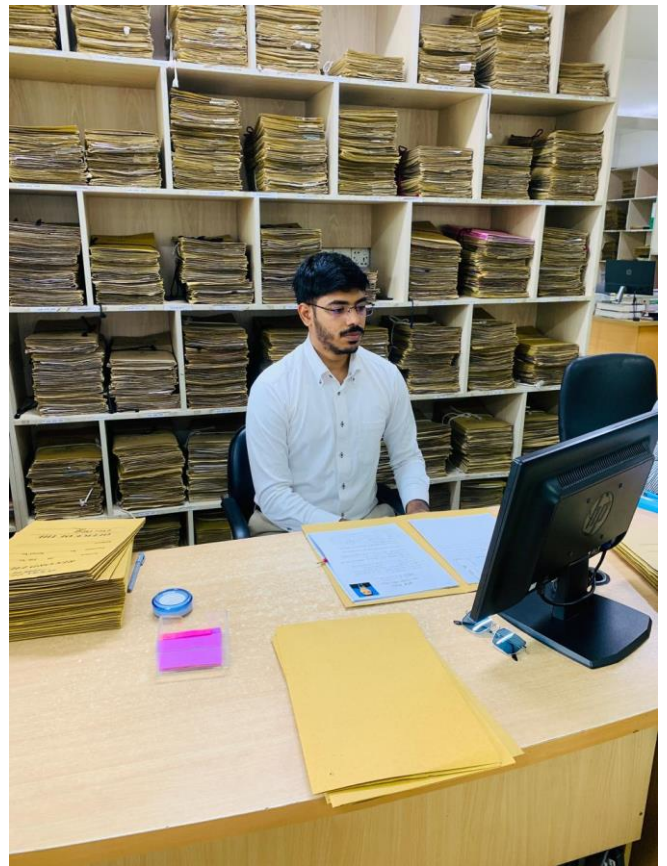
ANNEX-A-CORE VALUES OF ORION

CORE VALUES

Compassion	We put client and clients asset at the center of our focus while providing security and associated services with respect, compassion and dignity
Commitment	We will uphold clients trust by maintaining the highest professional standard and integrity
Excellence	We will continually seek advancement and innovation to achieve better services quality
Team Work	We dedicate and combine our skills, knowledge and experience for clients benefit.
Value	We always seek to create and deliver value for you
Ethnicity and Culture	We are committed to maintaining multi-ethnic and multi-cultural environment in our organization along with promoting equal gender opportunity

REF. Orion's Short Profile

ANNEX-B: EXAMINATION OF DOCUMENTS



ANNEX-C: ORION'S FUNCTIONAL DEPARTMENT

Orion's operations are divided into multiple functional departments, each department is responsible for its specialized tasks that support both corporate and field-level activities.

OPERATIONS DEPARTMENT: Orion's operations department is one of the most diversified departments within Orion, as this department is inseparably connected to the field-level staff. This department is responsible for deploying security personnel across the client's premises. Monitoring and supervising field security personnel with the incorporation of AOM (Area Operation Manager), Security Officer, Night Security Officer, and Patrol Supervisor.

HR & ADMINISTRATION DEPARTMENT: Human Resources is the only department that significantly does selection, recruitment, and placement of security guards and support staff. HR ensures background verification, including the candidate's documents as well as police clearance. Additionally, keeping employee records and attendance, and taking disciplinary actions are some of the crucial tasks. In addition to that, HR's integration in employee welfare, leave management, and compliance is overwhelming in Orion.

FINANCE & ACCOUNTS DEPARTMENT: Maintaining financial transactions, billing, and payroll management are key tasks of Finance & Accounts, which include managing budgets, operational costs, head office expenses, and account settlements. Importantly, ensuring timely salary payments to all employees is a major responsibility.

BUSINESS DEVELOPMENT & CLIENTELE SERVICE: Managing professional rapport with the existing clients and preparing proposals, quotations, and service offers to new clients are the major to-dos in this department. This department aims to identify new clients and explore market expansion opportunities.

TRAINING DEPARTMENT (ORION TRAINING SCHOOL-OTS): This department is under the Operations division. OTS significantly conducts basic refresher training for fourteen days, which is post-oriented training. Moreover, OTS guarantees physical, professional, and behavioral training to its employees. They are trained in access control, patrolling, emergency response, and CCTV operations. So that security guards meet client-specific standards.

TRANSPORT SUPPORT SERVICES (TSS): Providing trained drivers and fleet monitoring agents to clients and managing Orion's own transport are major to-dos of this department. Inseparably, TSS maintains documents for clients' vehicles, logbooks, and monitoring duty patterns, discipline, and deployments.

LOGISTICS & SUPPLY: This department supplies uniforms, equipment, and operational tools to different departments while maintaining inventory, storage, and distribution.

ANNEX-D-ORION'S HR FUNCTIONS

To understand the major functions of the HR department, some sections are listed below:

- a. **RECRUITMENTS AND SELECTIONS:** HR is dedicated to hiring suitable candidates as per manpower needs. Conducting interviews, physical assessments, security knowledge sessions, and sessions for discipline.
- b. **BACKGROUND VERIFICATION:** Verifying NID, Chairman Certificate, and educational documents are some of the crucial jobs of this section. Further, collecting fingerprints and photographs and sending initial police verification through the Special Branch is done from this department.
- c. **TRAINING AND DEVELOPMENT:** Conducting basic post-oriented training and refresher training while ensuring security guards' physical fitness. Furthermore, a practical master class is conducted for fire safety and firefighting.
- d. **PERSONNEL ADMINISTRATION:** Creating employee files, service books, attendance sheets, and personal records. Entering HRIS data for newly recruited security guards and managing posting orders, duty rosters, promotions, disciplinary actions, and grievances.
- e. **COMPENSATION AND WELFARE:** HR significantly assists the finance department with payroll inputs and scrutinizing salaries, deductions and ensures timely salary disbursement. This section carefully takes the initiative of medical support, donation, etc.
- f. **COMPLIANCE AND POLICY MAINTENANCE:** Implementing organizational code of conduct, ethical guidelines and zero tolerance for corruption and misconduct while maintaining gender equity and cultural diversity.

ANNEX-E: PHOTO OF HRIS GENERATED BIO-DATA



Orion Security Services Ltd.

Plot# 38 (Level- 5 & 6), Rabindra Sarani, Sector# 07,
Uttara, Dhaka-1230, Bangladesh



Name	:	Tapash Kumar Mondal	Mobile	:	01818044076
ID NO	:	29	Designation	:	Control Room Officer
Date Of Joining	:	2013-05-29			
Father's Name	:	Gour Chandro Mondal	Mother's Name	:	Kamla Bala Mondal
Present Address	:	Orion Security Services Ltd., House#38, Sector#07, Rabindra Sarani, Uttara, Dhaka - 1230, Bangladesh			
Permanent Address	:	Village, Kalibari, P.O. Gainbari, Shyam Nagar, Salkhira - Bangladesh			
Date Of Birth	:	1988-10-15			
Nationality	:	Bangladeshi			
National ID	:	8718631818036			
Gender	:	Male			
Marital Status	:	Single			
Blood Group	:	O+			
Religion	:	Hindu			
Education	:	MSS			
Height	:	5' 8"			
Post Name	:	OSSL Head Office			
Experience	:	08 years			
Duty Location	:	Dhaka			

Signature

ANNEX-F: CHARTER OF DUTIES

DAILY ACTIVITIES	WEEKLY ACTIVITIES	MONTHLY ACTIVITIES
Scrutinizing and process incoming employee documents for application, verification, etc.	Attending HR meetings every Saturday to discuss the weekly progress of HRIS transformation.	Assisting the finance team in preparing the payroll sheet while assessing overtime, deductions, and allowances.
Enter newly recruited staff information into HRIS while verifying accuracy against the hard-copy forms.	Coordinating with higher management on the new recruits and reporting missing document updates every Saturday.	Compile monthly HR reports such as recruits, terminations, verification statuses, etc.
Respond to HR related emails such as the welfare of existing employees, accommodation management for employee who are from other districts.	HR meetings bring a wide array of topics, such as accommodation issues, hygienic initiatives for security guards' messes, rooster management, etc.	Participate in training sessions or briefings held by HR and operations.
Drafting office orders and other documents such as show cause and notices.		
Updating old files every single day with the cooperation of Area Operation Managers (AOM)		

ANNEX-G: VISUALIZATION OF PIGEON HOLE WITH SORTED ID NUMBER



ANNEX-H: VISUALIZATION OF HRIS DATA TYPE

Personal Info

Personal Info	Address	Education	Donation	Employment	Enrollment	Training	Family	Insurance & Reference	Attendance
IC No 29					Control Room Officer				
OSSL Head Office					Orion Security Ltd.				
Present					Select Shift				
Select Police Verification					Select Certificate Status				
Mr.					Full Name Tapash Kumar Mondal				
333					Middle 01818046056				
2013-05-29					Father Name Gour Chandro Mondal				
Kamia Bala Mondal					Date of Birth 1988-10-15				
Bangladeshi					Email				
8718631818036					Birth Registration No				
Bangladesh					Single				
Male					O+				
Hindu					5' 8"				
68 KG					Identical Mark				
MSS					Experience 08 years				
OSSL Head Office					Duty Area				

Address

District	Thana	Address Line 1	Address Line 2	Street	Zip Code	Remarks	Action
Present Address	Orion Security Services Ltd., House#38, Sector#07, Rabindra Sarani, Uttara, Dhaka - 1230, Bangladesh	Permanent Address	Village: Kalibari, P.O: Gainbari, Shyam Nagar, Satkhira - Bangladesh				<button>Edit</button> <button>Del</button>

Education

Title	Institute	Subject	Board	CGPA	Passing Year	Action
BA (Hons.)	Daffodil International University	English literature & Modern Language	Dhaka	3.76	2025	<button>Edit</button> <button>Del</button>

Family

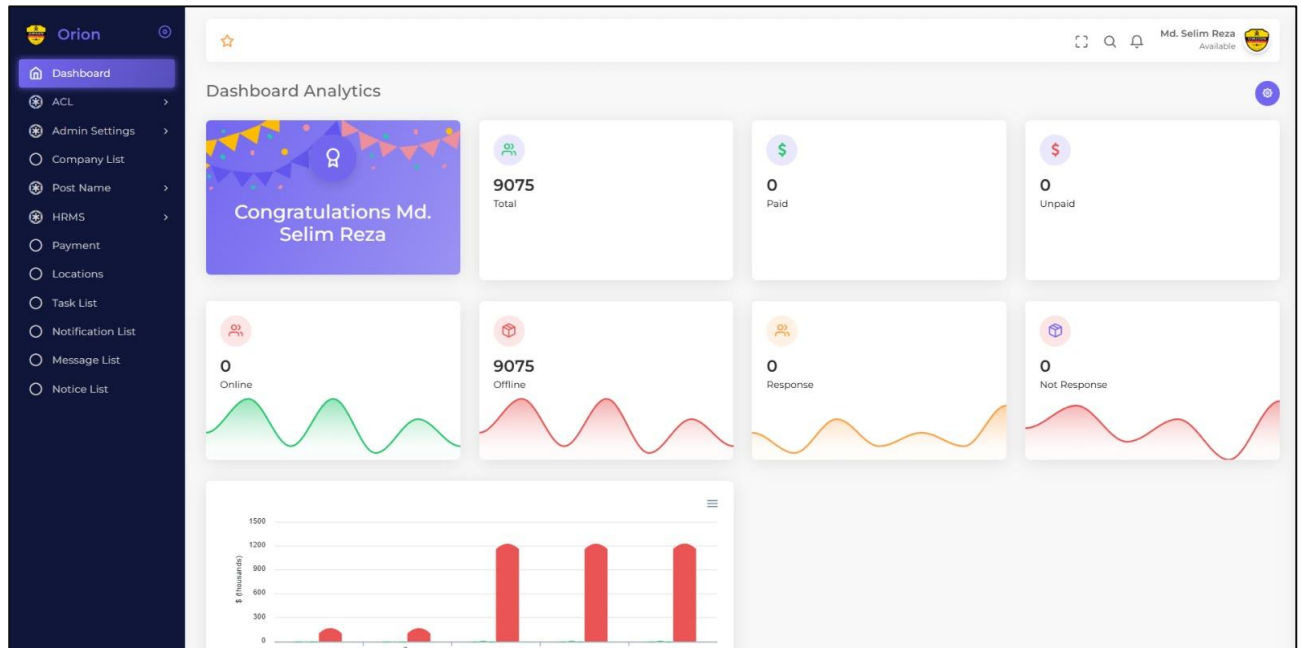
	Relation	Relationship	Mobile	Remarks	Action
ossain	Mother	Father			<button>Edit</button> <button>Del</button>
sain	Father	Uncle			<button>Edit</button> <button>Del</button>
ossain	Male	Maternal Uncle			<button>Edit</button> <button>Del</button>
ossain	Brother in law	Brother in law			<button>Edit</button> <button>Del</button>

ANNEX-I: CHECKLIST FOR ADMISSION FORM

সূচীপত্র

ক্রমিক নং	বিষয়	পৃষ্ঠা নং	মন্তব্য
১	ভর্তি ফরম	১-২	
২	চাকুরীর চুক্তিপত্র ও শর্তাবলী	৩-৪	
৩	অঙ্গীকারনামা	৫	
৪	প্রত্যয়ন পত্র	৬	
৫	চাকুরীর আবেদনপত্র	৭	
৬	রেফারেন্স চেক ফরম	৮	
৭	জাতীয় পরিচয় পত্রের ফটোকপি	৯	
৮	নাগরিকত্ব / চেয়ারম্যান সনদ এর কপি	১০	
৯	শিক্ষাগত যোগ্যতা সনদ এর কপি	১১	

ANNEX-J: HRIS DASHBOARD; EMPLOYEE LIST



☐	9	17	Md. Sumon Miah	01921883940	Orion Security Ltd.	Driver	AttendanceClock In/Out Office	2020-01-01 00:00:00	Attendance		Active	EditSendCommentViewPDF
☐	10	18	Anjon Sangma	01925690677	Orion Security Ltd.	Office Asst.	AttendanceClock In/Out Office	2020-01-01 00:00:00	Attendance		Active	EditSendCommentViewPDF
☐	11	19	Md. Aminul Islam	01913728965	Orion Security Ltd.	Manager	AttendanceClock In/Out Office	2020-01-22 11:20:43	Attendance		Active	EditSendCommentViewPDF
☐	12	20	Md. Abu Shahid Minhaz	07716635633	Orion Security Ltd.	Sr. Manager	AttendanceClock In/Out Office	2020-01-01 00:00:00	Attendance		Active	EditSendCommentViewPDF
☐	13	21	Md. Jakir Hossain	01678706383	Orion Security Ltd.	Sr. Executive	AttendanceClock In/Out Office	2022-01-16 16:06:0185%	Attendance		Active	EditSendCommentViewPDF
☐	14	22	Md. Saddam Hossain	01686600124	Orion Security Ltd.	Driver	AttendanceClock In/Out Office	2022-08-26 16:56:5676%	Attendance		Active	EditSendCommentViewPDF
☐	15	23	Md. Mustafa Ahmed Nayan	01913082889	Orion Security Ltd.	Asst. Manager	AttendanceClock In/Out Office	2020-01-01 00:00:00	Attendance		Active	EditSendCommentViewPDF
☐	16	24	Md. Monzurul Islam	01678706615	Orion Security Ltd.	Sr. Manager	AttendanceClock In/Out Office	2020-01-01 00:00:00	Attendance		Active	EditSendCommentViewPDF
☐	17	25	Riaj Alam	01983714374	Orion Security Ltd.	Sr. Manager	AttendanceClock In/Out Office	2020-01-01 00:00:00	Attendance		Active	EditSendCommentViewPDF
☐	18	26	Mohammad Hafiz Ullah	01678706575	Orion Security Ltd.	General Manager	AttendanceClock In/Out Office	2021-01-30 14:39:3938%	Attendance		Active	EditSendCommentViewPDF
☐	19	27	Md. Abul Bashar Howlader	01847245611	Orion Security Ltd.	Sr. Executive	AttendanceClock In/Out Office	2022-05-12 22:57:4570%	Attendance		Active	EditSendCommentViewPDFAdd

ANNEX-K- EMPLOYEE WELFARE, ACCLAMATION, MONITORING, & COMMUNICATION



ANNEX-K- EMPLOYEE WELFARE, ACCLAMATION, MONITORING, & COMMUNICATION



ANNEX-K- EMPLOYEE WELFARE, ACCLAMATION, MONITORING, & COMMUNICATION



