Internship Report
On

Recruitment, Selection and Training Practices of G4S Secure Solutions Bangladesh (P) Ltd.

SUBMITTED TO

Dr. Sheikh Abdur Rahim
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SUBMITTED By:

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Date of Submission: 16-12-2019

Letter of Transmittal

Date: December 15, 2019

To,

Dr. Sheikh Abdur Rahim
Associate Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

It is a great pleasure for me to submit the internship report on **Recruitment, Selection and Training Practices of G4S Secure Solutions Bangladesh (P) Ltd.** prepared based on the experience that I have gathered during my professional life.

I have tried my level best to gather all necessary information to the concerned parts of the report to develop it. I believe that, within my professional knowledge this report provides a core concept to the overall practices of G4S Secure Solutions Bangladesh (P) Ltd.

I hope that you would be kind enough to accept my report and oblige thereby.

Sincerely yours,

Syed Muhammad Enam
142-14-1480
Masters of Business Administration (MBA)
Major in HRM
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Student's Declaration

I, the undersigned, hereby claim that the Internship Report titled "Recruitment, Selection and Training Practices of G4S Secure Solutions Bangladesh (P) Ltd has been organized by way of me underneath the steerage of Dr. Sheikh Abdur Rahim, Associate Professor, Daffodil International University as a demand for the accomplishment of MBA degree from the Department of the Faculty of Business and Entrepreneurship, Daffodil International University. It is also declared that, this report has been organized for instructional purpose only and has no longer been/will now not be submitted elsewhere for different purpose.

……

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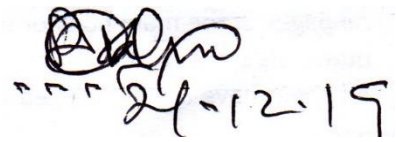
Certificate of Supervisor

I, hereby, certify that Syed Muhammad Enam, student of MBA, Department of Business Administration, Faculty of Business & Economics, Daffodil International University, bearing ID No. 142-14-1480 has organized the internship document titled " Recruitment, Selection and Training Practices of G4S Secure Solutions Bangladesh (P) Ltd." as a demand for success of degree awarding of Masters of Business Administration (MBA). To the best of my knowledge, he has completed all the required courses of the program and the report has been prepared by him. He is permitted to submit the report for presentation in the internship defense.

I wish him all success in life.



……..
Dr. Shekh Abdur Rahim
Associate Professor
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Daffodil International University

Acknowledgement

First and certainly else, I would really like to pay my sincere gratitude to the almighty Allah who has helped me through all of the difficulties in my existence and showed me the proper path. It is Allah who has made my adventure into the substantial sea of knowledge level and easier.

I am very much grateful to my honorable instructor Dr. Sheikh Abdur Rahim, Associate Professor, Faculty of Business and Entrepreneurship, Daffodil International University, who usually gave recommendations and guidelines at some stage in the length of finishing my internship report.

Then I would profusely like to express my gratitude to Mr. Sayedur Rahman Khan, Assistant Vice President, G4S and Mr. Md. Shams-Al-Kibria Khan, Senior Manager & Branch In-Charge of Banani Branch, G4S who have always been kind enough to reply my queries despite their extremely demanding work.

Finally, I would really like to thank the authors of the books that I've taken assist from, which had made my understanding clearer throughout the making of this report.

Executive Summary

G4S Bangladesh, a subsidiary of G4S PLC, UK, affords integrated protection responses to monitor and protect organizations, business and properties throughout the country. G4S protection forces are trained to evaluate and fight a wide range of security threats.

The journey of G4S started in Bangladesh in the year 1998 with a view to provide high quality and world-class security solution to the emerging and security segment market.

G4S Bangladesh is the only ISO 9001:2008 certified multinational company in Bangladesh and gives a wide variety of offerings to cater to the wishes of the marketplace by offering the maximum cost effective and pleasant safety for all forms of premises; from the most important multinational to the person residence hold, covering in reality each security products and/or offerings to be available in the market.

The company's specific standing does now not end result from its size or scale of operations; it's miles in fact a mirrored image of the high best and professional technique to the services furnished to its customers.

G4S Bangladesh has rapidly expanded over 21 years and today it has almost 13,000 employees with services being rendered to over 700 clients spread to almost all parts of Bangladesh

G4S Bangladesh currently provides the following broad stream of services:

- Manned Services
- Cash Services
- Electronic Secure Solutions
- Facility Management Services

Every department has individual strategy to maintain recruitment, selection and training practices.

Table of Contents

Topics	Page
Letter of Transmittal	i
Student Declaration	ii
Certificate of Supervisor	iii
Acknowledgement	iv
Executive Summary	v

CHAPTER-1 Introduction	Page
1.1 Background of the Study	1
1.2 Objectives of the Study	1
1.3 Methodology of the Study	2
1.4 Limitations of the Study	3
CHAPTER – 2 **Company Profile**	
2.1 Company Profile	4
2.2 Department of Human Resource Management in G4S Secure Solutions Bangladesh (p) ltd	4
2.3 Functions of Human Resource division of G4S Secure Solutions Bangladesh (p) Ltd.	5
2.4 Overview of G4S Ltd	5
2.5 G4S In Bangladesh	7

2.6 Visions & Missions	**8**
2.7 Services of G4S	**7**
CHAPTER-3 **Recruitment, Selection and Training Practices**	
3.0 Process of Recruitment	**10**
3.1 Guiding Principle	**10**
3.2 Procedure Contents	**10**
3.3 Recruitment of Direct Staff/Front Line Staff	**11**
3.4 Recruitment of Indirect Staff	**12**
3.5 Employment of Family Members	**12**
3.6 Interview Process	**13**
3.7 Candidate Selection	**13**
3.8 Contract of Employment and Vetting	**14**
3.9 Screening Standards	**14**
3.10 Induction and Orientation	**14**
3.11 Responsibility	**15**
3.12 Recruitment and Selection Procedure Amplication-1	**16**
3.13 Recruitment and Selection Procedure Amplication-2	**17**
3.14 Cash Service Division Selection Process	**19**
3.15 Recruitment and Selection Procedure Amplication-3	**19**
3.16 Selection Progression	**20**
3.17 Recruitment and Selection Procedure Amplication-4	**21**
3.18 Recruitment and Selection Procedure Amplication-5	**22**
3.19 Recruitment and Selection Procedure Amplication-6	**24**
3.20 Scope of Procedure for Training & Development	**26**

3.21 Procedure	**26**
3.21.1 Purpose	**27**
3.22 Prepare G4S members	**27**
3.23 Training Responsibilities and Cardinal Aspects	**27**
3.24 Annual Appraisal	**27**
3.25 Development	**28**
3.26 Cycle of Training Plan	**29**
3.27 Training Needs Identification Plan	**29**
CHAPTER-4 **Findings, Recommendations and Conclusion**	
4.0 Findings of the Study	**31**
4.1 Recommendations	**32**
4.2 Conclusion	**32**
Reference	**33**

Chapter – 1

Introduction

1.1 Background of the Study

Organizations give idea to the HR department as the vital source of building improvement among the personnel to steer the agency to the favorable result. To reach the dreams of the corporation, human resources control needs to be very cautious about the manpower of the agency Human useful resource branch is involved with the "people" thing in control. Since every business enterprise is made up of people, receiving their services, growing their skills, motivating them to high tiers of performance, are essential to reaching organizational goals and making sure that they bring about on with keeping commitment to the organization. The study is focused specially on G4S Limited which is actively involved in security services. G4S is specialized in security service and has separate division to operate diverse services they provide. G4S's service is divided into four departments, Manned Services, Cash Services, Electronic Security Service and Facility Services. Here, the focal point was given on the overall operations and accounting manuals of G4S. There was huge opportunity to focus in this area of research. But due to meet the deadline only the recruitment and training strategies is the primary target of this study. In spite of that, the scope and coverage of the study had been considerable. HRM can be distinguished as moving through recruitment and selection, training and development, motivating, and maintaining the existing human resources.

1.2 Objectives of the study:

The study is undertaken with the following objectives

I. To explore the Recruitment, Selection and TrainingPractices of G4S Secure Solutions Bangladesh (P) LTD
II. To evaluate the Recruitment, Selection and Training Practices of G4S Secure Solutions Bangladesh (P) LTD
III. To find out the problems relating to the Recruitment, Selection and Training Practices of G4S Secure Solutions Bangladesh (P) LTD

IV. To provide some recommendations to overcome the identified problems.

1.3 Methodology of The study:

An exploratory research had been used in formulating the report. Basic research had been conducted. Theoretical and practical studies had also been absorbed. The report has been prepared on operational procedural analysis of G4S Human resource management.

For conducting the study, appropriate data had been collected from reliable sources.

Primary data

Primary data has been collected from –

- Discussion with the respective organization's officials
- Working with dedicated group of employees who are authorizes to develop HR manuals.

Secondary data

The study was mainly based on the secondary data. Necessary secondary data has been collected from –

- Annual Report of G4S Limited.
- Website of G4S Limited.
- G4S official email
- Data from other published reports
- Different Books, Journals, News Papers etc.
- Bangladesh Labor Acts, 2006.
- The private security service acts, 2006.

Prior to using the secondary sources of facts and information, these had been cautiously scrutinized to choose its validity and reliability by means of the HR department of G4S. Data and statistics received from different resources had been critically as compared and located negligible incompatible. Theoretical analysis along with techniques have been used to verify the findings of the report. The analysis has been offered first and then findings were drawn

1.4 Limitations of the study

- As it is the non-government organization so the collection of study area information quite hard.
- Some information could not be gathered due to private policy of the organization.
- The quantity and significance of statistics collection is every other hindrance of this report. The amount of facts wished to behavior such sort of assessment is great however that could not be gathered. That's why the report is probably lack sufficient readability and credibility. Rather it recommends further and larger look at on the matter.
- Lack of Records, inadequate books, unavailable information in website. These constraints narrowed the scope of correct analysis.

Chapter-2

2.1 Company Profile

Name of the Organization: G4S Secure Solutions Bangladesh (P) Ltd.

Business or Industry: Security Service.

Description of Company & Activities:

G4S Secure Solutions Bangladesh (P) Ltd. entered in Bangladeshi market in the year 1998 with a view to provide high quality and world-class security services to the emerging and quality conscious market. G4S Secure Solutions Bangladesh (P) Ltd. is referred as G4S Bangladesh in this document.

Head Office

G4S Dhaka House

22 Pragati Sarani, Block J, Baridhara, Dhaka.

Tel. 88-02-9887316-8, Fax. 88-02-8810859

Web: www.g4s.com

Working Hours: 10:00 A.M. - 06:00 P.M.

G4S Bangladesh offices will remain closed on Friday / Saturday, and Public holidays as per the list declared in each calendar year

Dress Code

Designation	Dress Code- Office	Remarks
All Managerial Officer, CRO & Office Assistant	Closed Collar. Company Shirt and tie with Dark Trouser.	Thursday is smart casual day.
Peon, Driver and other Support Staff	Company provided uniform (Shirt, Trouser & Shoe)	Winter dress as per company provided items.
Front Desk Officer	Company provided uniform (Shirt, Trouser & Koti)	Thursday is smart casual day.

2.2 Department of Human Resources Management in G4S Secure Solutions Bangladesh (P) Ltd:

G4S Secure Solutions Bangladesh (P) Ltd is a service oriented multinational company. Human resource department in G4S Secure Solutions Bangladesh (P) Ltd. assist people and

organization to get their goals. In the course of time, the company confrontations with arising from the demands of the employees and the society. The local and international atmospheres are very important because of the increasing challenges also result from ever modifying laws, especially laws that indicate the need for equal employment opportunity. Within these restrictions, the human resource department of G4S Secure Solutions Bangladesh (P) Ltd. must support to the organization in ways that are both ethical and socially responsible.

2.3 Functions of Human Resource Division of G4S Secure Solutions Bangladesh (P) Ltd:

The G4S Secure Solutions Bangladesh (P) Ltd. has a fully useful Human Resources Division (HRD) supported by manpower. The HRD of The G4S Secure Solutions Bangladesh (P) Ltd. execute the following functions:

Selection and Recruitment.

Training and Development of Employees.

Compensation and Benefits Planning.

Promotion Planning.

Making Reward and Recognition.

Resignation or Termination from Services.

2.4 OVERVIEW OF G4S LTD

G4S plc (formerly Group 4 Securicor) is a British multinational security Services Company headquartered in Crawley, United Kingdom. It is the world's largest security company measured by revenues and has operations in around 125 countries. With over 620,000 employees, it is one of the world's largest private sector employers. G4S was founded in 2004 by the merger of the UK-based Securicor plc with the Denmark-based Group 4 Falck.

G4S has its origins in a guarding business founded in Copenhagen in 1901 by Marius Hogrefe originally known as **"Kjobenhavn Frederiksberg Nattevagt"** (which translates as Copenhagen and Frederiksberg Night Watch) and subsequently renamed Falck. In 2000 Group 4, a security firm formed in the 1960s, merged with Falck to form Group 4 Falck. In 2002 Group 4 Falck went on to buy The Wackenhut Corporation in the USA.

G4S was formed in July 2004, when Group 4 Falck's security business merged with Securicor to create Group 4 Securicor and began trading on both the London and Copenhagen Stock Exchanges.

In 2006, 2007 and 2008 G4S was the subject of a global campaign by union workers alleging that its subsidiaries undermine labor and human rights standards. Some of these groups were organized under the banner of the SEIU-funded Focus on Group 4 Securicor. This group supported protests at Group 4 Securicor's annual general meeting in London in 2005.

In March 2008, it was announced that G4S were taking over Scottish Rock Steady Group – who steward at major sporting and music events mostly in the UK. Rock Steady events have included Live8 concerts in London, Scottish FA Cup Final & the Download Festival. In April 2008, G4S acquired RONCO Consulting Corporation, one of the world's premier humanitarian and commercial mine action, ordnance disposal and security companies.
In May 2008, G4S acquired Armor Group International.GSL, a provider of outsourced justice services, was also acquired by G4S in May 2008.Also, in the same month, G4S acquired Serbian company Progard Securitas.

In 2008, G4S also acquired Touchcom, Inc. for US$23 million. Touchcom, Inc. is located in the Burlington/Bedford, Massachusetts area. The rebranding of Touchcom, Inc. to G4S was completed by 1 January 2012.

In December 2008 G4S and UNI Global Union, announced the launch of an Ethical Employment Partnership, which will drive improvements in standards across the global security industry. Simultaneous to this, G4S and the SEIU reached an agreement to end their long dispute and establish a framework to work together in the interest of employees.

In 2009, G4S continued to acquire companies: Secura Monde International Limited and Shiremoor International Engineering Limited, together, the UK's leading specialist banknote and high security technical and commercial advisory companies; All Star International for

$60M, one of the premier facilities management and base operations support companies providing services to the US Government; Adesta, US-based provider of integrated security systems and communication systems; and Hill & Associates Consultants Limited, Asia's leading provider of specialist risk-mitigation consulting services.

In the autumn of 2009, G4S personnel in Australia went on strike, arguing that the company had subjected them to low pay and poor working conditions. The strike imperiled the operations of the court system in the state of Victoria. The guards provided entry-point screening for weapons and bombs in both the County Court and Magistrates Court, as well as additional security in the court rooms themselves.

G4S acquired the South African Security Systems Company, Skycom, in September 2010.Then in April 2011 it bought the Cotswold Group, a surveillance and investigations company. Still now the organization is rapidly increasing throughout the world.

2.5 G4S in Bangladesh:

G4S Secure Solutions Bangladesh (P) Ltd. Joined the Bangladeshi marketplace in 1998 with broad range of services to serve to the need of the marketplace. The organisation has since then quickly enlarged with over 12,000 employees and operations unfold to nearly all elements of Bangladesh. In 2011, the call of the company has been modified to G4S secure answers from the former G4S Security Services Bangladesh (P) Ltd. The alternate has been made for the higher portraying the capabilities and operations of the organization

The main aim of G4S to provide high first-rate and standard safety offerings to the emerging and fine phase market. G4S Bangladesh, being a professional safety offerings enterprise presents a wide variety of services to cater to the want of the marketplace by supplying the most effective security for all styles of premises, from the largest MNC to the individual residence hold, covering surely each security products or offerings to be had within the marketplace. The agency's one-of-a-kind standing within the international of security does

not end result from its length or scale of operations; it's miles in fact a reflection of the high first-class and professional approach to the offerings supplied to its clients.

2.6 Visions & Missions:

Vision: "G4S vision is to be recognized as the global leader in providing secure outsourcing solutions, to help customers to achieve their own strategic goals and to deliver sustainable growth for G4S and long-term value for shareholders."

Mission: Create maximum possible value of all the stakeholders by adhering to the highest ethical standards

- **For the Company:** Relentless pursuit of customer satisfaction through delivery of top quality services
- **For the Shareholders:** Maximize shareholders' wealth through a sustained return on the investment.
- **For the employees:** Provide job satisfaction by making G4S a center of excellence with opportunity of career development.
- **For the society:** Contribute to the well-being of the society, in general, by acting as a responsible corporate citizen.

Corporate Goal: "Overall, G4s key business objectives are to drive organic growth, deliver margin improvement, and optimize our organizational development and to build and protect its reputation".

Corporate Philosophy: Discharge the functions with proper accountability for all actions and results and bind to the highest ethical standards.

2.7 SERVICES OF G4S:

Services of G4s under different divisions are

Manned Services

- Availability of highly trained Guards to provide services like-Access Control, Reception, Patrol, Response Function, VIP Escort, Event Management etc.

Cash Services

- G4S Cash division is offering Transportation of Cash & Valuables, ATM & BPM Management, Teller, Vaulting & Storage, and Cash Processing Center

Electronic Security System (Equipment Safety and Security)

- G4S Bangladesh has developed a ESS in order to offer services like, Access Control System, Video Surveillance System, Intruder/Burglar Alarm, Fire Alarm, X-Ray Scanning Devices, Radio Communication, Under Vehicle Inspection, Central Monitoring System etc.

Facility Services

- This business division offers wide range of corporate services that includes Secured Express Delivery Services (SAFEDOX), Corporate Services, Maintenance Services, Hospitality Services, Cleaning Services, Health Services etc.

CHAPTER - 3

Recruitment, Selection and Training Practices

3.0 Process of Recruitment

This course of action applies to all Human Resources staff and line managers with hiring responsibilities within the G4S Bangladesh**.**

3.1 Guiding principle

Successful human resource planning needs to become aware of human resource desires. Once these wishes are identified, HR managers are capable of do something to fulfill them. A company's boom is measured in keeping with its earnings and losses. The cost of unnecessary hiring and/or hiring the wrong person can be determined to a company's bottom line. Before engaging inside the recruitment process, management must definitely understand the company's operational recruitment, projected revenues and business desires and then determine the kinds of abilities and abilities required to fulfill those wishes. Recruitment is the primary degree of acquisition function. This mechanism serves to ensure that G4S engage and appoints the best possible candidates for all vacancies. G4S is committed to following recruitment practices which are ethical, fair, equal and non-discriminatory, and which attach to relevant local legislation.

On the premise of the staffing necessities of the local commercial enterprise unit's commercial enterprise the recruitment and choice of all workforce is conducted. Due to differing national rules and regulating authorities, custom and market necessities, the element of person recruitment and selection policies might also range between operating companies. However, there are some of minimum standards which must be assimilating into applicable local policies.

3.2 Procedure Contents

1. Diversity and Equal Opportunity
2. Recruitment of Direct Staff
3. Recruitment of Indirect Staff

4. Employee Requisition Forms and Job Descriptions
5. Existing Succession Plans
6. Internal Advertisements
7. Approved Recruitment Agencies
8. Employment of Family Members
9. Interview Process
10. Candidate Assessment
11. Candidate Selection
12. Employment Contract and Vetting
13. Temporary Staff Recruitment
14. Induction and Orientation

3.3 Recruitment of Direct Staff / Front Line Staff

Recruitment and selection process are supreme, time-consuming and expensive process. Effective and non-discriminatory recruitment and selection of direct group of workers shall maximize G4S's usage of human sources and reduce high priced hiring errors. It is essential that each G4S enterprise have processes in location that abide by the necessities of human assets nice practices. Direct Staff are also applicable to the front line team of workers or hourly personnel

The recruitment of front-line staff is critical to the successful operation of a G4S business and should be properly structured and resourced to ensure maximum efficiency and effectiveness.

HR official who are responsible for the recruitment of Front Line Staff must adhere to the following basic requirements. Applicants must:

- be of legal employment age per local legislation

- possess no previous criminal record
- be physically and medically fit and of sound mind
- have an appropriate level of education for the job requirements
- Clearly and easily understand written and verbal communication skills.

Employees, who have been dismissed for misconduct by any previous employer including G4S or previous companies, may not be employed.

3.4. Recruitment of Indirect Staff

Recruitment for Indirect (salaried) team of workers shall be conducted using both inner and outside career websites, through classified ads which are run in relevant guides or through authorized employment agencies. All advertisements shall be authorized through the country Human Resources representative liable for recruitment, which will ensure compliance with the company's rules as nicely any relevant legislation, and ensure that the layout should follow Group requirements anywhere the G4S brand is displayed in marketing material.

All indirect team of workers appointments ought to be approved with the aid of the Business Unit Human Resources Head, previous to any offer of employment being made. The Business Unit Human Resources Head is to ensure that all the required strategies were followed within the recruitment and selection process. All situations of employment shall be approved through the Business Unit Human Resources Head and must fall within the defined situations of carrier for that particular job/grade.

All roles which are graded B2 or above, as well as any positions which are Business Unit Heads must ensure the contractual terms and conditions are approved by the Sub-Regional Human Resources Director, Regional Managing Director or Executive in charge. Where a role has been graded at B2 or above, the contractual terms and conditions should be agreed in advance with the Group Human Resources Director.

3.5 Employment of Family Members

Where family of current personnel applies for vacancies inside the organization, they have to declare the connection on the time of application. Before own family members can be

shortlisted, permission need to be granted from the Business Unit Human Resources Head, for the recruitment system to continue. Where the vacant position is in the same reporting line as an existing employee, the utility will no longer be considered. Otherwise, permission can be sought from the Sub Regional Human Resources Director and can be grated at their discretion.

3.6 Interview Process

All candidates selected for interview for a vacant position within G4S must be interviewed by multiple business heads including: a Human Resources Manager/representative qualified to conduct employment interviews, Line Manager and any other manager deemed appropriate. The purpose of involving multiple stakeholders in the recruitment process is to facilitate transparency and consistency in the hiring decision. Consensus reached amongst multiple stakeholders ensures that any claims of favoritism, nepotism and partiality are avoided. The process and approval levels should be clearly defined in the Business Unit Recruitment process.

3.7 Candidate Selection

The selection of all staff, both internal and external, as well as the promotion of all staff must comply with all the procedures as outlined. The local Human Resources Department is responsible for ensuring that the required recruitment and selection procedures are followed and that the process is carried out as efficiently and thoroughly as possible. The recruitment and selection procedures are designed to adhere with G4S Screening Standards and G4S Diversity and Inclusion Standards and to ensure legal compliance.

Applicants who have previously worked for G4S or previous constituent companies and have been dismissed for misconduct are not to be re-appointed.

During the start–up of new contracts and the recruitment of Direct/Front Line Staff, Operations personnel is to be involved during the selection processes and directly assisting with and participating in interviews.

3.8 Contract of Employment & Vetting

The employment of all indirect staff shall be approved by the Business Unit Human Resources Head. The employment procedures for salaried staff shall be used to ensure uniformity in the company.

All employees should be issued with a written statement of terms and conditions or a formal employment contract detailing their terms and conditions of employment. The Contract of Employment must be signed off by the employer and employee prior to the commencement of employment.

As per the AME Regional Screening and Vetting Policy, the new hire vetting process shall be undertaken once a successful candidate has been selected in accordance with the G4S Pre and Post-Employment Screening Minimum Standards Policy. Refer to the G4S Pre and Post-Employment Screening Policy and the background screening process should include the following steps:

3.9 Screening Standards

- Either a complete and signed Application Form or, a complete and signed Declaration Form attached to a candidate's CV verifying all of the information contained therein is true and accurate
- A medical declaration if legally permitted
- Document review – sight of original educational certificates, qualifications, licenses, passport, work permit, employment & residency visa's, etc.
- Identity Verification
- 5 years of Personal History Verification
- Obtaining licenses or criminal record/police checks where required
- Verification that the candidate is able to undertake all aspect of the role from a physical and medical perspective, where required

3.10 Induction and Orientation

All new employees shall participate in an induction program as defined by the AME Regional On-boarding and Induction Policy.It is the responsibility of the local Human Resources Manager in conjunction with the respective Line Manager, to ensure that an effective and

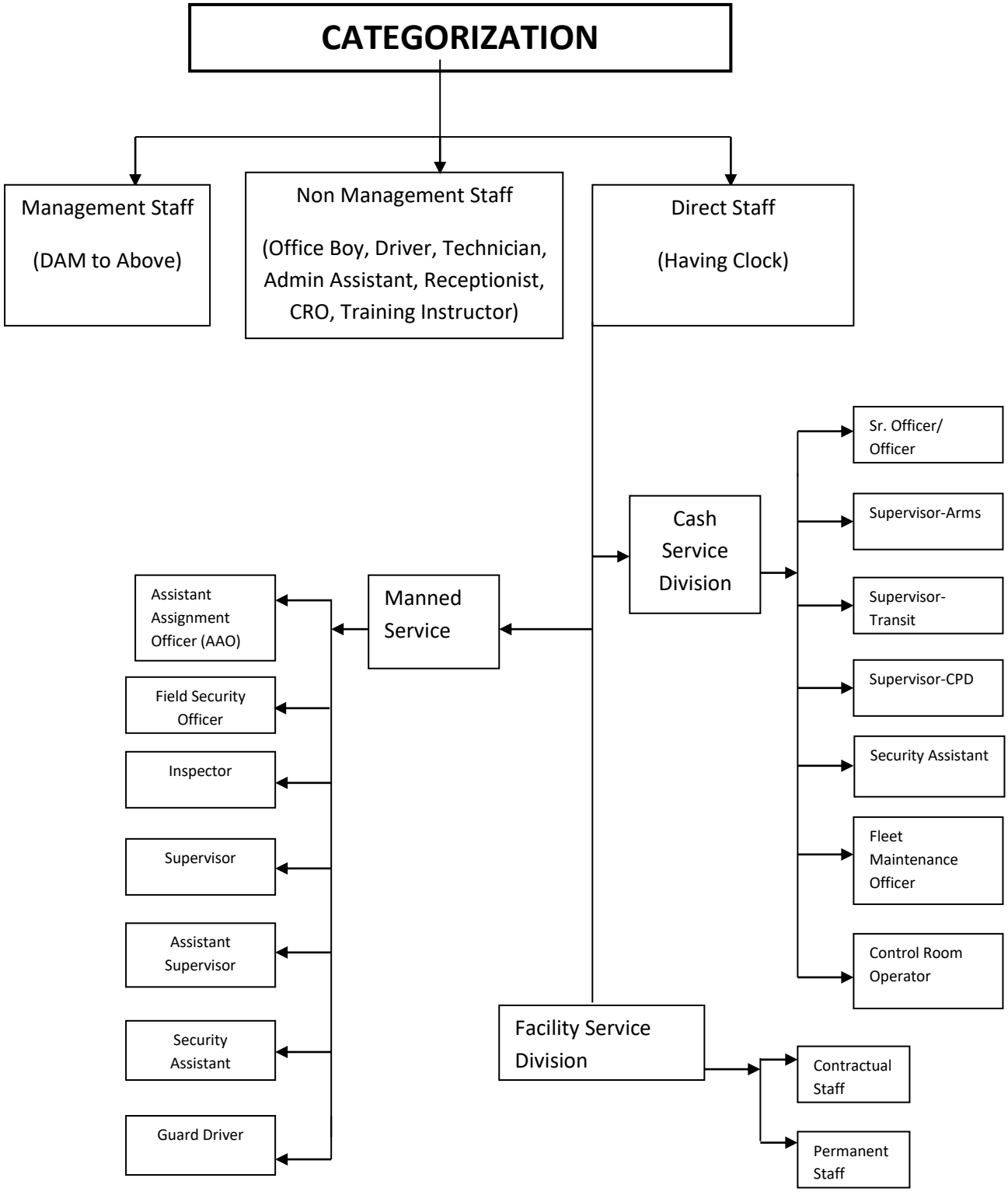
appropriate induction is in place. New hires must be given sufficient assistance and the information necessary (ex: Induction Handbook, G4S Our Business DVD, online training materials) to ensure a smooth entry into the organization so they can become fully productive in as short a time as possible.

3.11 Responsibility

Responsibility for meeting these regional standards within each business unit rests with the Human Resources Head or, in their absence, the Business Unit Head. Each sub-regional Human Resources/Director must ensure all their companies and/or countries adhere to these standards, and will be required to monitor and report periodically on compliance.

3.12 <u>Recruitment and Selection Procedure:</u> Amplification-1 (RECRUITMENT BY HR&A)

CATEGORY OF PERSONNEL: To be Recruited



3.13 Recruitment and Selection Procedure: Amplification-2

RECRUITMENT PROCEDURE: Direct Staff (Cash Service Division)
Designation, qualification & other Criteria for Direct Recruitment:

The designation, qualification, duties (in brief) and experience for direct staff recruitment shall be:

a. Senior Officer: The person will perform duties at cash center/vault/transit/front/ back end/ electronic machines. Initial intake will be with an entry-level position as an officer. Minimum educational qualification is Graduate. Candidate having experience will be preferred.

b. Officer: The person will perform duties at cash center/vault/transit/front/ back end/ electronic machines. Initial intake will be with an entry-level position as an officer. Minimum educational qualification is Graduate. Candidate having experience will be preferred.

c. Junior Officer: The person will perform duties to count, handle, carry cash, attend electronic machines. Initial intake will be with an entry-level position as a junior officer. Minimum educational qualification is Graduate *I* A Level.

d. Control Room Operator (CRO): The person will perform control room operational duties. Minimum educational qualification is H.S.C/ O Level pass with computer skills.

e. Supervisor-Arms: The person will be in position of fire arms and will have a valid gun license. Minimum educational qualification is Class VIII pass.

f. Supervisor-Transit: The person will perform vehicle driving duties. Minimum educational qualification is Class VIII pass and must have valid driving license and vehicle driving experience of' minimum 3 (three) years.

g. Supervisor-CPD: The person will count, handle and carry cash. Minimum educational qualification is S.S.C pass.

h. Fleet maintenance officer: The person will supervise the maintenance of cash carrying vehicle, supervise the work of maintenance team, keep record of maintenance work, keep the documents of cash carrying vehicle update and supervise the duty of supervisor Transit. Minimum educational qualification is SSC/HSC (Basing on experience educational qualification may be lowered)

3.14 Cash Service Division Selection Process:

Information collection for the job/position:

a. Role profile
b. Job Description
c. Job requirements as stated by the division

Evaluate above and decide requirements

Sources of Potential Candidates

a. CV bank
b. Internal candidates
c. References
d. Advertisement at job sites and news papers

Preparation of list of potential candidates and inviting them for selection process.

Selection stages

a. Candidate to submit resume with photo to HR&A

b. Sent to ISU and Operation Department, CSD for initial interview

c. The persons found likely to be fit for CSD are recommended for final selection by HR&A.

- Driving test must be passed for the position of Supervisor Transit

d. A copy of police verification Form is received from HR department. The original copy is sent to police station by post.

e. Surety Bond (After receiving a positive report)

- Before employment all the CSD staff must sign surety bond by his/her blood connected relation such as father, mother, adult brother, adult sister, paternal uncle/aunt/cousin

f. Application for Employment Form fill up

g. Document Review – sight of original certificates (photocopy of all to be retained)

- Academic and experience certificates
- Chairman certificate
- National Id card/ Birth certificate
- Driving license
- Gun license
- Release certificate/ documents from previous employer (at least for recent 5years as applicable)

3.15 Recruitment and Selection Procedure: Amplification-3

Manned Service Division

For Manned Service Division Selection process: Recruitment of Security Assistnt will be made either by newspaper advertisement or by references or by seeking applications/CVs from different employee sources on required basis. During basic training period selected candidates will be treated as trainee, not as employee of the company.

Sources of Security Assistant/lady Security Assistant in G4S:

a. Direct submission of candidature by individual at Training school

b. Recruitment by Training school team (Constituted training team)

c. Recruitment by Branch

Recruitment & selection criteria are as under:

a. Security Assistant:

i. Physically and Medically Fit

ii. Education -Minimum Class-VIII pass or above as per contracts with clients

a. Height -Minimum 5' -5". The height could be more if it is a contractual requirement. Candidate with height up to 5'-5" may be accepted if the candidate is minimum SSC pass and has acceptable level of IQ, intelligence, smartness and appears to be sharp. Such exceptions to be minimum. All such cases to be discussed (Chittagong, Comilla, Sylhet and Bogra) with Head of HR & A.

iii. Weight -Minimum 50 KG

iv. Chest 32" -34"

a. Age Limit 18 -35 years. For highly skilled/qualified candidate with defense/guarding service background maximum age limit may be relaxed up to 45 years for Supervisor/Inspector.

v. Must qualify Written Test and Interview

vi. Exception: Minority/Tribes -Height: 5' ·2"

b. Lady Security Assistant:

i. Education -Minimum SSC pass

ii. Height Minimum 5'·1". Candidate with height up to 5'· 0" may be accepted if the candidate has acceptable level of IQ, intelligence, smartness and sharp appears

iii. Age minimum 18 years

iv. Medically fit

v. Must qualify Written Test and Interview

Exception: Height and education may be relaxed in case of tribal candidate.

c. Guard Driver: Driver selected for Embassy vehicle driving duties are designated as Guard Driver (minimum education-class VIII pass). The selected driver by TMO will undergo a two week Basic Training Course at the Training School and afterward collect contract of employment from head office.

3.16 Selection progression:

a. All selected candidates will undergo a two week Basic Training Course at the Training School

b. All students must qualify in Final Written Test

c. Total marks for evaluation of training is 60 of which Written Test will cover 50 marks and Practical Test will be assessed on 10 marks. Qualifying marks is 50%.

d. Security money deposit

e. Required documents for guards are as follows

- Resume with photo
- Application for Employment Form fill up

- Chairman Certificate
- Birth certificate/ National ID card
- Educational certificate
- Medical fitness certificate
- Release certificate/ documents from previous employer (at least recent 2/3 as applicable)

f. Background Check

- Individual candidate without Voter ID card must submit attested photo before employment
- Recruitment by training team/ branch will collect information about the candidate from local bodies, school head master and person of repute
- 5 years of Personal History Verification

g. Contract of Employment is signed by Head of HR&A.

h. Posting order approved by head of HR.

3. 17 Recruitment and Selection Procedure: Amplification-4

Facility Service Division

Designation, qualification & other Criteria for Direct Recruitment:

a. Permanent Staff: Facility service division recruits Cleaner, Messenger, Plumber, carpenter, driver, electrician, tea boy for their clients. These categories of direct and permanent staff are known as Facility Staff in G4S Bangladesh. The required minimum education for Facility Staff is class VIII pass.

b. Contractual Staff: Facility service division recruits contractual staff such as Front desk Officer, Receptionist, Telephone operator, Security Management Staff for their clients on contractual basis. The designation of these contractual staff determined as per the contract with the clients and required minimum educational qualification depends on the position.

Selection Process:

Information collection for the job/position:

a. Role profile b. Job Description c. Job requirements as stated by the division

Sources of Potential Candidates

a. CV bank b. References

Preparation of list of potential candidates and inviting them for selection process.

Selection stages

a. Collect CV from their internal CV bank or references
b. Interview candidates by the Head of FSD
c. The persons found likely to be fit for FSD are sent to HR&A by giving recommendation.
d. Document Review – sight of original certificates (photocopy of all to be retained)

1. Resume with photo
2. Academic and experience certificates
3. Chairman certificate
4. Birth certificate/ Voter ID
5. Release certificate/ documents from previous employer (at least recent 2/3 as applicable)

e. Application for Employment Form fill up
f. Reference check of 2 non relatives of the candidate
g. 5 years of Personal History Verification

3.18 Recruitment and Selection Procedure: Amplification-5

RECRUITMENT PROCEDURE: Management Staff (DAM and Above)

Process formulated to:

a. Attract and employ and retain the best people at all levels.
b. Pay attention to each stage of the recruitment and selection process.
c. Use innovative, robust selection processes to fairly assess an applicant's suitability for a role.
d. Focus on induction to ensure new employees integrate effectively into G4S and are able to add value at the earliest opportunity.
e. Lay the foundation for engagement of motivated employees, allowing talent to flourish and people to fulfill their potential.

Selection process:

Information collection for the job/position:

a. Role profile

b. Job Description

c. Job requirements as stated by the division/department/branch

Evaluate above and decide requirements

Sources of Potential Candidates

a. CV bank

b. Internal candidates

c. Advertisement at job sites and news papers

Preparation of list of potential candidates and inviting them for selection process.

Selection stages

a. Tests - Written test

- Computer skill

b. Preliminary interview (By Head of HR&A and HR&A Officer recruitment)

c. Interview for selection (Head of HR&A, HR&A Officer recruitment, representative from indenting unit and if required: technical officer). For position of manager and above initial interview will also be done by head of relevant departments.

d. Background Check with particular attention to security concern of own business

e. Tabulation of result.

f. Interview with divisional/departmental head

g. Final approval by MD. (For manager and above, MD will interview top 2/3 candidates in presence of relevant Directors)

h. Application for Employment Form fills up

i. Medical fitness check.

j. Document Review – sight of original certificates (photocopy of all to be retained)

- Academic and experience certificates
- Chairman certificate
- National Id card/ Birth certificate
- Release certificate/ documents from previous employer (at least recent 2/3 as applicable)

k. 5 years of Personal History Verification

l. Letter of intent

m. Contract of Employment is signed by Head of HR&A.

Induction:

a. After selection process minimum three (3) days induction program to be conducted before placement of the appointed person.
b. Time duration may extend depending on the requirement
c. On the third day he views G4S induction video and is to be briefed on disciplinary procedure, anti bribery act, business ethics policy, G4S brand massage and grievance policy. The appointed person must go through these policies and sign it.
d. All new employees shall participate in an induction program as defined by the On-boarding and Induction Policy of G4S Bangladesh.

3.19 Recruitment and Selection Procedure: Amplification-6

RECRUITMENT PROCEDURE: Non Management Staff

Non Management Staff (Indirect):

In G4S Bangladesh Non Management staff presently includes

a. Office boy – Minimum education Class VIII pass
b. Cleaner – Minimum education Class VIII pass
c. Driver – Minimum education Class VIII pass
d. Technicians for ESS – Minimum education Diploma Engineer
e. Admin Assistant – Minimum education HSC pass with computer skill
f. Receptionist – Minimum education Graduation

g. Control Room Operator – Minimum Education H.S.C with IT skill

h. Training Instructor –Minimum Education Graduation(Basing on experience educational qualification may be exempted)

Selection Process:

Information collection for the job/position:

a. Role profile

b. Job Description

c. Job requirements as stated by the division/department/branch

Evaluate above and decide requirements

Sources of Potential Candidates

a. CV bank

b. Internal candidates

c. Advertisement at job sites and news papers

Preparation of list of potential candidates and inviting them for selection process.

Selection stages

a. Candidate to submit resume with photo to HR&A

b. Interviewed by the Region Head/ Department Head of the Indenting organization

c. Suitable candidates sent to HR&A with recommendation given by the Branch Head/ Department Head to Head of HR&A for approval.

- Driving test must be passed for the position of Driver by TMO

d. HR&A Manager and HR Recruitment officer conducts the final selection process and endorse their recommendations for approval of Head of HR&A

Document Review–sight of original certificates (photocopy of all to be retained)

- Academic and experience certificates
- Chairman certificate
- National Id card/ Birth certificate
- Driving license

- Release certificate/ documents from previous employer (at least recent 2/3 as applicable)

a. Reference check of 2 non relatives of the candidate

b. Medical fitness check

c. 5 years of Personal History Verification

d. Contract of Employment is signed by Head of HR&A.

3.20 Scope of Procedure for Training and Development

a. This Procedure is applicable for G4S Bangladesh.

b. This Procedure is in accordance with AME Regional Policy.

c. This Procedure should be read in conjunction with the "Learning & Development Policy" and "On Boarding and Induction Policy" of G4S Bangladesh.

3.21 Procedure

a. This Procedure defines G4S Bangladesh's standards on operational employee training and induction.

b. Learning and development is a joint responsibility of the organization and the individual. G4S, Bangladesh provides an environment in which learning and development is actively encouraged, as well as a range of resources and organized training to enable learning and development to happen.

c. The training and induction of our operational employees is an essential activity in the effective running of the G4S Bangladesh in that it supports the provision of a professional and cost effective service, enables improved customer satisfaction and makes the best use of employee resources. Careful and systematic training together with the appropriate development of our operational employees will provide us with a competent, motivated and flexible workforce.

d. Individual has his personal responsibility to display right attitude and a motivated commitment to learn, develop and improve.

e. It is also important for all managers to actively engage themselves in learning and development process and create an environment where performance is continually improved enabling us to remain ahead of our market and competitors.

3.21.1 Purpose

a. Prepare a new employee to become an effective member of G4S Bangladesh team within shortest possible time after he/she joins the organization.

3.22 Prepare G4S members:

i. To take pride in G4S core values that must be manifested in all their activities.
ii. To quickly incorporate a new entry in G4S way of life.
iii. To perform operational task properly
iv. To perform side desk job.
v. To take over responsibilities of higher position.

3.23 Training Responsibilities and cardinal aspects

a. Divisions and Departments are the main grounds to train their own respective personnel through On the Job Training, Coaching and usual course of organizational activities/ events.

b. HR&A would conduct and coordinate following training:

I. Induction Training.
II. Basic training for recruits.
III. Training for non-management (indirect) staff.
IV. Supervisor and above training for MS
V. Specialized training like First Aid, Anti- Bribery, CTPAT and HSE
VI. Management level training

c. HR&A will also make plan to train employees by detailing them in outside training organizations for selective courses.

3.24 Annual Appraisal

a. Annual Performance Development Review Appraisal shall be the first tool in the process of identifying Training and Development Needs. Officers must discuss with their respective

reported officers to know what is required for their role, how they are performing against key performance indicators (KPI's), and any learning/development required to support existing performance gaps or future performance.

b. This should be a more structured discussion on performance and development review at which they should receive constructive feedback on their performance, discuss their learning and development needs and career aspirations.

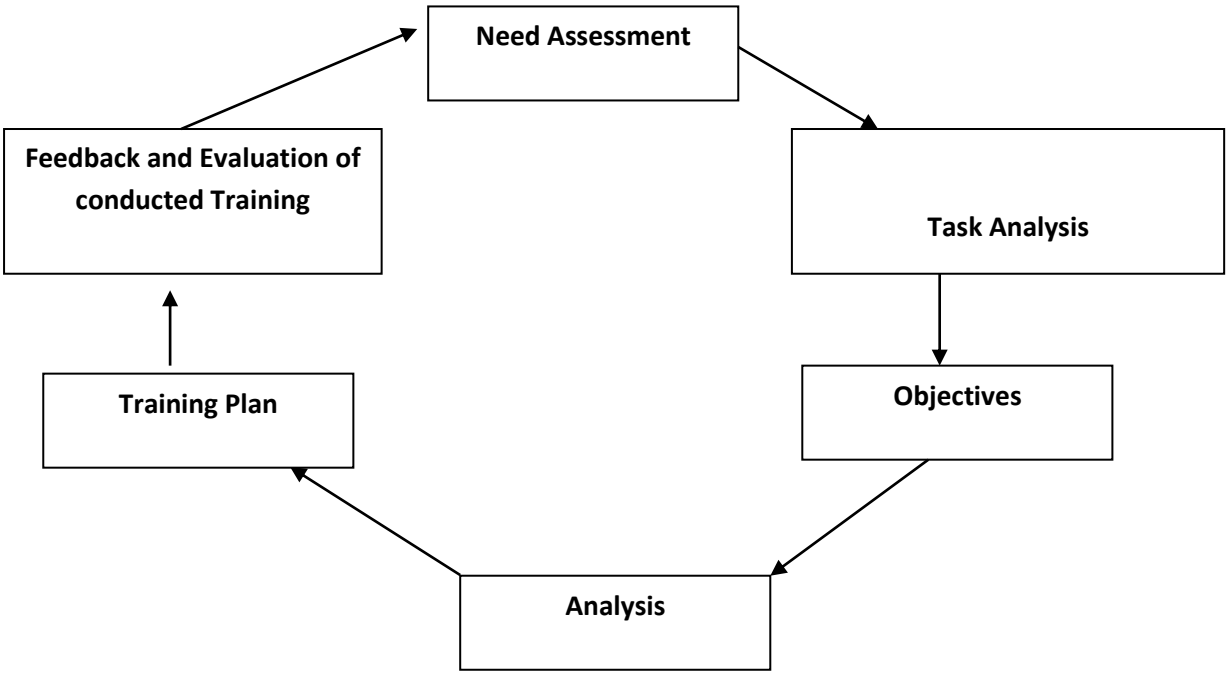
3.25 Development

Identified personnel with capability to development shall be encouraged to undergo training and personal improvement to preparing themselves for merchandising and/or extra duties as possibility allows. Development method in G4S is profession oriented as opposed to job-oriented. It ambitions at making ready people for better duties within the future. G4S therefore have the duty to expand and implementing education and improvement structures and application that excellent help to achieve their objectives.

It is typical to find in G4S that have dedicated corporate training & development staff and progression. Here executive development is handled as one of many activities by the larger corporate training group.

3.26 Cycle of Training Plan

At all levels up to Region and Branch the cycle of training plan will generally be as per cycle shown below:



3.27 Training needs identification and plan

Training need identification covers following steps:

a. Training needs analysis:

I. Company Business Plan

II. Training for higher positions

III. Competencies of the individual and members of the work team (i.e. are there any knowledge gaps within the work team?)

IV. Individual Career and Development Review

V. Annual Performance Reviews against KRA's

VI. My360 Assessment and identified training & development areas

b. Formulation of comprehensive training plan

c. Yearly Training Schedule in a chart to assist monitoring and progress.

4 Training for higher level positions (Mid and junior level managers)

a. HR&A will appropriately have a training program for key and critical role on an annual basis. Realization of training plan defined in quantified terms shall be included as one of the non financial objectives in Performance Development Review form for applicable managerial level officers.

b. The identified officers' training program:

- **i.** HR&A will avail vacancies for them in external training organizations and various seminar platforms.
- **ii.** 100 Day On Boarding Program will be as per as "On-boarding and Induction Policy G4S Bangladesh".
- **iii.** On Boarding Training for New employees will be as per "On-boarding and Induction Policy G4S Bangladesh".
- **iv.** HR&A will provide vacancies for the officers in various organized internal training programs

CHAPTER - 4

Findings, Recommendations and Conclusion

4.0 Findings of the Study:

The findings of the study are as follows:

- Most of the recruitment and selection process in G4S come from internal affair rather than external.
- Often right people are not recruited and selected for the right place.
- Education qualification gets the priority rather than experience and basic skills.
- There is no separate development team who can identify individual strength and weakness.
- Training calendar is not published in proper time.
- Expensive training is conducted on pilot project.

4.1 Recommendations:

The following recommendations may enhance the overall Recruitment, Selection and Training perspective of G4S Limited:

- G4S should provide advertisement in several media to attract more external qualified people.
- G4S should select right people in right place based on their educational qualification and experience.
- G4S should encourage experience and basic skills rather than educational experience.
- G4S should establish separate development team who can motivate people through proper training method.
- G4S should publish training calendar in just time.
- Training cost should be reviewed on pilot project which is eventually not effective

4.2 Conclusion

G4S Ltd. effectively follows all statutory and regulatory standards and formats in following Recruitment, Selection and Training. G4S has enough trained staffs to provide service. G4S has detailed process of Training. It has, cash management, cash control, effective banking systems. It has explicit framework of how Recruitment, Selection and training are recognized and how expenses incurs based on these areas. All in one, management has set full guidelines in the form of Human Resource Manual so that there would arise no problem in selecting people,planning, decision making and efficiently operation handling on training program. It is the leading security service provider in Bangladesh and one of the leading throughout the world with skilled and diversified staffs and thus it has expanded its operation in more than 125 countries and still counting.

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