

ECOS ASSOCIATION OF APARTMENT OWNERS

ECOS, Jatragachi, PS - Eco Park, PO - Ghuni, New town, Kolkata-700161

Registered under West Bengal Apartment Ownership Act, XVI of 1972

Registration No. 005272024 of 2024

Email: ecosassociation@gmail.com

Date – 16th July 2025

Work Order No – WO/25-26/ECOSAAO/05

To,
Operations Manager
Espeonege Security Solution Services Private Limited
1/A, S.N Roy Road, Behala, Kolkata – 700034
West Bengal, India.

Sub: Work Order for providing Security Services along with the Manpower at ECOS Residential Complex, ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161

Kind Attn. Mr. Prosenjit Mondal,

Please refer to your proposal on 6th June 2025, and our subsequent discussions for providing above subject matter services at our residential property namely ECOS Residential Complex, ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161.

Based upon your representation that you have necessary trained manpower for providing above mentioned Services and that you have understood the SCOPE OF WORK and DELIVERABLES and that you shall be able to provide trained manpower who would ensure compliance of the DELIVERABLES and provide service of standards as referred to in work order, we are pleased to award you to manage the same as per the following details:

- | | |
|----------------------------------|--|
| Client & Site Details | - Ecos Association of Apartment Owners,
ECOS, Jatragachi, PS-Eco Park, PO-Ghuni,
New town, Kolkata-700161. |
| Services | - Security Services along with manpower for
Above mentioned site. |
| Agency / Vendor | - Espeonege Security Solution Services Private Limited |
| Scope of Work | - As per the attached Annexure-1 |
| Commercials | - As per the attached Annexure-2 |
| Effective Date | - 1 st Aug 2025 until 31 st Jul 2026 |
| Payment | - Within 45 days from the date of receiving the correct |

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& Verified invoice and 20% of the billed value will be put on hold in case of non-submission of compliance documents by agency till the submission of all compliance documents along with tax invoices for the respective month by the agency.

Termination

- Both client (Ecos Association of Apartment Owners) and agency/vendor (M/s Espeonege Security Solution Services Private Limited) can terminate and withdraw services with giving a notice of one month with or without giving/showing any reason.

Non-Performance

- Any incident of non-performance by the agency or Loss/ Damage to the property shall be taken as negligence and default and all such damages / losses shall be recovered from the Agency up to the limitation of the scope of the services. Such claims should be made only after joint investigation by both the parties.

For Ecos Association of Apartment Owners

For M/s Espeonege Security Solution Services Private Limited


Authorized Signatory
Name -
Designation -




Accepted by
Name - **PROSENJIT MONDAL**
Designation - **OPM**



Encl:

Annexure- 1 – Scope of Work

Annexure -2 - Deployment & Pricing Sheet/Commercials

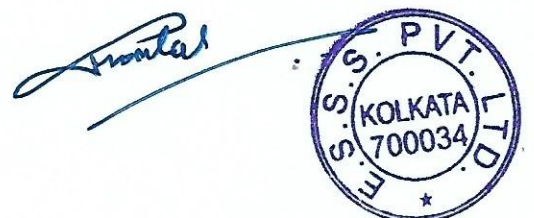
Annexure- 1 - Scope of work:

The work schedule for the manpower shall be seven (07) days in a week and 365 days a year. The Manpower supplied through agency shall report to the person designated by the client management. The Team under the supervision of the qualified supervisor shall attend to the jobs as specified by the client management, which shall include not but restricted to the following:

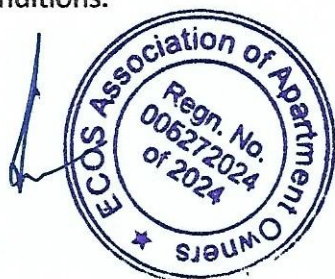
The scope of work will include but not limited to providing Comprehensive Security, Asset's security and safety Management, Office security and security of premises and additional risk management services for The Ecos.

The scope of Security Services Vendor hereinafter referred as "Agency" shall include the following:

1. The agency would be responsible for the safety of fittings, fixtures, shell structure, fit out etc. installed at the said Premises. Upon commencement of services, a register detailing the inventory of all equipment and various facilities will be prepared by the Agency and the same shall be acknowledged by the Service Provider and further forwarded to the Client. It is the sole responsibility of agency to update this inventory (assets/ stock and other materials which belong to the common property of the client) on a quarterly basis in consultation with Service Provider. On completion of the contract period, the Agency has to handover the premises to Client as per the Inventory register. The Agency shall assist the Client in all such handovers and take overs. Losses/ Damages, if any, will be recovered from payments, happened due to the negligence of the Agency.
2. All the security related logbooks, checklists, and various material and staff monitoring register etc. prescribed would have to be properly and duly filled by the security staff
3. All the entry & exit gate points of the said premises would be continuously guarded for full 24 hours as may be indicated and Agency shall not leave any location or post unmanned as mentioned in WO. Main entrance of the building etc. within the said premises will be in the scope of services to be provided by the Agency.
4. Building Management System, Various Closed Circuits TVs, and Access control systems etc., if installed would have to be maintained and directly controlled by the Agency.
5. The fire detection and fire extinguishers system will also be supervised and maintained by the Security Staff of the Agency. In case of fire emergency, support to engineering / maintenance staff including operation of all fire suppression equipment like (fire hose reels, hydrants systems if provided) and any other fire suppression system like fire extinguishers etc. would be the direct responsibility.



6. All the security staff deployed at side by the Agency must be necessarily trained in operation and usage of fire detection and fire suppression system including smoke and heat detectors, Fire Extinguishers of various types, fire hose reel systems, fire hydrants etc.
7. The agency shall be responsible for conducting fire drills, evacuation drills & life safety training for the employees and other staffs.
8. The Agency shall be responsible to look after all property and equipment of the said premises entrusted to it for guarding & provision of security and safekeeping and under its control (reasonable levels of wear and tear accepted).
9. Proper measures shall be taken to see that the equipment is protected against dust, physical damage, and contamination by maintaining high standards of sanitation practices, personal hygiene and appropriate tools and tackles.
10. The employees of Agency shall be constantly patrolling various posts at the premises as per the direction of the company, and there should be minimal interaction with other Agencies at the premises.
11. Conservation and economical use of electricity energy and water is to be made in the premises by the Agency.
12. Receipts/acknowledgement of equipment, furniture/fittings etc. handed over by the Owner to the Agency, keeping them in good working condition, updating the register showing the location, breakdowns, repairs details of all the items/equipment/fittings, as well as handing over the items in good working conditions at the time of expiry/termination of the contract shall be Agency's responsibility.
13. Agency shall assume full responsibility for all property in its case, custody, and control, except for loss by fire, flood, strike, riots and acts of God or other causes beyond Agency's control and, upon termination of this agreement/contract, surrender possession of the same to owner/occupant/Agency in the same condition as and when received except, ordinary wear and tear accepted.
14. The Site Manager/ Supervisor appointed by the Agency for the said premises will be fully responsible for the day-to-day operations of the services within the scope of services mentioned earlier.
15. The Agency shall always observe and comply with the safety rules and regulations of company and shall carryout the work in accordance with these rules and regulations. The Agency shall be responsible for maintaining all his working areas in safe working conditions.

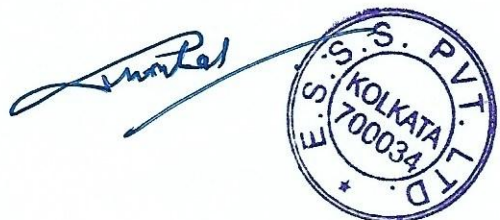


16. The Agency's representative will keep Company informed of any fault in equipment machinery or fittings, which may occur from time to time during operations.
17. The Agency shall report all accidents and injuries promptly to Company and to any government authorities as may be required by Applicable Law.
18. All the employees of the Agency must be well behaved and courteous to Company staff and other colleagues. Misconduct and bad behavior of any kind from any of your staff would not be tolerated and the respective staff member would not be allowed to enter the premises after the incidence.
19. The Agency shall maintain all records at premises regarding duty schedules, leave, salary disbursement etc. pertaining to the personnel deployed by him in the said premises.
20. The Agency will be responsible to conduct Supervision/inspections: Daily site visits-fixed and unannounced, night checks, prepare and forward site visit reports.
21. Agency will have Systems in place to handle Intellectual property and confidential information.
22. Agency will have adequate insurance cover for risks and liabilities.

POST WISE STAFF JOB DETAILS –

Duties and Responsibilities of Tower Security Guard (Tower 1, 2, 3,4)

1. A Register to be maintained with the details of floor checking.
2. While checking guard should be extra vigil on those floors where laborers are working or has worked.
3. Guard should ensure that all glass windows and electrical fittings other items are intact and placed properly. Ensure block properties, accessories, fittings, and fixtures placed in proper place.
4. On notice of any unusual thing, shall inform to Sec Sup / Sr. Executive Facility/Property Manager immediately.
5. On Duty guard should be in proper uniform with best turn out.
6. ID card to be displayed while on duty.
7. While taking over on duty guard should check all the floors and common areas along with the items and sign on Handing / Taking over Register.
8. Do not leave assigned post, until properly relived by reliever.
9. Be polite, courteous, and firm always during duty. Not to use foul languages.
10. The flat owner's details should be kept secret for all except the Property Management authority.



11. Confidentiality should be maintained about occupants' movements and activities etc.
12. Should know the detail of Flats where the temporary work and renovation work going on and ensure the movement of goods and materials is done through staircase only.
13. Should be aware of all details of the tenants and movement. In case of any abnormality inform the SS / SO immediately.
14. Ensure all light points are in order. The switch on-off time should be meticulously followed to avoid unnecessary expenditure. On noticing of any unserviceable switch / fittings to be reported to Maintenance team immediately.
15. Ensure possession of ID cards of all vendor staffs / Maids while entering in the Block, also ensure all the vendor staffs displaying their identity cards while they are loitering in the premises.
16. Ensure terrace doors are kept under lock; terrace may open as and when required by occupants or maintenance team.
17. Not to allow any gossiping, sleeping, or loitering by anybody in the common area of block.
18. No alteration, disturbance or use of common area is allowed.
19. He should strictly follow the policy of labor movement in tower.
20. "Key Register" should be maintained as per order.
21. Visitors should be allowed with confirmation from owner.
22. No guard should move out from assigned position without proper reliever.
23. Ensure all fire shafts along with other shafts are intact.
24. Ensure Firefighting equipment's are placed properly.

Visitors Management

1. Initial screening to be done at main gate by Security Guard on clearance intimation to be passed to Tower security.
2. On receiving guests by Tower security owner should be confirmed over intercom/ other means and visitors should be directed to the proper address. Proper courtesy to be paid towards guests.
3. On receiving visitors (vendor staffs) necessary entry should be made in respective register and on pre confirmation from owner the visitor will be directed to proper address.
4. Operating any gated community application that is deployed at site like Mygate, Adda, NoBrokerhood, Overview, etc.
5. Main gate and boom barrier operation to be carried out by the security guards deployed at gate.
6. Guarding the premises against intrusion or unauthorized entries.
7. Protecting equipment and property against act of vandalism, theft or sabotage and coordinate with local civic authority in case of emergency.
8. No friends/ relatives of security personnel are allowed in the premises at any point of time.
9. In case of any visit proper authorization needs to be received from client representatives after informing them before visitor enters the premises.



In case of Alarm Activation

10. Check the area concerned for any sign of fire / smoke / smell or established the reason for the activation.
11. On notice of any unusual, report the matter to Sec Sup / SO immediately.
12. Return to the control unit and reset the alarm / see technical help from maintenance staff event of a false alarm.
13. Record details in assignment log and submit incident report with relevant details.

In case of Fire

1. Verify the place of fire through available source for type and gravity of fire. Accordingly inform maintenance staffs/ fire team/ Sec Sup.
2. Use right kind of fire extinguisher / appliance to fight out fire if required.
3. Inform adjacent / neighboring occupants if required.
4. Move downwards as smoke and fire spread upwards.
5. Remain cool and do not panic or take personal risks.
6. In case of Emergency Call from Lift.
7. Security should attend the call and note/listen the actual complain from passenger.
8. Immediately inform to maintenance staffs and Sec Sup.
9. Be in contract through intercom and make passengers convince that he/ they will be rescued immediately.
10. Until they are rescued security should be in contract with them through intercom.

Duties and Responsibilities of Basement, Peripheral & Patrolling Security Guard

1. On Duty guard should be in proper uniform with best turn out
2. A Register to be maintained to keep record of vehicles.
3. ID card to be displayed while on duty.
4. While taking over on duty guard should check the parking area along with Tower entry gates
5. Basement lifts (if any) are dedicated for occupants, guests, and drivers only. No labors are permitted to use said lift.
6. Item carrying out by vendor staffs should be thoroughly frisked.
7. Nobody will be allowed to carry out any work in basement or common area without permission of Security/ Property Manager. A record should be maintained for any labor movements.
8. Do not leave assigned post, until properly relived by reliever.
9. Be polite, courteous, and firm always during duty. Not to use foul languages
10. Ensure all light points are in order. The switch on-off time should be meticulously followed to avoid unnecessary expenditure. On noticing of any unserviceable switch / fittings to be reported to Maintenance team immediately



11. Ensure possession of I D cards (resident permission) of all vendor staffs / Maids / also ensure all the vendor staffs displaying their identity cards while their loitering in the premises.

Security Officer/ Supervisor to Check

1. All Security Post are manned and turn out as per prescribed form.
2. Any Incident last night or any pending issue or not.
3. Supervisors handing over register to be checked.
4. Attendance Register to be checked.
5. Emergency contact details should be available and utilized on necessity.
6. To ensure that supervisors are signing all Registers during night Shift kept in every Tower.
7. Patrolling register should be checked.
8. Duty of Security Guards
9. Check Turn out of guards, carryout briefing and ensure the guard is alert and understand his task fully.
10. Check Premises, Basements, and Plant Room, HT/LT area, Staircase, Lift Lobby, Machine Room, Terrace, and surrounding area for any abnormal/Untoward activity of any kind relating men, material, and equipment/assets.
11. To ensure the front gate is not obstructed by any unauthorized parking.
12. He should visit minimum take 3 rounds of premises in his tour of duty (12 hrs.).
13. Incident last night or any pending issue to be reported to Sr. Facility Executive/Property Manager
14. Supervisor Handing over/Taking over register and all other register maintained to be up to date and legibly.
15. Supervisor should sign all register kept with tower guard in each tower during night.
16. No unauthorized access of local persons or mob. Individual entry maybe permitted on receipt of approval from client representatives.
17. Check all lights on street, garden area and aviation lights.
18. Checks fencing around the premises are intact or not.

General Instructions

1. Visitors (not guests) and labors not to be allowed in the passenger's lift
2. Civil works related materials (Cement, Sand, Bricks and Stone Chips) and any other material which may cause damage or dirty to the lift will not be allowed.
3. Should have thorough knowledge about Fire detection systems.
4. Should know the process of attending emergency call of lift.
5. During any unnatural call DO NOT CREAT ANY PANIC.
6. Check from "Zone Chart" from which floor indication is coming.
7. Go to same floor and see the situation and then report to fireman.
8. Fireman will come and do the needful but always help them.



Misc.

All other instructions issued to the Security Management Agency by the Agency or the issuer of this Work Order from time to time in writing or by mail or verbally by its authorized representatives had to be adhered to, in benefit of the Safety and security of the premises.

FLOW CHART OF SECURITY ENTRY AT THE PROPERTY

Checks the Visitors / Guests / Domestic Helpers/ Vendors/ Contractors/ Drivers/ at Main Gate



CATEGORIES: GUESTS



- Confirm the flat to be visited & inform the flat owner
- Raises the GUEST PASS & handover to the Guest
- Informs the Tower Guard
- Guides the visitor with the location if the Guest is visiting for first time.

- Checks the Guest Pass.
- Retains the pass at the Tower by the Guard on Duty.
- Guides the Guest to the concerned Flat. & Make entry in the register

CATEGORIES: VISITORS



CATEGORIES: Maid/ Domestic Helpers/Drivers/ Vendors:



Check issued ID Cards at Main Gate.

Check the Validity of ID cards at Tower gate.

Frisking while moving out at Tower gate

PERSONAL HYGIENE & GROOMING OF THE PERSONNEL OF THE AGENCY

1. All employees must be present in a neat clean & well-groomed appearance.
2. While on duty, all employees must wear the uniform provided by the agency.
3. Ensure that all personnel are trained and aware of the job requirements.
4. All staff must keep their hair trimmed and be in clean shaven.
5. All the employees should be in their departmental shoe while they are on duty.
6. Ensure display of company identity card for easy recognition of your company representation.
7. Ensure wearing respective work masks, safety gloves and belts as and when required.
8. Precaution is better than cure; keep safe operation of all electric equipment and familiar with its operating system and manual.

HOURS OF SERVICE

As per your proposal submitted on 6th June 2025. Agency must submit the duty roster of their employees on monthly basis post discussion and taking consent from client.

AREA COVERAGE:

Ecos Association of Apartment Owners, ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161.

CONTRACT VALUE:

- The contract value is as per 'Annexure 2'. However, the Bill will be paid on the actual duties performed by the staff.
- The Bill shall be submitted to the In-charge of the Site from client side and will be payable within 45 days from the day of submission of correct and verified bill.

The Bill shall contain the following details:

1. Work Order No.
2. Subject as mentioned on the work order.
3. Billing should be done as per category & name of employee's with designation.
4. The Bill should contain GST number and Pan No.



The Bill should be accompanied by the following:

1. Attendance sheet certified by both parties, mandatory.
2. A copy of paid challans of ESIC & EPF.
3. Wages and salary sheet dully signed by concerned personnel.
4. Monthly activity report.
5. Other compliance documents.

Registers, Notices, documents at site

1. Resume and photographs of all deployed employees
2. Copy of police verification certificates of deployed employees
3. Complete nominal-roll to be maintained at site.

COMPLIANCE OF LAWS:

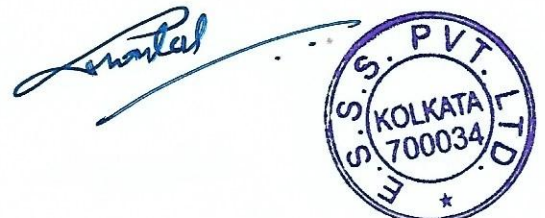
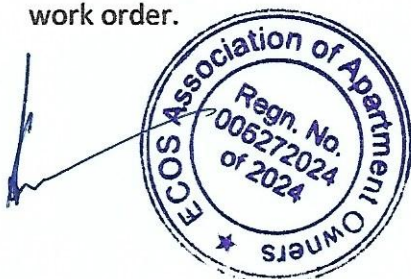
1. Agency shall be responsible for compliance of all relevant laws, as may be applicable including all existing and future legislations, Rules and Regulations and their amendments from time to time.
2. In any event the manpower shall for all purposes be considered as your employees (notwithstanding they report to duty for more than 180 days in a calendar year) and neither you nor your manpower shall raise any claim of whatsoever nature against the management of **The Client**.
3. Agency hereby agree and undertake to indemnify the management of **The Client** against breach of any provisions of law as applicable and shall reimburse all costs / damages / charges / compensation that may be borne / required to be borne by client for any default on agency part. It is clarified that any ordinance, notification, order, or statute, which prohibits the terms of this arrangement, shall lead to immediate termination of this contract. In such an event, **Client** shall not be responsible for any liability arising there to.

INDEMNITY:

1. Agency hereby agree to indemnify client against all expenses incurred or loss / damage caused attributable to any act or omission including misappropriation. Theft and non-compliance on your part or on part of the manpower. It is agreed that **Client** shall have the right to appropriate all such expenses incurred and / or loss / damage caused, from the amounts outstanding to the agency.

MISCELLANEOUS:

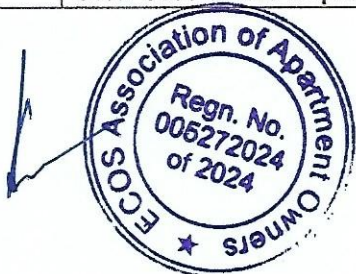
1. Agency shall ensure that the manpower deployed for work at our site is fully trained and conversant with their scope of work under this work order. Agency shall be responsible to provide client with support for any related services during the subsistence of this work order.



2. The client shall not be responsible for any damage, injury, disablement, or death to agency's manpower and neither agency nor agency's manpower will raise any claim (including a claim for compensation) against the client while performing any duties on site and/or commuting to/from the site.
3. Agency / Client shall be entitled to review the strength and working hours of the manpower from time to time, based on the requirement.
4. Agency shall provide the attendance register on monthly basis containing approved format as per standards.
5. No deployed resource shall be replaced without prior intimation and approval of client. New resource if any to be deployed only after prior approval from client.
6. No deduction as processing fees / admin charges / any other ground apart from the break-up shared by Agency from their staff's salary will be allowed.
7. Salary of the staffs must be disbursed by agency by 7th of every month.
8. Agency to conduct at least one R&R per quarter for their team at site under the intimation to client.
9. Uniform includes 2 pairs pant & shirt, sweater/jacket as winter wear, raincoat/umbrella for rainy season and one safety shoe etc.
10. Minimum two visits at site per month by agency's back-office team should be there and emergency visits are extra.
11. Agency to conduct at least two trainings at site per month related to security & safety, and mock-up drills as required. This must be done by agency's ops team.
12. Agency to do the surprise night checks at site at least two times in a month and report submission accordingly. This must be done by agency's ops team.
13. No one below 18 or above 50 in age will be allowed to perform their duty at site thus agency must adhere it strictly.

SCALE OF DEDCUTIONS

Sr. No.	Omission	Rate of Deduction (in Rs.)
1.	Poor Turn Out/ Grooming	INR 100 per omission observed per individual FROM MONTHLY BILLING AMOUNT
2.	Absenteeism	INR 100 per omission observed per individual FROM MONTHLY BILLING AMOUNT
3.	Complaint for misbehavior	@ INR 100/- per complaint FROM MONTHLY BILLING AMOUNT
4.	Sub-standard material used/ provided	@ 5% of FROM MONTHLY BILLING AMOUNT
5.	Failure in providing service as per schedule/ standards	@ 5% of FROM MONTHLY BILLING AMOUNT
6.	Fire Training attendance-less than 60% of the deployed	@ 5% of FROM MONTHLY BILLING AMOUNT



	manpower	
7.	Subject Matter Trainings 01 nos. minimum per month	@ 1% FROM MONTHLY BILLING AMOUNT
8.	Service Provider Operations/ Quality Team visit cum review session to be arranged 02 nos. minimum per month (responsibility to arrange is of the Service Provider)	@ 2% FROM MONTHLY BILLING AMOUNT
9.	Hired equipment not being in working order	@ Pro-rata rental charges for 1st 7 days thereafter twice the pro-rata rentals
10.	Theft	@ Cost of item + 1% FROM MONTHLY BILLING AMOUNT
11.	Safety Rule	@ 2% deduction per complaint FROM MONTHLY BILLING AMOUNT in case of any violation of safety rules

Annexure 2 - Deployment & Pricing Sheet

Deployment details: The deployment details mentioned below is initial and may vary time to time as per site requirement and instructions from the client. Any additional / ad-hoc deployment over and above the original deployment shall be calculated as per approved wages on pro-rata basis but that extra deployments must be done under the written approval of client.

Position	Strength	Reliever	Total Strength	Rate	Amount / Month
Security Guard (Male) (12 hours x 26 days)	13	2.17	15.17	14255	216200.83
Security Guard for club house (Male) (12 hours x 26 days)	1	0	1	14255	14255
Security guard for main gate (Female) (10 hours x 26 days)	1	0.17	1.17	14255	16630.83
Club house in charge cum guard (Female) (10 hours x 26 days)	1	0	1	14255	14255
Security Supervisor (Male) (12 hours x 26 days)	2	0.33	2.33	16300	38033.33
Fire marshal cum patrolling (Male) (12 hours x 26 days)	2	0.33	2.33	16300	38033.33
Total per Month	20	3	23		INR 337408.33/-



NB:

- Total actual deployment/head count will be 20 + 3 relievers = 23
- GST will be charged extra as applicable.
- The above deployment is tentative and shall change as and when required and intimated in writing by Client.
- Deployment would be as and when intimated by the client. The deployment details will vary time to time as per site requirement and instructions from client.
- The cost per person shall also be revised from time to time as per statutory norms or otherwise with written intimation from Client.
- The contract value includes all statutory payments such as PF, ESI, Bonus, coverage under workmen compensation insurance and shall conform to contract of labour
-
- and minimum wages acts in respect of the personnel deployed at the premises.
- No additional claims will be entertained on account of transportation, additional hours of work on need basis if required and any other obligations.

Guidelines to the Agency

All monthly invoices for the preceding month should reach the client every month along with necessary documents .

Addressed to: - **Ecoss Association of Apartment Owners,**
Office Address: - **ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161**
GSTN - **19AACAE5881C1ZQ**

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