

## INTRODUCTION TO FSI WORLDWIDE

### FSI SPECIALISES IN THE PROVISION OF GURKHA MANPOWER SOLUTIONS

- FSI is a world leader in the provision of Gurkha manpower for the security, humanitarian and development sectors, providing men for critical requirement positions such as Static Guarding, Communications, Medics and Engineers
- FSI is focussed on providing the highest quality personnel whose skills accurately match the requirements of the client
- FSI's UK division in association with G4S has recently won a major contract with the British Ministry of Defence to provide Gurkhas to support pre-deployment training for troops prior to their deployments to Iraq and Afghanistan
- FSI Gurkhas provide the static security for the British Embassy in Baghdad .
- FSI currently has over 500 Gurkhas deployed on a variety contracts across Iraq and Afghanistan
- FSI Gurkhas are recruited personally by FSI Directors who speak fluent Nepali and have a minimum of 12 years experience commanding Gurkhas both within the British military and in the security industry.
- FSI is a company wholly owned by British Nationals with established offices in the UK, Dubai, Iraq, Nepal, Kuwait and India.



#### FSI Mission statement

'To be recognised as the world leader in the provision of Gurkha based manpower solutions to the security, humanitarian and development sectors. To Provide our clients with the highest quality personnel managed to unmatched standards of excellence and to provide our staff with employment that conforms to our legal, moral and ethical business practices.'

**Testimonials****GardaWorld**

"FSI Worldwide have provided GardaWorld with outstanding management and support on a number of site security manned guarding operations in Iraq and Afghanistan over the last 2 years through their provision of vetted and highly trained ex British and Indian army Gurkhas. The FSI management team are all ex Gurkha officers which is critical to their ability to recruit and deploy men of excellent quality and character and their exceptional assistance in the management of these Gurkhas has enabled us to maintain a highly efficient and happy guardforce with an industry leading turnover rate of less than 2%."

Managing Director – International

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"Since the team took over in Baghdad you have been totally professional, the project management team and the Gurkha guards are of an extremely high caliber and supportive to the personnel on the ground. There has not been even one complaint since the beginning of the project, instead, nothing but expressions of admiration and praise for the team. They have absolute confidence in you all."

Comments during GW/FSI progress review by a major UK Government client

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**G4S**

"G4S has worked with FSI throughout 2007; FSI has a unique approach in its fast and efficient response to opportunities, its attention to detail and its thorough knowledge and experience of working in demanding security environments. FSI's cultural understanding of the Gurkha market is unparalleled and they have provided G4S with excellent staff from the outset"

Jamie Robertson Macleod, Group 4 Securicor

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**FSI Code of Ethics**

- Our overarching philosophy requires us to conduct our business in accordance with the highest legal, moral and ethical standards.
- We conduct business with honesty and integrity and in accordance with all applicable laws and regulations.
- We respect the local customs and people of the communities in which we work.
- We maintain the highest standards of professional conduct.
- We do not make false promises, or engage in inaccurate or misleading advertising.
- We avoid conflicts of interest.
- We do not accept or offer any improper gifts or favours in the conduct of our business.
- We uniquely conduct our own recruiting to ensure our men are selected based on merit and that they never have to pay to secure their jobs.
- We respect all competitors and seek no unfair advantage by dishonest, illegal, or unethical means.
- We protect FSI company information and ensure no unauthorized disclosure of information belonging to clients and partners.

## Personnel

Gurkhas are renowned for being outstanding soldiers and excellent guards. What is not so widely known is that many Gurkhas are highly skilled specialists trained in a variety of roles. FSI uses Gurkhas to fill a number of critical requirement positions due to their high standard of training, which matches and in some cases exceeds that of other contractor nationalities, and their discipline and dedication to the task in difficult environments. FSI can provide specialists in all key requirement areas including:

### Key requirement areas

- Static Guarding
- Engineers (De-mining, construction)
- Communications Specialists
- Trained Medics and Paramedics

### In Addition:

- All levels of Management
- Clerical and Administration
- Catering
- Electricians
- Carpenters
- IT



## Genuine Gurkhas

FSI provides only genuine Gurkhas defined as Nepalese citizens that have served in the British or Indian armed forces or the Gurkha Contingent of the Singapore Police.

FSI provides the recruitment, vetting, deployment, administration, insurance, payroll and welfare of all its Gurkha manpower.

## Management Infrastructure

FSI is currently represented in the UK, Dubai, Iraq, Afghanistan, Nepal, Singapore and Kuwait. All offices are established with modern communications and all key company personnel are contactable 24 hours on landline, mobiles or Iridium satellite phones.

FSI has a robust management structure made up largely of Ex British Gurkha Officers with considerable commercial and military experience.

### **Regional Managers**

FSI employs Ex British Gurkha Officers covering the posts of Regional Manager Middle East and Regional Manager Afghanistan, Nepal and India. These individuals are responsible for managing FSI's client relationships in their respective regions and ensuring the quick and efficient deployment of manpower and equipment from point of recruitment to delivery on the ground.

## **DIFFERENTIATING FACTORS**

### **Recruitment**

FSI has a fully manned office in Kathmandu headed up by an ex British Army Gurkha Officer. FSI also has sub-offices in Dharan (East Nepal) and Pokhara (West Nepal) and Bhairawa. As well as having some 500 men retained, FSI has the ability to recruit large numbers of high quality ex Gurkhas through the Nepal offices and to deliver them quickly and efficiently via various routes to wherever they are required.

FSI's unique infrastructure for the recruitment and vetting of former Gurkhas ensures that only genuine Gurkhas are deployed on contracts.

FSI recruits officers of the highest quality direct from the Brigade of British Gurkhas, Indian Army Gurkhas and Singapore Police and offers them a long term career. This ensures continuity of employment for the men as they complete one contract and are moved to another, (with any required interim training), and for the Client in the provision of a consistently high quality guard force.

### **FSI Guarantees for the Recruitment and Security Vetting of Gurkha Security Personnel**

FSI guarantees that all Gurkhas are genuine ex-servicemen of the British Army or Indian Army with a minimum of 10 years experience. All Gurkha personnel are personally interviewed and recruited in Nepal by highly experienced, British ex-Gurkha Officers. It is essential that the recruiting is conducted by British officers rather than Nepalese ex-Gurkha officers as, unlike British officers, Nepali citizens are under immense pressure to bow to bribery and corruption.

Gurkhas employed by many of our competitors are forced to pay large amounts of money in order to secure their jobs and this has a significant impact on the men's morale and thus performance. All men deploying to work on

FSI contracts do so of their own free will and FSI ensures that all their costs are covered and no money is taken from the men **at any stage** of the recruitment or deployment process.

FSI ensures that all Gurkhas provided are genuine ex-servicemen with exemplary records. Care is taken to ensure that personnel have not been convicted of any felony or misdemeanour during the five year period preceding the date of employment. Checks are also made to ensure that personnel have not been declared incompetent by reason of mental defect.

Personnel are screened to ensure they are not suffering from addiction to or dependence upon alcohol or narcotics and are fully medically fit to perform such tasks as are required by the client.

The unique FSI recruitment process has resulted in a turnover of men on current contracts of between 0% and 2%. This record is vastly superior to that of any other company in the sector, were such turnover can be as high as 60% per year

### **Welfare**

FSI's ability to consistently provide high quality men and maintain an extremely low turnover of staff on contracts is in part due to our unwavering commitment to the wellbeing and welfare of the men. FSI ensures that all personnel deployed on security contracts worldwide have a full welfare support package. This support includes, but is not limited to:

- Family liaison in Nepal
- Investigation of family issues in Nepal and rapid movement of individuals on compassionate leave when required.
- Mail and small package delivery to places of employment.
- Telephone facilities
- Email facilities
- DVD and Satellite TV including the all essential Nepali and Hindi channels.

The importance of the men's welfare can not be stressed enough - it ensures loyalty and dedication and greatly reduces the turnover of men and thus the associated costs for the Client.

### **Pay Roll**

FSI has a highly robust system for the payment of salaries and exceptional bonuses to all personnel. Most of our Gurkha personnel have bank accounts in their local town in Nepal and thus FSI has established a highly experienced and trustworthy payroll team in Nepal to chase all payments to ensure that salaries arrive on time

and that no funds have been lost in transit. FSI then provides every man with an official payslip confirming the transfer of his salary. A timely and accurate payment of salaries is essential to the morale of the men.

### **Breakdown of rank system for the provision of Personnel**

- **Senior ranks:**

- Will be fluent in spoken and written English; computer literate; confident and self-assured when dealing with all Nationalities having held command rank in the British Army
- These men are of a quality not seen in other companies supplying Gurkhas due to the unique recruitment and vetting procedures employed by FSI.
- These men will be paid between \$5000 and \$7000 per month and are required at a ratio of approximately 1 for every 100 guards.

- **Middle ranks:**

- will be competent in spoken English and have prior experience of working with Westerners.

- **Junior ranks:**

- All men will have a minimum of 10 years military experience.
- All men will be suitably martial in appearance and character and will have English to a level suitable to the task for which they are employed and the requirements stipulated by the client.

FSI Directors are in regular contact with senior serving officers in the Gurkha units of the British Army, Indian Army and Singapore Police and as a result are able to get hold of the best officers and men as they retire from the Army.

### **Timely Delivery**

FSI will normally be able to deliver men within the following timelines:

- Small projects (under 50 men): delivery within 21 days by commercial flights.
- Medium projects (50-150 men): delivery within 28 days.

- Large projects (150 – 500 men): delivery within 28 - 60 days. Generally quicker if charter flights are utilised.
- Very Large Projects (500 -1000) men: delivery within 60 days if charter flights are utilised and that is the only feasible means of deployment for these numbers.

FSI is able to offer a premium deployment service to clients who need manpower in quicker timeframes.

## **GENERAL SCREENING PROCEDURES EMPLOYED PRIOR TO DEPLOYMENT OF PERSONNEL**

### **Medical Screening Procedures**

All FSI Gurkha Security personnel undergo a rigorous medical testing process prior to mobilisation and failure on any elements of the testing means disqualification.

### **Physical Fitness Screening**

All FSI Gurkha personnel are required to pass a basic fitness test modelled on the British Army fitness test.

### **Terms and Conditions of Service**

In order to maintain high standards of performance and ensure client and employee satisfaction Gurkhas must be employed on sustainable terms and conditions. As such FSI recommends a minimum ratio of 3.75 men per post for security work. This ratio will generally require guards to work 8 hours a day, 6 days a week. Where contract constraints require that men work 12 hour shifts FSI can provide advise on manning and how best to manage such a rotation.

Where appropriate FSI will present every individual with a signed employment contract prior to deployment. The contract will clearly state the basic rate of pay, any bonus entitlements, leave entitlements and terms & conditions of service and an FSI Director will explain this in detail to the men before they deploy.

Gurkha personnel will generally expect personal accident insurance cover of between \$75,000 to \$100,000 and FSI can provide this at extremely competitive rates.

**Leave**

Generally personnel supplied by FSI and serving on contracts of 12 months or longer will receive a minimum of one months unpaid leave in each 12 month period. Senior Gurkha personnel will generally require 2 months paid leave per year.

**Uniforms and Equipment**

All uniforms and equipment can be sourced by FSI as per the client's requirements and head dress and outer shirts or jackets can bear the client's logo if required.

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**Technical and Price Proposals**

Detailed technical and price proposals are available on request from:

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