CAPSI: National Security Emergency Standard Operating Procedure (SOP)

FOR STRICT COMPLIANCE BY ALL PRIVATE SECURITY AGENCIES UNDER CAPSI

Subject:

SOP for Mobilisation and Compliance of Private Security Forces during National Emergency due to External and Internal Threats to the Nation

Issued By:

Central Association of Private Security Industry (CAPSI)

Background

Considering current border tensions with Pakistan arising due to the cowardly terrorist strike on innocents and fueling a communal divide and the possible threat of internal sabotage by sleeper cells, India faces a dual challenge of maintaining external deterrence and internal resilience. In such circumstances, while our brave defence forces will address the external threats, the rear area security and heartland safety could be threatened by possible activation of sleeper cells, attempts at disruption of the war effort, spread of communal divide, sabotage, and panic escalation by false narratives.

The Private Security Sector, with over 10 million trained personnel, plays a vital role as a stabilizing force in India's internal security framework. Under the national coordination of CAPSI, this SOP ensures that all security agencies operate in a professional, lawful, and nationally aligned manner to support civil and police authorities.

Objective of the SOP

1. Ensure uniform compliance, preparedness, and coordination of all security agencies during a national emergency.

2. Define critical duties and conduct standards for all private security personnel deployed at sensitive locations.

3. Streamline coordination and establish reporting, surveillance, and communication protocols to integrate private security operations with public law enforcement.

Scope & Applicability

This SOP is mandatory for:

- All CAPSI-affiliated private security agencies operating under PSARA licenses.
- Security personnel deployed in urban, industrial, transport, commercial, and housing areas.
- Training centres, agency supervisors, and control rooms functioning during the emergency.

Measures for Non-Compliance

1. Immediate Compliance

- All Security Managers to brief entire security personnel of the situation and the need for extra vigil. This must be part of the daily morning briefing during the roll call.
- Display a printed copy of this SOP at the agency office and all guard deployment sites.
- Verify and update license status, ID cards, and duty rosters within 24 hours of SOP issue.

2. Guard Deployment & Duty Enhancements

- Double shifts or rotation patterns are to be planned for key installations: telecom, finance, energy, logistics, and public spaces.
- All guards are to maintain daily visitor logbooks, including ID scans where feasible. Supervisors to peruse and identify any anomaly.
- Ensure flashlights, batons, alert whistles, and walkie-talkies are functional.
- Emergency response mechanisms including QRTs be rehearsed daily with high visibility.

3. Surveillance and Reporting Protocol

- Conduct hourly visual surveillance of vulnerable zones (basements, rooftops, perimeters, back doors).
- Employ Technology like CCTV for continuous monitoring. Ensure all surveillance devices are deployed suitably and fully functional.
- Flag any abandoned vehicles, suspicious objects, or drone sightings to police immediately.
- Submit daily surveillance reports to the agency control room and maintain a record.

4. Community Interaction & Public Awareness

- Inform residential societies and commercial clients of elevated security protocols and assure them of safety.
- Circulate CAPSI-approved awareness posters on suspicious behaviour/safety awareness among citizens.
- Encourage guards to assist elderly or vulnerable persons during panic or curfew situations.

5. Coordination with Local Authorities

- Establish a coordination network and liaison with the nearest police station.
- Nodal agency representatives must attend local police station briefings (daily or as directed).
- Exchange emergency contacts of respective security managers/ supervisors' with SHO/beat constable.
- Cooperate in mock drills or joint patrols if requisitioned.

6. Training & Conduct Standards

- All deployed personnel must undergo a 1-day emergency refresher course (virtual or in-person) within 7 days.
- Reinforce guards' roles as eyes and ears, not enforcement officers — maintain neutrality and discipline.
- Guards must refrain from political discussions, public statements, or spreading unverified alerts.

7. Uniform, ID & Access Regulation

- Ensure proper uniform, visible ID badge, and duty slip at all times.
- No private guard shall carry firearms unless permitted under license and local law.
- Implement strict visitor control systems — no entry without valid ID and recording.

8. Emergency Communication

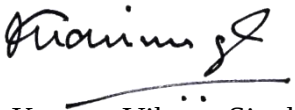
- Set up a 24x7 emergency control room within the agency.
- Report incidents on priority via:
  - Local Police Station
  - Security Agency Emergency Desk

Effective Date:
Immediate upon issuance

Review Cycle:
Weekly during the emergency period under regional chapters.

Validity:
Until withdrawal notification from CAPSI.

Issued By:



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