



Meeting on :
Employee Security: Strategy for BPOs
30 December 2005: CII Gurgaon

Background

In the wake of recent incidents in Bangalore and Gurgaon involving uncalled for behavior by the taxi operators employed by the BPOs, industry in association with CII, CCAI, Delhi and Gurgaon Police and Private Security Agencies drew up an action plan for employee security in a meeting organized by CII on the 30 Dec 2005.

Participation

Please refer to Annexure A enclosed.

Proceedings:

The discussions were very useful and valuable points were brought out and discussed by all present. All participants unanimously agreed on an immediate and a long-term plan to counter the problem. Major points agreed to are:

- Installation of speed Governors and vehicle tracking systems in all vehicles ferrying employees.
- Pre-employment screening of all third party service providers, including drivers by sharing digitized records with the police.
- Careful selection of routes.
- Display of important telephone phone of the police control room and the individual company control rooms numbers in all cabs.
- Sharing of the radio frequency used by cabs with the police.
- Drive against rash and drunken driving.



- Mandatory training and certification of the cab drivers and other third party service providers.
- Providing self-defence aids and training to the lady employees.
- Sharing of best practices by regular interaction of stakeholders, through a central agency like CII and CCAI.
- Sharing of black listed third party vendors on a voluntary basis.
- Physical security of the infrastructure.
- Distinct markings for BPO employees ferrying vehicles.
- Procedures of the last employees dropped linking up with the company control room,
- Patrolling of isolated routes at night by private security agencies assisted by a beat constable.

Participants also suggested the need of counseling, disaster management, emotional training to counter fear factor.

The meeting was closed, with a note to organise such meetings at a regular interval to take stock of the action points agreed upon.
