

CAPSI CODE OF PROFESSIONAL AND ETHICAL CONDUCT

The Central Association of Private Security Industry (CAPSI) is committed to the highest standards of professional and ethical conduct at all times.

All CAPSI Members are expected to conform to these standards of professional and ethical conduct personally and collectively in all respects. This applies to both their businesses and their employment. These standards include their obligations and responsibilities due to their staff and clients, principals and the general public. Importantly this also applies to their relationships with other CAPSI members who must all comply with all applicable laws, regulations and rules.

Any breach of the CAPSI Code of Professional and Ethical Conduct shall render the member committing a breach liable to the disciplinary procedures of the Association as set out in the By-Laws of the CAPSI.

RESPONSIBILITIES OF MEMBERS

- 1. Integrity** - CAPSI members shall maintain high standards of integrity and professional conduct with fairness and honesty at all times in dealing with clients or employees, past and present, with members of the CAPSI and with the general public.
- 2. Public Interest** - CAPSI members shall conduct their professional activities with respect for the public interest.
- 3. Accuracy** - CAPSI members shall be factual and accurate when providing information about their services and the services of any company they represent. CAPSI members shall not use deceptive practices.
- 4. Disclosure** - CAPSI members shall provide in writing, upon written request, complete details about the cost, restrictions and other terms and conditions of any products or services sold, including cancellation and service fee policies.
- 5. Responsiveness** - CAPSI members shall promptly respond to their clients' complaints.
- 6. Co-operation** - CAPSI members shall not maliciously injure the professional reputation or practice of colleagues, clients or other members and will co-operate with any inquiry conducted by the CAPSI to resolve any dispute involving clients or another member.
- 7. Confidences** - CAPSI members shall treat every client transaction confidentially and not disclose any information without permission of the client, unless required by law.
- 8. Confidentiality** - CAPSI members shall treat every client transaction confidentially and not disclose any information without permission of the client, unless required by law.
- 9. Conflict of Interest** - CAPSI members shall not allow any preferred relationship with another member to interfere with the interests of their clients.
- 10. Compliance** - CAPSI members shall abide by the CAPSI Code of Professional and Ethical Conduct, the CAPSI Rules and By-Laws, Private Security Agencies Regulation Act- 2005 and all Indian laws and regulations.