

SOP (Standard Operating Procedure) of Rudra24 Secure Services Private Limited

Company Name: RUDRA24 SECURE SERVICES PVT. LTD.

Version: 1.0

Effective Date: 05 June 2025

Prepared By: Ajay Sharma

Approved By: Company Director

1. Purpose

To ensure the implementation of the highest standards, latest technological solutions, and client-centric services for end-to-end security management.

2. Scope

All security operations, human resources, technology, and customer service activities of the company.

3. Organizational Structure

- Security Guards
- Field Supervisors
- Security Managers
- Technology Support Team
- Human Resources & Training Department
- Client Relationship Management Team

4. Technology Integration

- AI-based threat detection: Video analytics that instantly detects suspicious activity.
- IoT devices: smart gates, sensors, alarm systems.
- Digital guard round monitoring: mobile app and GPS based tracking.
- Cloud-based reporting: live data access and analytics.
- Cyber security: client data and company network security.
- Drone surveillance: patrolling and risk assessment in large premises.

5. Security Operations

- Biometric attendance recording at all posts.
- Use of electronic entry-exit system.
- Time-stamp and location verification for rounds.
- Real time emergency alert system.
- Digital training modules for all employees.

6. Risk Management & Mitigation

- Monthly risk assessment report.
- Contingency plan and real time drills.
- Cyber threat monitoring and firewall management.
- Emergency contact network updates.

7. Data Protection & Privacy

- **GDPR and IT Act compliance.**
- **Multi-factor authentication.**
- **Encrypted data transmission and storage.**
- **Restricted access to sensitive client and employee data.**
- **Data breach response team and policy.**

8. Employee Training & Development

- **Cyber security, use of technological tools.**
- **Mental health, stress management programs.**
- **Leadership and crisis management.**
- **Regular updated seminars and workshops.**
- **Collaboration with third party experts.**

9. Health, Safety & Wellness

- **Regular health checkups and wellness programs.**
- **Ergonomic measures at the workplace.**
- **PT and yoga sessions.**
- **Stress relief and counselling services.**

10. Environmental Responsibility

- **Energy saving and eco-friendly safety equipment.**
- **Recycling and waste management.**
- **Initiatives for green certification.**

11. Client Service & Communication

- **Digital portal and 24x7 helpline for clients.**
- **Monthly review meetings and feedback system.**
- **Privacy of client data.**
- **Project specific customized reporting.**

12. Legal Compliance

- **Compliance with labour laws, industrial acts, and local regulations.**
- **Contract management and updates.**
- **Data Protection Act compliance.**
- **Clear information on terms and conditions for employees.**

13. Disciplinary Policies

- **Digital monitoring and recording.**
- **Multi-level warning for indiscipline.**
- **Strict action on missing, absenteeism, or anti-social behavior.**
- **Employee grievance redressal process.**

14. Emergency Response & Recovery

- **Multi-channel alert system (SMS, email, app notifications).**
- **Emergency evacuation plan and recovery.**
- **Quick review of biometric logs and digital camera footage.**
- **Coordination with local disaster management authorities.**

15. Continuous Improvement

- Feedback from clients and employees.
- SOP updates based on latest technological trends.
- Employee innovation incentives.
- Annual reviews and goal setting.

16. Innovation & Research

- Research on AI, machine learning, and automation.
- Testing of new tools in security technology.
- Use of cloud computing and big data analytics.

17. Reporting & Analytics

- Detailed digital reports for clients.
- KPI based performance tracking.
- Incident analysis and corrective measures.

18. Green Security Initiatives

- Use of energy efficient equipment.
- Use of electric vehicles.
- Paper free work system.

19. Employee Welfare & Benefits

- Insurance, medical aid and mental health support.
- Career development plan.
- Periodic rewards and recognition.

20. SOP Review & Update

- Review of SOP every 6 months.
- Revision as per technological and legal changes.
- Making employees aware of new SOPs.

Prepared By:

Ajay Sharma, GM

Approved By:

Khushi Sharma, Director

Vishal Sharma, Director