

## GUIDELINES FOR ENLISTMENT OF SECURITY AGENCIES

(Release 006 –29 May 2026)

### 01. APPLICABILITY OF THE GUIDELINES FOR ENLISTMENT OF SECURITY AGENCIES

#### 01.01 ON SECURITY AGENCIES:

These Guidelines and the eligibility criteria laid herein are applicable to Security Agencies only as much as their services to the Financial Institutions falling under the jurisdiction of the Banking Industry are concerned. Security Agencies' services to clients other than Financial Institutions falling under the jurisdiction of State Bank of Pakistan do not fall under the purview of the Guidelines.

#### 01.02 ON FINANCIAL INSTITUTIONS

These Guidelines shall be binding only on those Financial Institutions that fall under the jurisdiction and control of the State Bank of Pakistan. Financial Institutions not falling under the purview of the State Bank of Pakistan are not covered under it.

### 02. PBA'S RIGHT TO REVISE, AMEND, ALTER OR MODIFY THE GUIDELINES

PBA reserves the right to revise, amend, alter, or modify the Guidelines, and the revisions, amendments, alterations or modifications so made shall apply to the Security Agencies wishing to offer, or continue offering services to Financial Institutions.

### 03. PBA PANEL OF SECURITY AGENCIES

03.01 PBA shall maintain a Panel of Security Agencies for providing guards to the banking industry for safeguarding bank premises.

03.02 Financial Institutions shall seek the services of only those Security Agencies which are enlisted on the PBA Panel of Approved Security Services.

### 04. ELIGIBILITY CRITERIA FOR ENLISTMENT ON PBA PANEL OF SECURITY AGENCIES

PBA shall enlist only those security agencies on its Panel of Approved Security Agencies which:

- a. hold valid Registration with Government of Pakistan Ministry of Interior to operate as a Security Company (copy required along with the application for enlistment), and hold valid Registration with Securities Exchange Commission of Pakistan, under the new procedure (copy required along with the application for enlistment).
- b. hold valid License for Security Services from Home Department of respective Provincial Governments, as applicable (copy required along with the application for enlistment, and thereafter within 90 days of expiry of the license)

Advance notice will be served to the concerned Security Agencies 90 days before the expiry of the licenses, with a copy to the banks/financial institutions that are served by those Security Agencies, as per the data available in the Security Agencies' database. The Security Agencies shall provide PBA with a copy of the challans submitted to the Home Departments concerned for renewal of the licenses promptly and are expected to provide the renewed operating licenses to PBA within 90 days after the expiry of the licenses. If renewed licenses are not received by PBA within 90 days of expiry, the operating jurisdiction of the Security Agency for the concerned province shall be removed from the list of Approved Security Agencies on the PBA website.

- c. hold a valid License for operating wireless communication systems in areas under their coverage, from the Ministry of Communications, Government of Pakistan, if the company provides Cash Transportation

Services to the Banking Industry (copy required along with the application for enlistment, and thereafter within 90 days of expiry of the certificate).

- d. preferably deploy ex-armed forces (preferably fighting arm) or ex-para-military forces personnel as guards and supervisors for the banking industry, or deploy civilians who have been hired under the company's formal selection criteria, and who have taken adequate training for the services of a Guard from a recognized and reputable Training Institute. Security Agencies may be guided by the directives of respective Home Departments while selecting the Training Institutes. A copy of the formal selection criteria should be provided to PBA along with enlistment documents. Where such personnel are not available for the time being, the Security Agency should have an operative conversion program to convert their work force for the banking industry to such personnel, within six months of enlistment.

Security Agencies will complete the prescribed PBA Form (PBA-SA-07) upon completion of training and provide a certificate to the effect of completion of training issued by the concerned training institute

- e. deploy only such guards and supervisors in the banking industry who are physically fit, who have no known medical impediments that may adversely affect their performance of duties, who are adequately trained for carrying out such guarding services and such training is refreshed at periodic intervals, and who are assessed to have a motivated, positive and objective professional disposition towards carrying out their duties. (Certificate of compliance required from the security agency along with application for enlistment, and thereafter in the first week of January every year).
- f. require their Guards to undertake a Training/Practice Firing Session (through a recognized establishment / training institute) prior to first-time-deployment in the banking industry, and thereafter twice a year. Security Agencies may be guided by the directives of respective Home Departments while selecting the recognized establishments / Training Institutes
- g. seek proper verification of credentials (in the context of these Guidelines, credentials refer to documents specifying and attesting to the correctness of particulars of identity, residence, past employment, character, and professional and biological competence of an individual) of all guards and supervisors deployed in the banking industry. The credentials will include the aspects required by PBA on prescribed forms available on the PBA website. Security Agencies shall seek clearance of the credentials, as required by the Home Departments of concerned provinces from those Home Departments.
- h. indulge in fair labor practices, and pay to their guards/supervisors deployed in the banking industry, net of company commission, at least the minimum wages approved by the government from time to time, and where deemed necessary given the nature of duty, allow other perks/allowances and benefits to the guards (Certificate of compliance required from the security agency along with application for enlistment, and thereafter in the first week of January every year).
- i. undertake to compensate the banks in case of involvement of their staff/ personnel in any unauthorized infiltration of banking assets at the rate of Rs. 5,000,000 per incident or the actual loss amount, whichever is less. (Undertaking to accompany the application for enlistment, and thereafter to be renewed every year, in the first week of January each year). Note: This restriction shall not apply to Assets and Cash in Transit, for which compensation shall be according to the arrangement between the Bank and the Security Agency.
- j. undertake to take a proactive role for apprehension of the individuals involved in any heist / holdup at a client bank / financial institution, and for recovery of the looted / stolen assets in such incidents. (Undertaking to accompany the application for enlistment, and thereafter to be renewed every year, in the first week of January each year).
- k. ensure that none of their guards deployed in the banking industry have ever been involved in malpractices or criminal activities, or are suspected to have been involved in malpractices or criminal activities. (Certificate to this effect to accompany the application for enlistment, and thereafter to be renewed every year, in the first week of January each year).
- i. take strict disciplinary action against, and remove from the banking industry all guards/personnel involved in any derogatory activities or activities which are in violation of the expected code of conduct of Guards. (Certificate to this effect to accompany the application for enlistment, and thereafter to be renewed every year, in the first week of January each year).

- m. remove all guards / supervisors from deployment in the banking industry whose credentials could not be re-verified by them or whose credentials were found to be questionable or incorrect (undertaking to this effect to accompany the application, and thereafter renewed in the first week of January each year.)
- n. have as Directors / Owners / Key Management / Employees individuals who have not been convicted of criminal offences by any Court of Law within or outside Pakistan, and no criminal cases are under proceedings against them at the time of enlistment or thereafter, and who have not been involved in Fraudulent Activities, Professional Misconduct, and are not under investigation for such activities at the time of tendering Application for enlistment or thereafter (Certificate to this effect to accompany the application for enlistment, and thereafter to be renewed every year, in the first week of January each year).
- o. deploy only such guards in the banking industry whose verification of credentials, as required in section 04.g above, has been satisfactorily completed. (Undertaking to accompany the application for enlistment, and thereafter to be renewed every year, in the first week of January each year).

(All certificates and confirmations as required hereinabove will be provided on the PBA compiled Performa, along with the Application for enlistment on the PBA Panel for Security Agencies).

05. DELISTING OF SECURITY AGENCIES

- 05.01 Where a Security Agency is in violation of any of the terms and conditions specified for enlistment on PBA Panel of Security Agencies, PBA reserves the right to de-list the company. PBA may however, extend time to the Security Agency to come in compliance of the terms and conditions.
- 05.02 A de-listed Security Agency will be re-enlisted once it comes in compliance of the violated terms and conditions, provided that it submits a certificate to the affect, and PBA is satisfied that the Security Agency has come in compliance of the terms and conditions at the time of making the certificate.

06. PARTICULARS OF GUARDS / SUPERVISORS AND RELATED VERIFICATION DOCUMENTS TO BE PROVIDED TO PBA. FOR INDIVIDUALS DEPLOYED IN THE BANKING INDUSTRY

06.01 PARTICULARS OF THE GUARDS / SUPERVISORS TO BE VERIFIED BY SECURITY AGENCIES

- 06.01.01 The Security Agencies will carry out verification of the following particulars of all guards / supervisors deployed in the banking industry, as required in section 4g above.
  - a. Computerized NIC of the individual through NADRA VERISYS
  - b. A Passport Size Color Photograph of the individual (Photograph should match the current appearance of the individual)
  - c. Permanent Home Address of the individual in ancestral village / town / city, along with phone numbers, if any
  - d. Current Residential Address of the individual, along with phone numbers, if any
  - e. Copy of the retirement card from Armed & Paramilitary Forces / other such official service record document
  - f. References and Character Certificates from the last organization at which the individual has served before serving the present employer
  - g. Names, residential addresses, permanent home addresses (along with phone numbers, if any), and CNIC Numbers of two nearest adult, male relatives of the individual. Security Agency shall seek references of the individual from these relatives.
  - h. Police verification is mandatory for all guards either Ex-Servicemen or Civilian. Security Agencies will ensure that the police verification is conducted prior to deployment of the guard.

06.02 PARTICULARS TO BE PROVIDED TO PBA

- 06.02.01 Security Agencies will provide a complete list of the Guards / Supervisors deployed in the financial institutions to PBA within 15 days of enlistment of the Security Agency or when enter into a service agreement with Financial Institution. The list will contain the name of the Security Agency, the name of the Guard / Supervisor, and his Computerized National Identity Card Number, the branch / unit of the Financial Institution at which he is posted, posting date and status of police verification (as required section 06.01.01 h).
- 06.02.02 Thereafter, within 60 days of enlistment or deployment of Guards and Supervisor within the Banking Industry, the Security Agency will provide the details for all Guards / Supervisors, on forms prescribed by PBA for the purpose that are available on the PBA website.
- 06.02.03 Thereafter, for new entrants, all above required particulars will also be provided by the 15th of the month ensuing their deployment in the banking industry.
- 06.02.04 Security Agencies shall also provide, on a monthly basis, the names and CNIC numbers of all Guards / Supervisors that have been transferred to or from a site, specifying the location from which they have been transferred (if the location is in the banking industry), and the location to which they have been transferred (if the location is in the banking industry).
- 06.02.05 Security Agencies shall also provide, at intervals specified in the respective forms for the purpose, updated particulars of guards / supervisors serving the banking industry. The updates would include information like "Training" completed during the concerned period, "Firing Practice" undertaken during the concerned period, "Medical Checkups" during the concerned period, etc. The forms are available on the PBA Website.
- 06.02.06 Security Agencies will provide this information to PBA in hard copy as well as on a soft copy.

07. PBA'S RESPONSIBILITY WITH RESPECT TO THE CONDUCT OF THE INDIVIDUALS WHOSE PARTICULARS ARE PROVIDED BY THE RESPECTIVE SECURITY AGENCY

- 07.01 Since PBA shall not itself carry out the verification of Credentials of Guards / Supervisors of Security Agencies, it does not assume any responsibility of satisfactory conduct of any Guard / Supervisor of any Security Agency posted at any Bank / Financial Institution.
- 07.02 PBA shall maintain a database of the Guards and Supervisors deployed in the banking industry, with particulars sought from Security Agencies on prescribed forms that are made available on the PBA website.
- 07.03 Based on the information available in its database, PBA shall, upon receipt of list of guards from banks, advise the banks the names of Guards / Supervisors stationed at their branches/units who:
- a. Are not complying with the condition of either having had armed forces / paramilitary forces background, or having taken training to assume responsibilities of a Guard from a recognized Training Institute.
  - b. Have not completed firing practice for more than nine months.
  - c. Whose Credentials have not been verified.
  - d. Whose age has exceeded 60 years.

EXPLANATION: The minimum and maximum age for Guards to be deployed by banks shall be 25 years and 60 years respectively. However, banks may deploy Guards whose age is below 25 or exceeds 60 years on the basis of good physical and mental fitness, provided the bank's management formulates a policy and establishes protocols for such condonation.

- 07.04 PBA shall maintain a list of Guards / Supervisors who have been blacklisted by Security Agencies and Banks / Financial Institutions for irregular conduct of serious nature. This list will be circulated to the Banking Industry and the Security Agencies on a quarterly basis, within fifteen days of the deadline fixed for the banks / financial institutions for reporting in clause 08.02.03.
- 07.05 Banks / Financial Institutions may on their own take up the reported lapses with the respective Security Agencies for remedial action.

08. RESPONSIBILITIES OF BANKS AND FINANCIAL INSTITUTIONS

08.01 TO AVAIL SERVICES OF PBA APPROVED SECURITY AGENCIES ONLY

08.01.01 Under the directives of State Bank of Pakistan, Financial Institutions may avail the services of, or renew the contracts with, PBA Approved Security Agencies only.

08.01.02 Financial Institutions should incorporate an escape clause in Agreements with Security Agencies to enable cancellation of contracts with Agencies that are de-listed or blacklisted by PBA. Contracts with de-listed or Blacklisted Security Agencies should be cancelled within 30 days of receipt of notice of de-listing by PBA.

08.02 TO PROVIDE TO PBA PARTICULARS OF THE GUARDS & SUPERVISORS POSTED AT THEIR BRANCHES / UNITS

08.02.01 Financial Institutions will provide to PBA, once a year, as of 31<sup>st</sup> December of each year, a complete list of all the Guards & Supervisors of the respective Security Agencies deployed at their branches / units. The list will contain the name of the Security Agency, the name of the Guard / Supervisor, and his Computerized National Identity Card Number, and the branch / unit at which he is posted. The list should reach PBA by the 31<sup>st</sup> of January each year (or the by the ensuing working day, if 31<sup>st</sup> January is a holiday).

08.02.02 Financial Institution will also provide to PBA on a quarterly basis, the names of any Guards / Supervisors that have been moved out of the Branch / Unit, and the names of any Guards / Supervisors that have been freshly deputed to the Branch / Unit within the quarter. The list will contain the name of the Security Agency, the name of the Guard / Supervisor, and his Computerized National Identity Card Number, and the branch / unit at which he is posted. This statement should reach PBA within 15 days of the conclusion of each calendar quarter.

08.02.03 Financial Institutions shall also provide to PBA names of Guards / Supervisors whose conduct has not been satisfactory, and will specify the nature of serious lapses in the conduct of the individual. PBA will add these Guards / Supervisors in the list Blacklisted Guards / Supervisors, as maintaining in section 07.04. This information will be provided to PBA on a quarterly basis, within 15 days of conclusion of each calendar quarter, on the format prescribed for the purpose which is available on the PBA website.

08.02.04 This information will also be provided to PBA on a soft copy

08.03 TO PAY PBA DATABASE MAINTENANCE CHARGES ON AN ANNUAL BASIS

08.03.01 Financial Institutions shall pay to PBA, database maintenance charges, as approved by the Chairman of the concerned sub committee and the PBA Chairman from time to time. PBA will advise the figure of payment, based on the statistics received from banks and security agencies, to the banks on an annual basis.

08.03.02 The Charges will be paid to PBA by a Bank Draft / Pay Order drawn to the Order of Pakistan Banks Association, duly crossed "Account Payee".

08.04 TO MAKE THE RELEVANT CLAUSES OF THE GUIDELINES FOR ENLISTMENT OF SECURITY AGENCIES A PART OF THE AGREEMENT TO BE SIGNED WITH THE SECURITY AGENCIES

08.04.01 Financial Institutions will make the relevant clauses of the PBA Guidelines for Enlistment of Security Agencies a part of the Agreement they sign with the Security Agencies, to make the conditions and clauses binding between the Financial Institutions and the Security Agencies

09. PBA RESPONSIBILITY UNDER THE GUIDELINES

09.01 PBA would not be responsible for any loss resulting from the conduct of the Security Agencies and anything contained in these Guidelines and / or the Agreement would not jeopardize PBA's right to enforce the same against any other party.

10. APPEAL COMMITTEE

10.01 PBA shall appoint an Appeal Committee for the purposes of overseeing all matters pertaining to these guidelines and for hearing any appeals and / or complaints in respect of these Guidelines from Security Agencies and / or the Financial Institutions as the case may be.

- 10.02 The Appeal Committee shall consist of 3 members nominated by the PBA Executive Committee.
- 10.03 The Appeal Committee may invite any person to attend any of its meetings or deliberations for the purpose of advising it on any matter under discussion.
- 10.04 The Appeal Committee constituted under these Guidelines shall act in accordance with the terms of reference made in the appeal and / or complaint notwithstanding that the Appeal Committee may conduct itself in accordance with its own rules and regulations which may be passed from time to time by PBA.

11 PBA RIGHT TO SEEK FURTHER INFORMATION

- 11.01 PBA reserves the right to request and obtain further information from the Security Agencies and / or the Financial Institutions as may be necessary in terms of these Guidelines.

12 RESPONSIBILITY OF VERIFICATION OF CREDENTIALS OF GUARDS / SUPERVISORS

- 12.01 Legal responsibility of verification of Credentials of Guards / Supervisors lies solely and entirely with the Security Agency employing the Guards / Supervisors. In no way is this responsibility shared by PBA under these Guidelines.