



International Professional Security Association

ETHICAL CODE OF CONDUCT



This Ethical Code Of Conduct is prescribed by the International Professional Security Association in the absence of legislative control over persons providing a service or otherwise employed in the security industry. It consists of those basic requirements deemed essential to ensure that members involved in the field of industrial, commercial or domestic security maintain proper standards.

Members of whatever category shall not act in a manner reasonably likely to bring discredit upon the Association. Failure to do so or adhere to the principles set out below shall lead to consideration of suitability for membership.

CORPORATE MEMBERS SHALL, WHERE APPROPRIATE TO THE CATEGORY OF MEMBERSHIP:

ARTICLE CE 1 Maintain full records concerning:

- (A) All contracts for the provision of services and equipment. Full details of that service or equipment shall be kept together with information related to any person employed.
- (B) Details of all personnel employed by the company.

ARTICLE CE 2 Provide an administrative office where such records, together with all professional and business documents, certificates, correspondence, files and the like, necessary to the proper conduct of business transactions, shall be kept.

ARTICLE CE 3 Prepare annual accounts, certified by an accountant or solicitor, with complete details of expenditure and income.

ARTICLE CE 4 Be prepared to submit business records and accounts for examination by the International Council or suitably qualified nominee.

ARTICLE CE 5 Ensure the confidentiality of information received whilst tendering for or carrying out any contract to supply a service or equipment. This applies not only at the time but subsequently and agreements entered into later shall not override this obligation.

ARTICLE CE 6 Act at all times, in a manner consistent with a client's interests, to protect and enhance the image and reputation of the International Professional Security Association.

Relationship with the Police Service

ARTICLE CE 7 Not enter into any commitment assuming the powers and authority of the civil police.

ARTICLE CE 8 Endeavour to maintain good relations and liaison with members of the Police Service and, in particular, co-operate with those involved in the prevention and detection of crime. Also maintain good relations within the community.

ARTICLE CE 9 Ensure that the Chief Officer of Police, in whose area a company operates, is informed in writing of the nature of the company and the security services it offers.

ARTICLE CE 10 Act at all times in a competent and professional manner which does not contravene any aspect of criminal or civil law.

Insurance Cover:

ARTICLE CE 11 Hold adequate insurance cover (as defined by the Association), including public and employer liability, at a level commensurate with the nature of the business undertaken and number of persons employed.

ARTICLE CE 12 Use only vehicles which have the necessary insurance cover.

Vehicles and other Equipment

ARTICLE CE 13 Ensure that vehicles and other equipment are suitable for the use intended and operated in accordance with the law.

ARTICLE CE 14 When using equipment in connection with the undertaking or supplying equipment to a client ensure that it conforms to approved standards.

Persons Employed

ARTICLE CE 15 Employ only persons of competence and integrity, preferably on a full time basis. Where employment is on occasional or part-time basis pre-employment checks must be thorough, comprehensive and of no lesser standard than procedures adopted in respect of full-time employees.

Be prepared to assist other corporate members with their pre-employment checks, by exchanging information relating to former employees, provided that the former employee has agreed in writing to the exchange of information.

ARTICLE CE 16 Supervise all employees in accordance with health and safety legislation and to ensure proper conduct of the undertaking.

ARTICLE CE 17 Not employ any person on a part-time basis who is receiving unemployment benefit, or any other which requires the recipient to declare he/she is unemployed.

ARTICLE CE 18 Not require any employees to work abnormally long hours to the detriment of health or efficiency. Only in exceptional circumstances should the working day exceed twelve hours.

ARTICLE CE 19 Provide training, at all levels, of such duration and scope as is compatible with the efficient discharge of the task involved and safety of the employee. Whether conducted 'In-house' or 'Contracted Out' training at all levels must be conducted by qualified trainers in

an environment conducive to effective learning. Training shall comply with the requirements of Company Member Inspection Guidance Notes.

Provide training, at all levels, specific to assignment and required specialist skills. Also provide continuation, refresher and contingency training.

ARTICLE CE 20 Carry out full pre-employment enquiries to ensure that only suitably qualified persons are engaged. To this end an application form, approved by the International Professional Security Association, must be used which requires the support of not less than two referees. It is recommended that corporate members should include the Association's "Code Of Conduct" (Article CC1 to CC 13, inclusive) in their employee's terms and conditions of employment.

ARTICLE CE 21 When making unsolicited telephone calls to consumers in order to promote the sale of security systems, members should observe the following guidelines:

- (A) Callers should identify themselves and their company and make clear the purpose of the call at the start of the call. They should ask whether the timing of the call is convenient. Call should not be made after 9 pm, unless by invitation.
- (B) Callers should not ask consumers for details of their security arrangements and should not play on consumers' fear of intruders, or otherwise mislead, exaggerate or use partial truths. They should answer any questions honestly and fully.

Identity Cards

ARTICLE CE 22 All employees must be issued with and carry at all times an identity card which must clearly show the following:

- (A) Company name, address and telephone number
- (B) Employee's name, photograph and signature
- (C) Expiry date

Uniform

ARTICLE CE 23 Unless otherwise requested by the client, any uniform provided to an employee should display insignia identifying the company employee; it should be readily distinguishable from that of a member of the civil emergency services or HM Forces.

The insignia should be clearly visible when the uniform is worn in normal working environments. The company should provide for periodic cleaning and renewal of uniforms.

Dogs

ARTICLE CE 24 Where a company (or any member of their staff) employ the use of a dog, the keeping and use of the dog must be in accordance with the "Guard Dog Act 1975" and where applicable, any local authority regulation in force. In Eire the regulations of the "Control of Dogs Act 1986 (Guard Dog) Regulation 1988" must be complied with. The company's insurers must be notified of the use dogs.

All persons who hold membership of the International Professional Security Association:

ARTICLE CC 1 Shall not neglect nor, without due and sufficient cause, omit to promptly and diligently discharge a required task whilst at work.

ARTICLE CC 2 Shall not leave a place of work without due permission or sufficient cause.

ARTICLE CC 3 Shall not knowingly make or sign any false verbal or written statement of whatever description.

ARTICLE CC 4 Shall not, without due and sufficient cause, destroy, mutilate, alter nor erase any document or record.

ARTICLE CC 5 Shall not, without authority, divulge any matter which is confidential to the employer or his clients past or present.

ARTICLE CC 6 Shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for moneys or property received in connection with the employer's business.

ARTICLE CC 7 Shall not be uncivil to persons encountered in the course of work, or make unnecessary use of authority in connection with the discharge of the employer's business.

ARTICLE CC 8 Shall not act in a manner reasonably likely to bring discredit upon the employer, a client or fellow employee.

ARTICLE CC 9 Shall not feign or exaggerate any sickness or injury with a view to evading work.

ARTICLE CC 10 Shall not wear the employer's uniform or use his equipment without authority.

ARTICLE CC 11 Shall maintain proper standards of appearance and deportment whilst at work.

ARTICLE CC 12 Shall not work whilst under the influence of alcohol or drugs or consume any alcohol or drugs whilst at work.

ARTICLE CC 13 Shall on conviction for any criminal or motoring, or, having been cautioned, summoned, or, charged by the police, with a criminal or motoring offence, inform the employer forthwith.