

Approved security industry association code of conduct

1. The firm, its employees and its contractors comply with applicable State and Federal legislation, in particular the [Security Providers Act 1993](#) and [Security Providers Regulation 2008](#).
2. The firm acts with integrity in its dealings with its clients, suppliers, competitors, regulatory authorities and the general public, and in particular does not engage in false, misleading or deceptive conduct or otherwise bring the security industry into disrepute.
3. The firm's employees and its contractors are provided with a safe work environment, are appropriately supported in the delivery of services on behalf of the firm and are fairly remunerated in accordance with applicable State and Federal legislation.
4. The firm, its employees and contractors deliver security services in a competent and professional manner as well as taking into consideration the public interest and the need to maintain privacy and confidentiality in their dealings.
5. The firm maintains appropriate and accurate records that meet relevant legislative standards and enable regulatory authorities and the relevant industry association to determine its level of compliance.
6. The firm does not engage in, or associate with another firm which engages in, unethical, improper or illegal methods to obtain business, including conflicts of interest.
7. The firm engages in industry best practice in the delivery of its services and actively participates in industry related forums designed to raise the standard of service delivery.
8. The firm has in place procedures to deal appropriately and promptly with complaints about the provision of its services and actively engages in the resolution of complaints raised with the association through its complaint management policy.
9. The firm proactively identifies breaches of the code of conduct with their industry association where they come to the attention of the firm.
10. Where a breach of the code of conduct is brought to the attention of the association, the association will raise this with the firm in writing and provide it with the opportunity to remedy the breach in the first instance before taking appropriate disciplinary action by way of a show cause notice why the membership should not be cancelled.

