



QUEENSLAND SECURITY FIRM CODE OF CONDUCT

Objective

This Code of Conduct is the instrument by which the Security Providers Association of Australia Limited (SPAAL) as a Queensland Approved Security Industry Association will ensure members deliver security services to a level of professionalism, which is acceptable to the people of Queensland under the Security Providers Act 1993 and Security Providers Regulation 2008 (as amended)

The Code of Conduct provides a compliance guide to SPAAL members to carry on their activities in a manner which:

- (a) Promotes consumer and community confidence
- (b) Ensures the safety of the community and employees
- (c) Guarantees ethical and professional conduct
- (d) Complies with applicable Federal and Queensland State legislation and regulation.

The Code of Conduct aims to provide a platform from which SPAAL members can strive to attain the highest possible standards of best practice.

Scope

The Code of Conduct provides guidance to all licence holders as defined in the Security Providers Act and Regulation, but particularly to security firm licence holders who are bound, in addition to the provisions of the legislation, by the Code in their own right and as employers, for the activities of employee licence holders and security firm contractors.

Security Firm Licences

- (a) A Security Firm Licence authorises the licensee to conduct a business of providing persons to carry on security activities.
- (b) In the conduct of that business, the authority conferred by a Security Firm Licence only allows the providing of persons who are the holders of a security licence.
- (c) A Security Firm Licence does not authorise the licensee to enter into any arrangement, by contract, franchise or otherwise, with any other person for the purpose of providing persons to carry on security activities unless the other person is the holder of a Security Firm Licence.

1. General Requirements

SPAAL members are required to:

- (a) Maintain a valid security firm licence and financial membership of SPAAL.
- (b) Comply with the Security Providers Act 1993 and Security Providers Regulation 2008 (as amended).
- (c) Comply with all Federal, State and Local Government regulations relevant to the conduct of that business.
- (d) Ensure that all persons employed by them, (employees and contractors) whether performing licensed security activities or support functions, do so in a manner that promotes the professional image of the security industry.
- (e) Acknowledge that they are accountable to the SPAAL as an approved security industry association for the professional conduct of their employees and contractors for compliance to the Code of Conduct.
- (f) Engages in industry best practice in the delivery of its services and actively participates in SPAAL member events and industry related forums designed to raise the standard of service delivery.
- (g) Ensure the security 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.

2. Compliance Audit

In accordance with the Security Providers Regulation 2008 (as amended), SPAAL members are required to undertake a compliance audit by a SPAAL appointed auditor at least once in each three (3) year licence term to confirm compliance to the Code of Conduct.

3. Service to Clients

SPAAL members act with integrity (professional conduct) in its dealings with clients, suppliers, competitors, regulatory authorities and the general public, and in particular does not engage in false, misleading or deceptive conduct or otherwise to bring the security industry in to disrepute.

SPAAL members must ensure its employees and contractors deliver security services in a competent and professional manner as well as taking into consideration the public interest (protection of public and property) and the need to maintain privacy and confidentiality in their dealings.

4. Complaints

SPAAL members must have 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 SPAAL through its Complaint and Dispute Resolution Policy.

5. Advertising

All advertising by Security Firm Licence holder members must display their licence number.

Advertising must not be misleading, vague or ambiguous nor contain reference to competing providers.

Security Industry advertising should be presented in a manner, which reflects the principles of the Code of Conduct and other applicable advertising standards and guidelines.

6. Training

SPAAL members must ensure that all employees receive adequate training to enable them to carry out their duties in a professional manner.

Licensed employees must be employed only on duties consistent with their qualifications and training and their performance continually monitored to ensure that they carry out their duties in a lawful and competent manner.

7. Workplace Safety and Equipment

SPAAL members must ensure the workplace and equipment used by employees and contractors:

- (a) Conforms to National Workplace legislation and Safety Standards,
- (b) All equipment is mechanically sound and/or operationally sound, and where required under contract, is serviced in accordance with manufacturer's specifications.
- (c) All employees and contractors undertake appropriate training to competently understand their obligations under WorkSafe legislation and be able to competently and safely operate equipment.

8. Payment of Employees and Contractors

SPAAL members engaging employees and contractors must:

- (a) Ensure that working hours, conditions of employment and rate of pay meet, as a minimum, the relevant Award, or an approved Enterprise Agreement, or an approved Workplace Agreement.
- (b) Comply with all State and/or Federal awards, conditions and other requirements as set down.
- (c) Ensure that an approved contractor agreement is in place that complies with all relevant legislation.

9. Business/Administrative Records

SPAAL members must collect and maintain business and administrative records as required to meet compliance:

- (a) by the Australian Companies Code, State and Federal legislation
- (b) under the State and Territory security legislation
- (c) by the SPAAL Code of Conduct

10. Insurance

SPAAL members must maintain and provide SPAAL annually, with copies of relevant insurance currency certificates including:

- (a) Public Liability insurance with holder and user exposure of not less than five (5) million dollars on any one claim. Where firearms or dogs are used for security purposes not less than ten (10) million dollars on any one claim.
- (b) Workers Compensation insurance or self insurance approval.
- (c) Professional Indemnity insurance (where applicable).

11. Uniforms/Company Logos

SPAAL members will ensure that licensed staff wear uniforms or work apparel appropriate to the security activity for which they are employed. In the case of licensed employees who are required to wear uniforms, such uniforms will clearly identify the business name or company they are representing.

All licensed employees are required by law to prominently display their photographic licence unless exempted, in writing, by the Office of Fair Trading.

12. Motor Vehicles

All motor vehicles used in the delivery of security activities which bear any business related marking or identification must not display such marking or identification which could be confused with any Police or other emergency services vehicle.

13. Firearms

The licensing, maintenance, security and use of firearms are governed by the Firearms Act. All security firm members who maintain firearms as a legitimate requirement of their business will observe all requirements of the Firearms Act.

14. Membership/Licence Certificates

SPAAL members must display prominently within their business premises, their SPAAL membership certificate and Security Firm licence issued by the Office of Fair Trading.

15. Breach of the Code of Conduct

In accordance with the Security Providers Regulation 2008 (as amended), where a breach of the Code of Conduct is brought to the attention of the SPAAL, the SPAAL will raise this with the security firm member 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.

SPAAL members are required to report all breaches of the Code of Conduct.

16. Review of Code of Conduct

The Code of Conduct will be reviewed by the SPAAL Board from time to time, to ensure relevance and effectiveness.