



*Code of ethics for BSIA Members*  
**Supplementary Annex for all sections**



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## 0. Introduction & principal aims

- This Code of Ethics has been prepared in consultation with the BSIA to safeguard the interests of customers in the United Kingdom for services provided by BSIA members. It should also be read in conjunction with the following documents:
  - **BSIA model rules** (as amended from time to time) section 5 “Standards of Ethics”.
  - **BSIA model articles** (as amended from time to time) section 19 “Standards of Ethics”.
- Copies of this code are available free of charge to members, customers, local consumer organisations and others with a legitimate interest.
- The principal aim of the code is to set out clearly for members a mandatory Code of Ethics to promote and maintain a high standard of customer service and benefits to the consumer.
- The BSIA will publicise the existence and availability of the Code of Ethics and all members are encouraged to advertise their compliance with the Code and have available a copy for use on demand on their premises.
- Members shall comply with the British Codes of Advertising and Sales Promotion.

## 1. Scope

This Code of Ethics covers all security products and services made or supplied by members. These include, but are not restricted to:

- Marketing and advertising of products & services
- Fitness for purpose in application
- Written terms and conditions of supply
- Conformance with all legal requirements
- Guarantees & warranties
- Complaints and arbitration procedure

## 2. Definitions and abbreviations

### **BSIA - British Security Industry Association Limited**

The voice of the professional security industry – the trade association in the UK representing providers of security products and services.

### **BS EN ISO 9001**

Quality Management Systems - Requirements

### **Complainant**

An entity bringing about a complaint against a member of the association. E.g., another member of the association, another company, or a member of the public.

### **Member**

An organisation admitted into membership of the BSIA providing security products and/or services to its clients.

## 3. Sales & commercial activity

- Members' service performance claims will be substantiated.
- Members will promote their services and guarantees in a legal, decent, honest and fair manner and in accordance with the UK Advertising Codes ([www.asa.org.uk](http://www.asa.org.uk)).
- Members will conduct all their sales and commercial activities with a high degree of professionalism and integrity.
- Members will provide written terms and conditions of supply on the services being supplied. This will include:
  - a) Suitability of the product and/or service for particular applications.
  - b) Advice on the proper choice of product and/or service sold to meet the requirements of the relevant Codes of Practice (usually British and/or European Standard Codes of Practice) and Regulations.
  - c) Guarantees.

## 4. Guarantees & warranties

- Members' service performance claims will be substantiated.
- Members will honour all service guarantees given.
- Customers' legal rights should not be adversely affected by any guarantee.

## 5. Legal requirements

- Member companies should comply with the laws and regulations of the countries in which they operate.

## 6. Complaints

Under BS EN ISO 9001 BSIA member companies must have a robust complaints policy, which is subject to 3<sup>rd</sup> party auditing by a UKAS accredited certification body – members must follow their complaints process. If someone is still unhappy with the complaint resolution or feels the process has not been followed correctly, they may decide to approach the BSIA for further resolution.

## 7. Information & monitoring

- In promoting this code, members of the section will monitor its operation.
- The information collected will be made available to the Office of Fair Trading and will be made available annually by the Association. Details of complaints against individual companies will not be published.

## Annex A – Section specific ethics

The following annex entries apply to sections of the BSIA where specific ethics exist for its members.

### A.1 Information Destruction Section

#### Environmental ethics

- A member will, where practicable, recycle material that has been destroyed/shredded. Where the end product cannot be recycled, the environmental impact, cost, and convenience of other methods of waste disposal i.e., incineration should be taken into account (i.e., energy can be recovered for power generation). Landfill should be used only where no other method of disposal is practicable.
- Members will continually review all aspects of their business from transport, destruction of confidential materials, administration, and sales in relation to the environment.



## About the BSIA

The British Security Industry Association (BSIA) is the trade association representing over 70% of the UK's private security industry. Its membership includes companies specialising in all sectors of security. For security buyers, BSIA membership is an assurance of quality, with all member companies required to adhere to strict quality standards.

As a security company, BSIA membership will raise your company profile and ensure that your business is at the heart of influencing the future of the security industry. You will become part of a unique group of high quality and professional companies which are well-respected and well-represented to government, end users, specifiers, standards, and legislative bodies. For more information contact the BSIA.

The information contained in this document was correct at the time of publication, however if you are relying on the information contained in this document for contractual purposes, you should check that the information remains correct.

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