



NEW ZEALAND SECURITY
ASSOCIATION

CODE OF PRACTICE

**Security Business
Operations**

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FOREWORD

This Code of Practice defines the policies and procedures to be followed by all members of the New Zealand Security Association Inc involved in operating a business supplying security products or services.

The objectives in preparing this document are to ensure that high professional standards are maintained, legal responsibilities are complied with and consequently that the industry's image and reputation is maintained.

The requirements of this Code are mandatory and compliance is a condition of Accredited membership of the New Zealand Security Industry Association Inc.

This document must be completed and sent to NZSA on application to undertake the NZSA Audit process as an Accredited member. Where possible, supporting evidence should be provided or made available for review.

Members who are audited and deemed to be in compliance with this Code of Practice will not be required to undertake a further audit for a period of 5 years, subject to the satisfactory completion and return of the ACCREDITED MEMBER ANNUAL DECLARATION.

SECTION 1

COMPANY INFORMATION

DESCRIPTION	EVIDENCE
1.1 Company Details	
1.1.1 Name	
1.1.1 (a) Trading name(s)	
1.1.1.(b) Company Registration details (date and registration number)	<i>NZSA to check against Companies Office records.</i>
1.2 Directors (list)	<i>NZSA to check against Companies Office records.</i>
1.3 Staff Numbers	Total: Numbers required to hold CoAs:

DESCRIPTION	EVIDENCE
<p>1.4 Registration under the Private Security Personnel and Private Investigators Act 2010 (& Amdts and Replacements)</p> <p>Where there is a requirement to be licensed or hold a Certificate of Approval (COA) all Directors, Staff and/or Contractors are registered under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p>Provide details of your License in the evidence column (categories covered; date of issue)</p>	<p><i>NZSA to check PSPLA records</i></p>
<p>1.5 Contractors to the Member Company</p> <p>The primary contractor (the member) is responsible to ensure that all contract staff employed under any contractual arrangement are licensed or hold Certificates of Approval as required under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p>List any contactors in the evidence column with details of their Licence/COA(categories covered; date of issue)</p>	<p><i>NZSA to check PSPLA records</i></p>
<p>1.6 Company Structure</p> <p>The member organisation is to have a definitive governance and management structure that demonstrates control and accountability at each level of its operations.</p>	<p><i>NZSA to view structure chart or similar evidence</i></p>
<p>1.7 Financial</p> <p>The member organisation is required to have sufficient working capital to meet operational needs. Fixed capital must be sufficient to meet anticipated needs.</p>	<p><i>NZSA to conduct Financial Checks Statutory declaration to be provided from Directors (refer Section 5)</i></p>

DESCRIPTION	EVIDENCE
<p>1.8 Insurance</p> <p>Members shall have appropriate cover in the following areas:</p> <ul style="list-style-type: none"> • Material Damage • Business Interruption • Statutory Liability • Public Liability <p>The public liability insurance cover required of all NZSA members shall have due regard to the nature of the risk and the relevant standard but shall not be less than \$1,000,000.</p> <p>NZSA has arranged a special package for members with Rothbury Insurance Brokers; please contact Garry Stewart on 09 9149805 or email garry.stewart@rothbury.co.nz</p>	<p>NZSA is to: <i>Sight a placement slip, insurers policy document or invoice from an insurer showing the required insurance cover is in place and current.</i></p>
<p>1.9 Locations</p> <p>List all locations you operate from within New Zealand, and provide a contact details for a person at each branch to receive NZSA communications.</p>	<p>NZSA to add information to contacts database</p>
<p>1.9.1 Head Office</p> <p>The company will have an administrative office where all records and business documents are stored in a secure manner.</p>	<p>NZSA to record information in database</p>
<p>1.10 Customer Service Levels</p> <p>The Operational Codes of Practice include the requirement that persons or organisations operating in the security industry provide a standard of service and quality of employee that meet or exceed reasonable customer expectations.</p> <p>Sufficient latitude is built into the Codes to enable Security Companies to exercise initiative and individual expertise in the provision of service than specified within the Codes.</p>	<p>NZSA to seek evidence of customer service standards via reference letters, social media feedback, industry awards etc.</p> <p>Refer to Operational Codes of Practice</p>

<p>1.11 Risk Assessments</p> <p>The nature of the risk shall be the prime consideration in the provision of security services. All potential threats and vulnerabilities should be established at an early stage. Protection of property and the personal safety of clients, customers, staff and the general public are each required to be considered in establishing the level of risk involved. This is effectively known as PSR (Protective Security Requirements) and is covered in detail within the PSR Code of Practice.</p> <p>Refer also to AS/NZS ISO 31000:2009: Risk Management</p>	<p><i>NZSA to seek supporting evidence</i></p> <p>Refer to Protective Security Requirements Code of Practice</p>
<p>1.12 Establishing Client Needs</p> <p>It is crucial to establish what the client expects and how the service is to be provided. The intended purpose, client expectations and on-going client obligations in terms of servicing, and operating costs, must be clearly identified and documented and any limitations must also be explained to the Client.</p>	<p><i>NZSA to seek supporting evidence</i></p> <p>View client contracts and files for supporting evidence.</p>
<p>1.13 System Operational Requirement</p> <p>When preparing a proposal for a client the member shall draw up a System Operational Requirement sufficiently detailed to enable the client to fully understand the extent of the protection which is being offered. This shall have due regard to the nature of the risk, current and future operational requirements and any insurance cover required by the client.</p> <p>Information on Operational Requirements is available from the NZSA website</p>	<p><i>NZSA to seek supporting evidence</i></p> <p>Refer to Operational Codes of Practice:</p> <ul style="list-style-type: none"> - Manpower Services - Security Systems Electronic and Physical.
<p>1.14 Sale of Services</p> <p>When contacting potential clients callers must clearly identify the organisation they represent. No such calls shall use fear as a sales technique nor give misleading information. Where a contractor or shared service is to be used this must be made clear to the potential client.</p>	<p><i>NZSA to seek supporting evidence</i></p>

SECTION 2: RECRUITING, VETTING AND APPOINTMENT OF STAFF

DESCRIPTION	EVIDENCE
<p>2.1 Employment Applications</p> <p>In every case applicants for employment will be required to complete an application form on which they will declare details of their previous employment or other activities for a minimum of the past three years or back to school leaving as applicable</p>	<p>NZSA to seek supporting evidence</p>
<p>2.2 References</p> <p>Character references are to be called for from not less than two persons nominated by the potential employee and from any immediately previous employers. An offer of employment or employment agreement must include the ability to rescind the offer on the basis of a negative reference check or one which reveals material undisclosed facts by the employee in his or her employment application.</p>	<p>NZSA to seek supporting evidence</p>
<p>2.3 Character Check</p> <p>The organisation shall employ only persons of good character and integrity. If a candidate applies for a position prior to having been issued with a Certificate of Approval then the potential employer shall, as a minimum, conduct a criminal history check.</p> <p>An offer of employment or employment agreement must include the ability to rescind the offer on the basis that the employee is unable to obtain a Certificate of Approval.</p>	<p>NZSA to seek supporting evidence</p>
<p>2.4 Creditworthiness check.</p> <p>All employment applications and agreements should enable the employing company to make creditworthiness checks on an as required basis. These checks should be made where the applicant will have unsupervised access to cash and valuables (including information).</p> <p>A copy of the result of each creditworthiness check is to be placed on the personnel file of the officer. After the initial check it is recommended that creditworthiness checks be conducted on a regular basis.</p>	<p>NZSA to seek supporting evidence</p>
<p>2.5 Non-New Zealand Citizen</p> <p>If a non-New Zealand citizen makes an application to become a staff member the employer shall ensure by reference to the individual's passport and/or</p>	<p>NZSA to seek supporting evidence</p>

<p>Labour Department work permit that the applicant may legally be employed in New Zealand.</p> <p>We recommend the use of Immigration New Zealand’s online Visa View tool</p> <p>http://www.immigration.govt.nz/employers/resources/visaview/</p>	
<p>2.6 Driving Licences</p> <p>All staff required to drive a motor vehicle during the course of their duties shall be the holders of an appropriate and current New Zealand driving licence. Such a licence must be a full and unrestricted New Zealand Driving licence.</p> <p>We recommend the use of the New Zealand Transport Agency’s online Driver Check tool</p> <p>http://www.nzta.govt.nz/driver-licences/driver-check</p>	<p>NZSA to seek supporting evidence</p>
<p>2.7 Recruitment Interviews</p> <p>A personal interview will be conducted as part of the recruitment process to determine the candidate’s suitability for the role.</p> <p>A copy of the interview or interview notes should be retained on the candidates file.</p>	<p>NZSA to seek supporting evidence</p>
<p>2.8 Communication skills</p> <p>All applicants for employment must demonstrate an acceptable level of both spoken and written English.</p>	<p>NZSA to seek supporting evidence</p> <ul style="list-style-type: none"> - observe internal communications - view employee files
<p>2.9 Employment Contracts</p> <p>A written employment contract between the Member and the applicant employee must be entered into prior to commencement of employment. At all times the Company must ensure compliance with the relevant statutory requirements in relation to employment legislation.</p> <p>The agreement must contain the following:</p> <ul style="list-style-type: none"> a) Job title b) Roles and Responsibilities c) Effective start date 	<p>NZSA to seek supporting evidence</p>

<ul style="list-style-type: none"> d) Probationary period e) Pay and allowances f) Hours and days of work g) Holiday entitlement and eligibility h) Sick pay conditions i) The location of the employer’s administrative office j) Disciplinary and appeal procedures k) Terms of notice and termination. <p>We recommend the use of the Ministry of Business Innovation and Employment’s online employment agreement builder tool</p> <p>http://employment.govt.nz/er/starting/relationships/agreements/builder.asp</p>	
<p>2.10 Non-Disclosure or Confidentiality Agreements</p> <p>Prior to employment all applicants should sign a non-disclosure agreement, maintaining confidentiality of both the company’s clients and the company's confidential information.</p>	<p>NZSA to seek supporting evidence</p>
<p>2.12 Part Time and Casual Staff</p> <p>For those staff employed on part time and casual contracts the pre-employment checks shall be of no lesser standard than those for full-time employees.</p>	<p>NZSA to seek supporting evidence</p>
<p>2.13 Personnel Files</p> <p>A personnel file shall be established and maintained for all staff employed and is to contain all information relative to each staff member’s employment.</p>	<p>NZSA to seek supporting evidence</p>

SECTION 3: NATURE OF BUSINESS

DESCRIPTION	EVIDENCE
Please check the relevant boxes for the security products or services your company offers:	
A) Manpower Services	
Guarding	
Crowd Control	
Patrols/Response	
Personal Protection	
Cash and Valuables transport	
Loss Prevention	
Other	
B) Electronic	
Alarms	
Access Control	
Camera Surveillance	
Biometrics	

DESCRIPTION	EVIDENCE
Other (list)	
C) Monitoring	
D) Consultancy Services	
E) Training	
F) Integration	
G) Information Security	
H) Secure Storage/Document Destruction	
I) Investigation	
J) Physical Security Equipment	
K) Other (list)	

SECTION 4: NZSA Code of Professional and Ethical Conduct

The New Zealand Security Association Inc. is committed to the highest standards of professional and ethical conduct at all times.

All NZSA members are expected to conform to these standards of professional and ethical conduct, personally and collectively, in all respects. This applies to both their businesses and their employment. These standards include their obligations and responsibilities due to their staff and clients, principals and the general public. Importantly this also applies to their relationships with other NZSA members who must all comply with all applicable laws, regulations and rules.

Any breach of the NZSA Code of Professional and Ethical Conduct shall render the member committing a breach liable to the disciplinary procedures of the Association as set out in the By-Laws of the NZSA.

RESPONSIBILITIES OF MEMBERS TO ACT PROFESSIONALLY

1. **Integrity.** NZSA members shall maintain high standards of integrity and professional conduct with fairness and honesty at all times in dealing with clients or employees, past and present, with members of the NZSA and with the general public.
2. **Public Interest.** NZSA members shall conduct their professional activities with respect for the public interest.
3. **Accuracy.** NZSA members shall be factual and accurate when providing information about their services and the services of any company they represent. NZSA members shall not use deceptive practices.
4. **Disclosure.** NZSA members shall provide in writing, upon written request, complete details about the cost, restrictions, and other terms and conditions, of any products or services sold, including cancellation and service fee policies.
5. **Responsiveness.** NZSA members shall promptly respond to their clients' complaints.
6. **Cooperation.** NZSA members shall not maliciously injure the professional reputation or practice of colleagues, clients, or other members and will cooperate with any inquiry conducted by the NZSA to resolve any dispute involving clients or another member.
7. **Confidences.** NZSA members shall not use improperly obtained client lists or other confidential information obtained from an employee's former employer.
8. **Confidentiality.** NZSA members shall treat every client transaction confidentially and not disclose any information without permission of the client, unless required by law.
9. **Conflict of Interest.** NZSA members shall not allow any preferred relationship with another member to interfere with the interests of their clients.
10. **Compliance.** NZSA members shall abide by the NZSA Code of Professional and Ethical Conduct, the NZSA Rules and By-Laws and all New Zealand laws and regulations.
11. **Health and Safety.** NZSA members shall take all reasonably practicable steps to ensure everyone has a safe environment in which to work, play and learn.

CODE OF ETHICAL CONDUCT

<p>1. Members shall always act in accordance with good business practices, and conduct themselves in a manner that reflects well on the security profession</p>	<p>7. Members shall not make frivolous or vexatious complaints about other members and/or their employees.</p>
<p>2. Members shall be loyal to the Association and active in its works.</p>	<p>8. Whenever a conflict of interest arises, it shall be the duty of the member to disclose the conflict of interest to the member's clients.</p>
<p>3. Members shall be fully conversant with the Act, other legislation relating to security, and the Rules and By-laws, all of which must be adhered to at all times.</p>	<p>9. Information communicated to a member by another member, is confidential, and must not be disclosed unless permitted, or by operation of law</p>
<p>4. It shall be the responsibility of members to ensure that employees engaged or employed by them are of good character and repute, and that their conduct is no less than that required of a member.</p>	<p>10. A member shall render services with absolute fidelity, honour and courtesy.</p>
<p>5. Members should refrain from criticizing fellow members in public.</p>	<p>11. A member must be fair and just to all parties, and protect the public against unethical practices in connection with the security business.</p>
<p>6. When asked to express an opinion of a fellow member's transactions, members shall render their opinion in accordance with professional courtesy and integrity.</p>	

ACCEPTANCE OF THE NZSA CODES OF PROFESSIONAL AND ETHICAL CONDUCT AND NZSA RULES AND BY-LAWS

TO THE BOARD OF DIRECTORS OF THE NZSA

I/we, the undersigned, hereby apply for membership of the New Zealand Security Association Inc.

If accepted I/we agree to be governed and abide by the NZSA Rules and By-Laws, the NZSA Code of Professional and Ethical Conduct and the appropriate Codes of Practice of the Association applicable to our business.

I/we understand that any false information provided by me/us in this application will be considered as just cause for the immediate forfeiture of my/our membership and hereby agree to give complete and accurate answers to the best of my/our ability.

In submitting this application I/we understand failure to abide by the NZSA Code of Professional and Ethical Conduct, as interpreted by the NZSA Board of Directors Ethics Committee, in dealing with clients, the public, employees and other NZSA members will be considered grounds for termination of my/our membership of the NZSA.

I/we further agree to return, upon demand, all NZSA membership certificates and other NZSA membership identification items if I/we resign or for any reason my/our membership is terminated.

Full name:

.....

Representing (Company Name)

.....

Signature

.....

Date

.....

I/we hereby certify that I/we have read the NZSA Code of Professional and Ethical Conduct governing all members of the NZSA and agree to manage my/our operations and relationships in compliance with the Code of Professional and Ethical Conduct and all the statutory Rules and By-Laws of the New Zealand Security Association Inc.

SECTION 5: Financial Statutory Declaration

An authorised person from each member must make the following statutory declaration on application to join NZSA and annually thereafter. The CEO would normally be the authorised person to make the declaration.

Each requirement in the declaration must be attributed with either a YES or NO in the right-hand column. For any criterion where the attribution is NO, the member must provide an explanation for the non-compliance and attach the remedy plan and submit it to NZSA with the declaration.

The declaration can be made in front of anyone authorised to witness a statutory declaration. These include:

- barristers and solicitors of the High Court of New Zealand;
- Justices of the Peace;
- notary publics;
- Registrars and Deputy Registrars of the Supreme Court, Court of Appeal, High Court and District Courts.

For full information see sections 8 and 9 of the Oath and Declarations Act 1957.

All signatories should note that it is an offence under section 111 of the Crimes Act to make a false declaration where that declaration would amount to perjury if made on oath in a judicial proceeding. If there is evidence the member has made a false declaration, NZSA may take legal action against the signatory.

Common errors

Some common errors to avoid when drafting statutory declarations are:

- declarations not being dated;
- declarations not being witnessed by an authorised person;
- witnesses not recording their name and qualification at the foot of the declaration;
- original declarations not being provided.

I, (full name)

as,

(authorised person)

of,

(legal name of Member/Applicant)

(Trading Name (if Different))

1	Governance and management functions are distinct and undertaken in the best interests of the organisation and its clients	YES / NO
2	Financial management practices are sound and achieve acceptable financial performance to recognised professional standards	YES / NO
3	For the next twelve month working capital is sufficient to meet operational needs. Fixed capital must be sufficient to meet anticipated needs	YES / NO
4	Recruitment, management and development of staff ensures sufficient personnel with the necessary skills, experience and knowledge	YES / NO
5	We agree to abide by the NZSA Code of Ethical and Professional Conduct	YES / NO
6	An explanation of the non-compliances identified with a NO above and the plan of action to address the issues is attached and will be submitted to NZSA with the declaration.	YES / NO

Person authorised to sign declaration

I, (full name)

of, (location)

(Occupation)

solemnly and sincerely declare that the information supplied in this Annual Return is true.

And I am making this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.

Signature

Person authorised to witness declaration

Full Name:

Occupation:

Declared this day, of ,

date

month

year

Signature

Additional Remarks:

NZSA CHECKLIST:

Companies Office Check	
PSPLA Check	
Financial Checks	
Insurance Evidence	
Business Operations: <ul style="list-style-type: none">• Risk and Operations• Recruiting, Vetting and Appointment• Nature of Business	
Acceptance of Codes and Rules signed	
Statutory Declaration	
Additional Remarks	

NZSA Signature: _____**Date:** _____

Annex One: Relevant Standards and Legislation

All security systems installed or maintained by members should comply with the requirements of the Standards listed below. Copies of the latest revisions of those Standards relevant to the services provided by the member must be readily available to employees (online access for NZ standards is free to NZSA members) . If deviations from these Standards are necessary, for special reasons, the deviations shall be pointed out to the client and written confirmation obtained to the effect that the client understands and accepts the deviation.

Risk Management	
AS/NZS ISO 31000:2009	Risk Management - Principles and guidelines
Access Control	
AS/NZS 4121:2001	Design for Access and Mobility
Fences	
AS/NZS 3016:2002	Electrical installations - Electric security fences
Doors/Gates/windows	
AS/NZS 60335.2.103:2011	Household and similar electrical appliances - Safety - Part 2.103: Particular requirements for drives for gates, doors and windows
AS/NZS 2343:1997	Bullet-resistant panels and elements
AS/NZS 2803.1:1994	Doors - Security Screen - Hinged
AS/NZS 2804.1:1995	Installation of security screen doors - Hinged
AS/NZS 2803.2:1995	Doors - Security Screen - Sliding
AS/NZS 4483.1:1999	Security screen doors and security window grilles - Methods of test - Method 1: Dynamic impact test
AS/NZS 4604:1999	Security window grilles
Guarding	
ASNZS4421-2011-	Guard & Patrol Security Services
Electronic Security (General)	
AS/NZS 3000:2007	Electrical Installations (Australia / New Zealand Wiring Rules)
Alarms	
AS/NZS 2201.1:2007	Intruder Alarm Systems - Client's premises - design, installation, commissioning and maintenance
NZS 4301.3.1993	Intruder Alarm Systems - Detection devices for internal use (AS 2201.3:1991)

LEGISLATION	
	Private Security Personnel and Private Investigators Act 2010
	NZ Building Act 1991 and in particular, means of escape from buildings
	The Health and Safety at Work Act 2015
	Privacy Act 1993
	Electricity Act 1992