



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

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 the company they represent. NZSA members must be aware of the requirements of the Fair Trading Act 1986 and will not make misleading representations or use misleading or deceptive practices.
4. **Disclosure.** NZSA members shall provide in writing, upon written request from the NZSA, complete details about the cost, restrictions, and other terms and conditions, of any products or services sold, including cancellation and service fee policies, with the exception of commercially sensitive information.
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 commercial 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.



Acceptance of the NZSA Code 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 current 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 Ethics Committee, in dealing with clients, the public, employees and other NZSA members may be considered grounds for termination of my/our membership of the NZSA and in such instance all payments made to the NZSA will be deemed non-refundable.

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.

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, including all amendments, of the New Zealand Security Association Inc.

Full name

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Representing (Company name)

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Signature

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Date

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