



CODE OF PRACTICE

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PART ONE – PRELIMINARY

1.1 Objective

This Code of Practice is the instrument by which SPAAL as an approved security industry association for the purposes of security legislation and other attendant legislation, will assist their members to deliver security services to a level of professionalism, which is acceptable to the community.

The Code of Practice provides a guide to Security Industry employers 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, State and Territory legislation and regulation.

The Code of Practice aims to provide a platform from which all employers can strive to attain the highest possible standards of best practice.

1.2 Scope

The Code of Practice provides guidance to all licence holder members as defined in State and Territory security legislation, but, particularly to Security Firm/Master 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 individual class licence holders in their employ.

1.3 Review

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

1.4 Definitions

In this Code of Practice:

SPAAL means the Security Providers Association of Australia Limited

The Code means the SPAAL Code of Practice.

1.5 Security Firm/Master Licence Holder

A Security Firm/Master licence holder is defined as:

- a) A Security Firm/Master 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/Master Licence only allows the providing of persons who are the holders of a licence.
- c) A Security Firm /Master 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 /Master Licence.

1.6 Classes of Licences

As specified under the member's respective State and Territory security legislation.

1.7 Licensing

All persons carrying on security activities as outlined in State and Territory security legislation will be licensed in accordance with that legislation, and will be bound by the legislation.

1.8 Integrity Testing

All applicants for licences will be subject to integrity checks by the responsible authority prior to being granted a licence. Ongoing monitoring of continued integrity will be conducted on a regular basis.

The respective State and Territory regulators listed below are responsible for undertaking all criminal records check for the purposes of licensing and associated matters.

- New South Wales Police Security Licensing and Enforcement Directorate
- Queensland Department of Fair Trading
- Victorian Police Licensing Services Division
- Western Australia Police Licensing Services
- South Australian Office of Consumer and Business Affairs
- Tasmanian Office of Consumer Affairs and Trading
- Australian Capital Territory Office of Regulatory Services
- Northern Territory Department of Justice

1.9 Breach of Code of Practice

When SPAAL identifies that a member has breached the Code of Practice by

- a) Notification to SPAAL of a complaint about the member, or
- b) Non compliance through a compliance audit.

SPAAL shall;

- a) Notify the member in writing detailing the breach and remedial action required, or
- b) Notify the member that a compliance audit is to be undertaken at their cost.

Where the member fails to comply SPAAL shall;

- a) Prepare a report for the SPAAL Board with a recommended course of action.
- b) Terminate membership.

Where a membership termination results SPAAL shall;

- c) Report the member to the respective State or Territory licensing regulator.
- d) Report the member to a Federal Government regulator (where applicable).

PART 2 - EMPLOYERS OBLIGATIONS

2.1 General Requirements

Security Firm/Master Licence holder members are required to:

- a) Comply with the all relevant Federal, State and Territory security legislation.
- b) Comply with SPAAL's Constitution, Code of Practice, Code of Ethics and Complaint and Dispute Resolution Policy.
- c) Comply with all Federal, State and Local Government regulations relevant to the conduct of that business.
- d) Conduct their business in compliance with and in the spirit of the Code of Practice
- e) Ensure that all persons employed by them, whether performing licensed security activities or support functions, do so in a manner that promotes the professional image of the security industry.
- f) Acknowledge that licensees are accountable to SPAAL as an approved industry association, of which they are a member, for the professional conduct of their employees.

2.1 General Requirements - continued

- g) Remain financial members of SPAAL.
- h) Submit to a compliance audit by an independent auditor appointed by SPAAL when notified by SPAAL.

2.2 Service to Clients

Security Firm/Master Licence holder members shall ensure that they establish service delivery standards which are measurable and which meet or exceed the standards required by SPAAL.

2.3 Use of Firearms

The licensing, maintenance, security and use of firearms are governed by the Firearms legislation. All Security Firm/Master Licence holder members who maintain firearms as a legitimate requirement of their business will observe all requirements of the Firearms Act and Regulation for the respective State or Territory in which they conduct business.

2.4 Training

Security Firm/Master Licence holder members must ensure that all employees receive adequate training to enable them 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.

2.5 Workplace and Equipment

Security Firm/Master Licence holder members must ensure that the workplace and equipment used by an employee at all times:

- a) Conforms to National Workplace legislation and Safety Standards,
- b) Is mechanically sound and/or operationally sound, and where required under contract, is serviced in accordance with manufacturer's specifications.

2.6 Remuneration

Security Firm/Master Licence holder members engaging personnel on wages must:

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

2.7 Business/Administrative Records

Security Firm/ Master Licence holders must collect and maintain business and administrative records as required:

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

2.8 Insurance

Security Firm/Master Licence holder members will maintain relevant insurance 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) Other requirements as may be determined by SPAAL may include Professional Indemnity insurance.

2.9 Uniforms/Company Logos

Security Firm/Master Licence holders 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 company or business name and will in all cases comply with the guidelines defined by State and Territory security legislation. All licensed employees are required by law to prominently display their photographic licence unless exempted in writing by their respective State and Territory licensing regulator.

2.10 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.

2.11 Membership/Licence Certificates

Security Firm/Master Licence holder members must display prominently within their business premises Security Firm/Master Licence Certificate and SPAAL's Certificate of Membership.

2.12 Advertising

All advertising by Security/Master 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 Practice and Code of Ethics and other applicable advertising Standards and Guidelines.



Security Providers Association of Australia Limited

Code of Ethics

- This Code of Ethics must be observed at all times.
- Its observance shall create a feeling of trust and goodwill.
- The integrity and reliability of members must be beyond reproach because of the confidential and responsible nature of the profession.
- If called upon to give evidence or to speak on a matter of fact in the practice of the profession a member shall report what he knows or believes to be the truth.
- A member shall neither maliciously, negligently nor improperly injure directly or indirectly the reputation, prospects, or business of another member of the profession.
- Members shall at all times conduct themselves in a manner which shall not, without proper justification, prejudice in any way the interests or the reputation of the SPAAL and its members.
- A member shall not accept instructions of business in connection with the profession of Security Consultants on the basis that no charge will be made unless a successful result is achieved.
- The relationship between a member and his principal shall at all times be fiduciary and a member shall not disclose information confided in him in the course of his practice by his principal without the consent of the principal.
- A member shall not offer or receive any improper financial or other inducement to secure or accept instructions.
- The SPAAL shall be non-political and non-sectarian.