



# Code of Conduct for Security Firms

1. The member as a condition of membership of the Institute of Mercantile Agents (IMA) agrees to be bound by the IMA's By-Laws, Code of Conduct and Code of Ethics in force from time to time. This *Code of Conduct for Security Firms* is provided for under IMA By-Law 2011.23.1 and imposes obligations upon the member in addition to the IMA's Code of Conduct and Code of Ethics.
2. This Code of Conduct for Security Firms only applies to those members nominating the IMA from time to time to act as Approved Security Industry Association for "security firm" licences held pursuant to the Queensland Security Providers Act, 1993 (the Act) and the Queensland Security Providers Regulation 2008 (Regulation).
3. The member shall ensure the member's firm, employees and contractors shall comply with applicable State and Federal legislation, in particular the Act and Regulation.
4. The member shall ensure the member's firm acts with integrity in its dealings with its clients, suppliers, competitors, regulatory authorities and the general public, and in particular will not engage in false, misleading or deceptive conduct or otherwise bring the security industry into disrepute.
5. The member shall ensure its employees and its contractors are provided with a safe work environment, are appropriately supported in the delivery of services on behalf of the firm and are fairly remunerated in accordance with applicable State and Federal legislation.
6. The member shall ensure the member's firm, its employees and contractors deliver security services in a competent and professional manner as well as taking into consideration the public interest in the need to maintain privacy and confidentiality in their dealings.
7. The member shall ensure the member's firm maintains appropriate and accurate records that meet relevant legislative standards and enable regulatory authorities and the IMA to determine its level of compliance.
8. The member shall ensure that the member's 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.
9. The member shall ensure the member's firm engages in industry best practice in the delivery of its services and actively participates in industry related forums designed to raise the standard of service delivery.
10. The member shall ensure the member's firm has 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 IMA through its complaint management policy.
11. The member shall ensure the member's firm proactively raises breaches of this Code of Conduct for Security Firms with the IMA where they come to the attention of the firm.
12. Where a breach of this Code of Conduct for Security Firms by the member is brought to the attention of the IMA, the IMA shall raise this with the member in writing and provide an opportunity to remedy the breach in the first instance before taking appropriate disciplinary action by way of a show cause notice why the membership with the IMA should not be cancelled.