



Information Destruction *Code of ethics* **for BSIA Members**

Definitions & Abbreviations

British Security Industry Association Limited (BSIA)

The major security trade association in the UK representing all aspects of security.

Information Destruction Section (ID Section)

A section of the BSIA consisting of companies who are involved in the destruction of confidential and other material.

Member

A member of the ID Section.

Complainant

This could be, for example, another member of the ID Section, another organisation or a member of the public.

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 information destruction services provided by Members.
- 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.
- 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.

Scope

This Code of Ethics covers all information destruction services made or supplied by Members.

These include, but are not be restricted to:

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



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).
- Members will conduct all their sales and commercial activities with a high degree of professionalism and integrity.
- Members will provide sufficient information on the services being supplied. This will include:
 - a) suitability of the service for particular applications.
 - b) advice on the proper service sold to meet the requirements of the relevant Codes of Practice (usually British Standard Codes of Practice) and Regulations.
 - c) guarantees.

Guarantees & warranties

- Members' service performance claims will be substantiated.
- Members will honour all service guarantees given.

Complaints

Under BS EN ISO 9001 BSIA ID member companies must have a robust complaints policy – please follow these guidelines. If someone is still unhappy with the resolution or feels this has not been followed to the correct procedure they may wish to highlight this via the BSIA.

Information & monitoring

- In promoting this code, Members of the ID 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.

Environmental responsibilities

- 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 review all aspects of their business from transport, production, 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.

This document was created by the technical groups and committees of the British Security Industry Association (BSIA). The technical groups and committees encourage debate on new developments and concerns within the security industry. In doing so it seeks to ensure that all stakeholder interests are represented including security companies, users, the police, inspectorates and insurers.

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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