

code of ethics
recruitment organisations
supplying security personnel



endorsed by the
Recruitment & Employment Confederation

July 2007

For other information please contact:

British Security Industry Association
t: 0845 389 3889
f: 0845 389 0761
e: info@bsia.co.uk
www.bsia.co.uk

Contents

1. Introduction	3
2. Scope	3
3. Normative references	3
4. Abbreviations	4
5. Terms and definitions	4
6. Organisations' general requirements	5
7. Organisations' duties to the client	5
8. Complaints	6

1. Introduction

This Code of Ethics (CoE) has been prepared by the British Security Industry Association Ltd (BSIA) and the Recruitment and Employment Confederation (REC) to give guidance on safeguards that clients can expect from the recruitment organisations in their undertaking to source and place security personnel.

This CoE covers organisations supplying security personnel for the protection of people, property and assets.

The principal aim is to set out clearly to those organisations with an interest in supplying security personnel, a voluntary CoE that raises the status and promotes and maintains a high standard of customer service and benefits. Adherence to the code should reduce/eliminate bad practice in recruitment.

The BSIA and the REC will publicise the existence of the CoE and a list of those organisations that have signed up to the code. Those organisations are encouraged to advertise their compliance to the CoE, have available a copy for use on demand on their premises and shall make both job seekers and clients aware of the code.

A committee of members (to be called the administration panel) will review the code annually. This committee will consist of one representative from all organisations signing up to the code, plus representation from the BSIA and the REC. Should the number of organisations signing up to the code exceed nine, excluding BSIA and REC, the committee will be elected annually in accordance with 26a of the BSIA constitution, and will include representation from the BSIA and the REC.

2. Scope

This CoE sets the minimum requirements with which a recruitment organisation should comply in order to supply security personnel.

3. Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document applies (including any amendments):

BS 7858:2006, Code of practice for security screening of personnel employed in a security environment.

Employment Business Regulations 2003

Employment Agency Act 1973

Private Security Industry Act 2001

Recruitment and Employment Confederation of good recruitment practice

British Codes of advertising and sales promotion

Conduct of Employment Agencies

Conduct Regulations

BSIA Constitution

4. Abbreviations

BSIA	British Security Industry Association
CV	Curriculum Vitae
REC	Recruitment and Employment Confederation
PAYE	Pay As You Earn
SfS	Skills for Security
UKAS	United Kingdom Accreditation Service

5. Terms and definitions

5.1 Administrators

In respect of a final decision regarding any written complaints, the administration panel shall consist of one executive from the BSIA and one executive from the REC.

5.2 Client

The company utilising the services of the organisation.

5.3 Conduct Regulations

As defined by the Employment Agency Act 1973 and Conduct of Employment Agencies and Employment Business Regulations 2003.

5.4 Job seeker/security personnel

The individual seeking employment through the services of the organisation. Also refers to all individuals who are ultimately placed in the respective position, whether paid by a limited company or PAYE basis.

5.5 Member

Member company of BSIA or, BSIA and REC.

5.6 Organisation

Refers to the Recruitment/Employment Agency and/or the Recruitment/Employment business that has signed up to this CoE.

5.7 Recruitment agency/recruitment business

As defined by the conduct regulations.

6. Organisations' general requirements

Organisations should:

- 5.1** Be a member of the BSIA, and preferably the REC, and abide by the codes of good practice applicable to their membership.
- 5.2** The organisation will have a minimum 12 months trading experience within the recruitment sector.
- 5.3** Have procedures in place that ensure their employees receive annual awareness training on compliance with the Conduct Regulations, relevant legislation, statutory codes and official guidance on diversity, equal opportunities, equal pay, taxation, health and safety, data protection, trade union membership, immigration, rehabilitation of offenders, telecommunications privacy and working time.
- 5.4** Ensure that any revisions or updates of relevant legislation and codes are communicated to staff and adhered to accordingly, including licensing as applicable to the Private Security Industry Act 2001 where relevant.
- 5.5** Promote their services accurately and in a legal, decent, honest and fair manner and comply with British Codes of advertising and sales promotion.
- 5.6** Not attempt to influence a client or job seeker's decision by offering misleading information.
- 5.7** Where the organisation has previously received a fee for placing a job seeker with their current employer, organisations will not approach the job seeker to offer work seeking services with a view to placing the job seeker elsewhere. Unless the employer agrees to that approach or the candidate communicates in writing (including email) that they wish to seek alternative employment.
- 5.8** Provide full and relevant information to both the job seeker and client about one another before interview.
- 5.9** Respect the confidentiality of both job seeker and client.
- 5.10** Have an internal written complaints procedure and a history of satisfactory resolution over any complaints lodged.

7. Organisations' duties to the client

Organisations should:

- 7.1** Agree terms and conditions, service level arrangements or key performance indicators before starting work on a vacancy as per the 'Conduct Regulations.'
- 7.2** Submit or transmit details of job seekers to clients only in respect of registered vacancies or agreed fields of mutual interest.
- 7.3** Forward job seekers only for positions for which they appear to be suited by their qualifications, experience and personality.
- 7.4** Organisations will ensure that, wherever possible, applicants are interviewed in person. However, where this is not possible, organisations will ensure that a thorough telephone interview is conducted. The client should be informed where a face-to-face interview has not taken place.

- 7.5** Take all reasonable steps in line with Home Office guidelines and relevant legislation (e.g. Schedule 8 of the Asylum and Immigration Act) in checking the identity of job seekers eligibility to work in the UK. In order to be certain of a statutory defence to an allegation of employing a worker illegally, the employer must have performed the ID check in line with Home Office guidance. Section 4b of the REC's Legal Reference Guide provides information and best practice guidance on checking the identity of job seekers www.rec.uk.com. Please note you will need an REC membership number to access this information.
- 7.6** Ensure pre-employment screening will be carried out in accordance with BS 7858:2006. This only applies to temporary contract work and will include 5 year screening of the job seeker in accordance with pre-employment screening standards. This should be completed before any employment commences.
- 7.7** When introducing candidates for a permanent or a fixed term position to be directly employed by the client, ensure that both parties are aware of any eligibility criteria that may apply. This will include a 10 year checkable history (or to a checkable history to school leavers.) On request and in line with any client specific instructions or requirements, organisations should advise what steps were or have been taken to confirm the candidates' identity and, where appropriate, the suitability, experience, qualifications and membership of all relevant professional bodies for the position in question. This includes those sectors covered by the Private Security Industry Act 2001.

Will have an understanding of the criteria for obtaining a licence for those candidates seeking employment in those sectors covered by the Private Security Industry Act 2001 and only forward suitable job seekers for those respective positions.

8. Complaints

Complaints may originate from job seekers, clients, members or organisations regarding recruitment.

- 8.1** Any complaint will be sent in writing to the organisation in the first instance.
- 8.2** If the complaint remains unresolved, then the complainant shall have the right to apply for assistance in writing to the BSIA.
- 8.3** If, after intervention from the BSIA, such complaints still remain unresolved, they shall be forwarded to the administration panel for investigation. If necessary the administration panel may insist on an inspection by a UKAS accredited organisation being carried out on the processes of the company subject to the complaint with the cost being born by that company subject of the complaint.
- 8.4** The administration panel may have sight of any documents on demand to prove adherence to the code or to investigate any complaint.
- 8.5** Breach of the code may lead to the respective organisation being reprimanded, fined or expelled from the BSIA. The expelled organisation will also be removed from the 'approved' list of organisations and security companies will be advised accordingly.