

information destruction **code of ethics** for BSIA members



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1. Definitions and 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.

2. Introduction and principal aims

- 2.1** 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.
- 2.2** Copies of this code are available free of charge to Members, customers, local consumer organisations and others with a legitimate interest.
- 2.3** 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.
- 2.4** 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.
- 2.5** Members shall comply with the British Codes of Advertising and Sales Promotion.

3. 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

4. Sales and commercial activity

- 4.1** Members' service performance claims will be substantiated.
- 4.2** Members will promote their services and guarantees in a legal, decent, honest and fair manner and in accordance with the British Codes of Advertising and Sales Promotion (tel: 020 7580 5555).
- 4.3** Members will conduct all their sales and commercial activities with a high degree of professionalism and integrity.
- 4.4** 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.

5. Guarantees and warranties

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

6. Complaints

Complaints may originate from a number of sources regarding a Member's services.

- 6.1** Complaints in the first instance should be referred to the Member. The Member will examine the matter speedily and take appropriate action in an endeavour to resolve the complaint to the mutual satisfaction of both parties. The member shall also inform the complainant of the existence of the code of ethics, and of the resolution process.
- 6.2** If a complaint remains unresolved, the complainant shall also have the right to apply for assistance, in writing, to the Chief Executive of the BSIA. Such complaints shall be carried out in accordance with the Associations Complaints Procedure
- 6.3** Complaints raised by one ID Section member against another ID Section member will be resolved in accordance with the normal complaints procedure. Failure to observe final BSIA ruling with respect to any form of complaint may result in the expulsion of the offending member from the BSIA.
- 6.4** Unresolved complaints can, if appropriate, be referred to the local Trading Standards Officer, Consumer Advice Centre or Citizens' Advice Bureau.

7. Information and monitoring

- 7.1** In promoting this code, Members of the ID Section will monitor its operation.
- 7.2** 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.

8. Environmental responsibilities

- 8.1** 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.
- 8.2** Members will review all aspects of their business from transport, production, administration and sales in relation to the environment.