



NZSA CODE OF PROFESSIONAL AND ETHICAL CONDUCT

The New Zealand Security Association Inc. is committed to the highest standards of professional and ethical conduct at all times.

All NZSA members are expected to conform to these standards of professional and ethical conduct personally and collectively in all respects. This applies to both their businesses and their employment. These standards include their obligations and responsibilities due to their staff and clients, principals and the general public. Importantly this also applies to their relationships with other NZSA members who must all comply with all applicable laws, regulations and rules.

Any breach of the NZSA Code of Professional and Ethical Conduct shall render the member committing a breach liable to the disciplinary procedures of the Association as set out in the By-Laws of the NZSA.

RESPONSIBILITIES OF MEMBERS

1. **Integrity.** NZSA members shall maintain high standards of integrity and professional conduct with fairness and honesty at all times in dealing with clients or employees, past and present, with members of the NZSA and with the general public.
2. **Public Interest.** NZSA members shall conduct their professional activities with respect for the public interest.
3. **Accuracy.** NZSA members shall be factual and accurate when providing information about their services and the services of any company they represent. NZSA members shall not use deceptive practices.
4. **Disclosure.** NZSA members shall provide in writing, upon written request, complete details about the cost, restrictions, and other terms and conditions, of any products or services sold, including cancellation and service fee policies.
5. **Responsiveness.** NZSA members shall promptly respond to their clients' complaints.
6. **Cooperation.** NZSA members shall not maliciously injure the professional reputation or practice of colleagues, clients, or other members and will cooperate with any inquiry conducted by the NZSA to resolve any dispute involving clients or another member.
7. **Confidences.** NZSA members shall not use improperly obtained client lists or other confidential information obtained from an employee's former employer.
8. **Confidentiality.** NZSA members shall treat every client transaction confidentially and not disclose any information without permission of the client, unless required by law.
9. **Conflict of Interest.** NZSA members shall not allow any preferred relationship with another member to interfere with the interests of their clients.
10. **Compliance.** NZSA members shall abide by the NZSA Code of Professional and Ethical Conduct, the NZSA Rules and By-Laws and all New Zealand laws and regulations.