

**Document Title** Ethical Code of Practice

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**Approval** Richard Parnell – Chief Executive Officer



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2023-v1.0	16/02/2023	New document format
2024-v1.0	22/01/2024	Annual review and update to cover TSP subsidiaries

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Installer of the Year 2019 & 2021





## **Summary**

Total Security Protection Ltd, subsidiary, and affiliated companies (referred to in this Policy as 'the Company') is committed to maintaining the highest degree of integrity in all our dealings with potential, current and past customers, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our suppliers and associates.



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## **1.0 Ethics**

The Company always conduct our own services honestly and honourably and expect our customers and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our customers and suppliers.

## **2.0 Duty of care**

The Company's actions will always conform to relevant commercial law, and we believe that all businesses and organizations should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

## **3.0 Contracts**

The Company's contract will usually be in the form of a detailed proposal, including costs, timescales, and deliverables. The quality of our service and the value of our support provide the only true basis for continuity. We always try to meet our customers' contractual requirements.

## **4.0 Fees**

The Company's fees are always competitive for what we provide and as such we do not generally offer arbitrary discounts; generally, a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our customers' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our customers can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

## **5.0 Intellectual property and moral rights**

The Company retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our customers. In return we respect the moral and intellectual copyright vested in our customers' intellectual property.

## **6.0 Purchasing**

The greater majority of the materials used in the installation of security systems are manufactured to extremely high standards in companies using the latest technological equipment which would exclude the use of sweat-shop labour and/or employees held in slavery conditions. If the Company were to change manufacturers, we would of course make sufficient enquiries to ensure that our Code of Ethics is not breached.

## **7.0 Quality assurance**

The Company maintain the quality of what we do through constant ongoing review with our customers, of all aims, activities, outcomes, and the cost-effectiveness of every activity. We encourage regular review meetings as new installations take place. The Company is accredited with ISO BS EN 9001:2015 and National Security Inspectorate quality standard SSQS101. Further details are available on request.

## **8.0 Professional conduct**

The Company conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our customers.

## **9.0 Equality and discrimination**

The Company always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions, or recommendations by issues of gender, race, creed, colour, age, or personal disability.

## **10.0 Policy Review**

The Company shall review this Policy not less than 12 Month Intervals and otherwise as required in order to ensure that it remains up-to-date and fit for purpose. All questions, concerns, and other feedback relating to this Policy should be communicated to a member of the Senior Management Team.