



TSCMi

Code of Practice

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2. Forward

This Code of Practice outlines conduct and methods for TSCMi members. Members are required to conduct their business in accordance with the laws of the United Kingdom and, when overseas, in accordance with the laws of the host country.

3. The Scope

This Code of Practice (CoP) gives recommendations for the management, staffing and operation of TSCM services. Additionally, this code might assist those who wish to contract the services of a TSCM Practitioner.

4. Terms and Definitions

For the purposes of this Code of Practice the following terms and definitions apply.

4.1 Scope of work

A document detailing specific contractual services

4.2 Customer

An individual(s), public or corporate body retaining the services of a Practitioner

4.3 Practitioner

An individual that is the prime provider of TSCM services

4.4 Expert

An individual who provides specific knowledge or expertise for the fulfilment of the contract

5. The Practitioner

5.1 Professional Integrity

In keeping with the TSCMi Ltd By Laws the Practitioner will provide their services solely in the interest of the customer and where a conflict of interest arises the Practitioner should declare such an interest immediately it is known.

This includes but is not restricted to:

- a) disclosure of any financial or personal interest in any work to be undertaken;
- b) disclosure of any unspent criminal convictions or undercharged bankruptcy of a principal and/or director;
- c) disclosure of any other circumstances that can involve a conflict of interest.

NOTE Attention is drawn to the requirement of the Data Protection Act [2].

5.2 Structure

The Practitioner will make available to a prospective customer, if requested, details of ownership, structure and experience.

The Practitioner should operate a complaints management system in accordance with the guidance given in BS ISO 10002.

5.3 Finances

When the Practitioner is trading as a sole trader or a partnership, they will have prepared annual accounts in accordance with generally accepted accounting standards.

NOTE Attention is drawn to the fact that a Practitioner trading as a limited company is required to prepare annual accounts under the Companies Act 2006.

5.4 Insurance

The Practitioner will operate with public liability and professional indemnity insurance at a level of cover commensurate with the business undertaken, specific contractual requirements and the number of persons employed.

NOTE Attention is drawn to statutory insurance such as vehicle and employer liability insurance.

5.5 Secure Storage

The Practitioner should have the facility to ensure records, professional and business documents, certificates, correspondence, files and other documents necessary for conducting business transactions are kept in a secure manner.

5.6 Documents and Data

Separate records (hardcopy or electronic) should be maintained for each customer, employee and supplier. The records should be held in accessible and secure manner and should be retained for an agreed period after which they should be securely destroyed. If no agreement for the period of retention of documents exists, records should be kept for a minimum of 12 months from cessation of contract, after which they should be securely destroyed.

NOTE Attention is drawn to the fact that certain records have a statutory minimum retention period and/or are covered by other Acts.

Amended and/or updated records should be identifiable by date and clearly distinguishable from previous versions. Information stored in an electronic retrieval system should be regularly backed up. The back-up copies should be stored separately in a different location or at least in a different fire zone in the same location.

6. The Personnel

NOTE: A nationally recognized body or agency may undertake the personnel processes and validations outlined in this clause on behalf of the Practitioner.

6.1 Selection Procedure

Where an applicant for employment has access to information and/or property of the customer, full pre-employment enquiries should be carried out by the Practitioner to confirm an applicant's identity and to ensure that they are suitably qualified. All relevant experience and qualifications should be verified.

All employees and/or suppliers and/or technical experts who have access to information and/or property of the customer and/or the Practitioner should be bound by an agreement to keep confidential such information indefinitely unless authorized otherwise in writing.

6.2 Disciplinary Code

The Practitioner should advise employees of the offences, including the aiding and abetting of others in the same offences, which are regarded as a breach of employment, including as a minimum the following:

- a) neglecting to complete a required task at work or an assignment, without sufficient cause:
- b) making or signing any false statements of any description:
- c) destroying, altering or erasing documents, records or electronic data without permission:
- d) divulging matters confidential to the Practitioner or customer, either past or present, without permission:
- e) conduct in a manner likely to bring discredit to the profession, Practitioner or customer:
- f) being unfit for the task through drugs or alcohol:
- g) being convicted of criminal offence(s)

NOTE: This list is not exhaustive and does not include actions that in any case constitute criminal offences.

6.3 Identification

Persons who have been screened in accordance with 6.1 should be issued with an identity card incorporating a minimum of the following information;

- a) the name, address and telephone number of the Practitioner;
- b) the name and job title of the holder;
- c) the expiry date of the card (not more than 3 years from the date of issue)
- d) a current photograph of the holder

Identity cards should be presented to the customer on request.

Identity cards should be formally withdrawn from persons renewing their cards or leaving the Practitioner, and destroyed in a secure manner.

6.4 Training

6.4.1 General

The Practitioner should have a clearly defined and documented training policy and should ensure that the training outlined in 6.4.2, 6.4.3 and 6.4.4 is given as a minimum.

6.4.2 Induction

The Practitioner should provide induction training in matters relating to the conditions of employment, structure and procedures for all employees. This induction training should be additional to the competence recommendations in 6.4.3.

6.4.3 Competence

Practitioners, in addition to being expert in TSCM, should have a working knowledge of the following subjects as a minimum:

- a) threat and risk assessment methods;
- b) security audits and reviews;
- c) security policy, procedures, strategy and management;
- d) crisis management and business continuity planning;
- e) physical security;
- f) electronic security systems

Practitioners should also have knowledge of the following:

- 1) IT and information security;
- 2) health and safety;
- 3) construction design and management regulations (CDM);
- 4) fire safety;
- 5) human rights;
- 6) civil and criminal law;
- 7) data protection;
- 8) disability issues

NOTE Attention is drawn to the recommendations in 6.4.4

6.4.4 Continual Professional Development (CPD)

Practitioners should ensure that they continuously update themselves on all aspects of security, including those aspects listed in 6.4.3 because new ideas, technology threats and crime trends are constantly evolving. The Practitioner should ensure that evidence of appropriate CPD per annum can be made available on request.

6.5 Subcontract Practitioners

6.5.1 Subcontract Requirement

For the purposes of this document, a typical example of this requirement would be in the event of a large TSCM task within a narrow time frame where the primary Practitioner needs additional effort.

The Practitioner should obtain the customer's agreement on conditions for the use of subcontract labour for undertaking the duties of a TSCM Practitioner.

6.5.2 Subcontract Personnel

The Practitioner will ensure that those subcontract personnel who have access to a customer's site and/or confidential records:

- a) meet the recommendations for professional integrity in 5.1:
- b) comply with the selection procedure in accordance with 6.1:
- c) are competent to undertake the work involved:
- d) are insured as recommended in 5.4:
- e) have individually signed a confidentiality agreement relating to the disclosure of the customer's and the Practitioner's confidential information and/or material:
- f) agree to report immediately to the Practitioner any contravention (both alleged and actual) of the law)

7. Bibliography

7.1 Further Reading

The National Occupational Standards for TSCM

7.2 Other Publications

- [1] GREAT BRITAIN. Private Security Industry Act 2001 London: The Stationery Office.
- [2] GREAT BRITAIN, Data Protection Act 1998 London: The Stationery Office.
- [3] GREAT BRITAIN, Companies Act 2006, London: The Stationery Office.