



# NSR Ethics Policy

**NSR is committed to operating an ethical and equitable business, being fair, upfront and transparent in all that we do. This Ethics Policy describes the requirements and expectations of our staff in order to achieve this.**

## **Policy Statement**

NSR's Ethical Policy establishes a clear expectation of the standard of behavior of staff and contractors. It outlines the ethical principles and professional standards required by everyone who provides products and services for NSR's clients, in addition to the ASIAL Code of Conduct and the legal and moral duty of care required of those in the security industry. Failure to meet the requirements of this Policy may result in disciplinary action and termination of employment or contract with NSR.

## **Conduct Towards Clients, Colleagues and the General Public**

In dealing with all persons, including offenders and potential offenders, you must:

- Treat everyone with respect and be courteous at all times
- Be reasonable and fair
- Perform your duties with honesty, integrity and professionalism
- Be upfront if you feel you require help, re-training or guidance in any area you are not familiar or comfortable with
- Report any incident of mistreatment of persons, including actions by, or against, your colleagues
- Not sexually, physically or emotionally harass, discriminate or bully any person
- Only ever use appropriate force
- Display a positive attitude in all that you do
- Remember your main purpose: the protection of life and property.

## **Complying with Policies and Laws**

You must:

- Adhere to NSR's range of policies and procedures
- Obey all laws and seek advice if unsure about your legal rights and responsibilities
- Comply with site-specific instructions and direction given by supervisors, client's or emergency personnel

## **Professional Integrity**

To maintain a high level of integrity, you are expected to:

- Adhere to NSR's Dress Code, including wearing all required PPE
- Adhere to NSR's Fitness for Work Policy regarding alcohol and drug usage
- Maintain the confidentiality of client and colleague information, ensuring you only share information with other staff and/or contractors who have the need and authority to have access to such information, and that this information is only shared for the intended purpose
- Follow all WHS regulations, policies and procedures, and reporting all hazards and incidents
- Take all reasonable care when using company equipment and resources, including obeying all road rules when driving company vehicles and properly maintaining radios, torches and any other equipment provided to you

## **Conflict of Interest**

You must:

- Do your best to ensure your private interests don't affect your performance
- Remain impartial at all times
- Not give a preference or show favouritism to any person or entity due to a private association
- Disclose any conflicts of interest to your manager
- Advise if any gift of benefit has been received
- Not attempt to influence any person or entity for personal or contractual gain

## **Duty of Care**

You must be mindful of, and practice, a strong Duty of Care at all times. You must:

- Avoid doing anything that may cause harm to another person
- Not omit to do anything which may prevent harm to another person
- Act reasonably towards others
- Show reasonable care and attention
- Understand your Duty of Care is also to any offender or member of the general public

## **Financial Accountability**

You must ensure that whenever handling money, authorising a purchase or in any other financial matter, you are fully accountable for all monies or advice. You must follow relevant laws and regulations.

## **Diligence**

You must perform your duties diligently. Any person found negligent, careless, inefficient or incompetent may be removed from a site and/or face disciplinary action.

## **Extravagance**

You have a responsibility to attain value for money and avoid extravagant or unnecessary purchases. Resources must be used and maintained appropriately, and should be replaced only when necessary

or uneconomical to maintain. All staff must strive to find efficiencies in spending and identify improvements to systems and procedures which may lead to more cost-effective methods.

## **Criminal Offences**

All guards are subject to criminal checks during the renewal of their security license. Any guard who is unable to pass such a criminal check, has their license revoked or is refused renewal, shall be immediately terminated.

If any staff member or contractor is charged with a criminal offence, including driving convictions, even those which don't result in revoking or cancellation of your security or driver's license, they must report this to their manager within 2 business days.

## **Gifts and Invitations**

You must not encourage a client to provide you with a gift or favour, for neither yourself nor a family member. Staff may receive a gift or favour (which may include a discount or other benefit) up to a value of \$50 but only if it is given freely and without encouragement. In these cases, the gift or favour must be declared to your manager. Any gifts or favours which are given freely but valued over \$50 will become the property of NSR.

If a staff member receives an invitation to an event connected to their work duties, they must only accept the invitation after consultation with their manager (who will make a decision based on potential conflict of interest or possible detriment to our company values of integrity). If permission is provided to accept the invitation, the staff member is reminded that they represent NSR at this event.

You must also ensure that you don't use your position within NSR to influence any person for personal gain of yourself, family or acquaintances.

## **Fairness**

Staff must treat people with sensitivity and compassion, and involve them fairly in decisions which affect them. Staff are responsible for any decisions made, and must ensure that all legal and procedural requirements are followed.

## **Political Participation**

You are free to participate or join a political party but you must ensure that you are not doing so as a representative of NSR, and that you do not use your position within NSR to promote your political affiliations. You must advise the General Manager if you are endorsed as a candidate for a political party or intend on running as an independent in any local, state or federal election.

## **Other Employment**

Unless specifically restricted from doing so in your Letter of Offer or by site-specific requirements, you are free to seek other employment with another organisation. However, you must report this to your manager to ensure it does not affect your ability or performance of your duties with NSR. You are also reminded of your duty to keep all NSR-related information confidential from your other employer.

## **Reporting Unethical Behaviour**

You must report any unethical behavior, either witnessed or suspected, of a colleague, contractor or client. You may do so without fear of reprisal. These reports can be made overtly, by advising your

manager, or anonymously by emailing [complaints@nsr.com.au](mailto:complaints@nsr.com.au). Unethical behavior may include any action which may be against the law, in violation of any NSR or client policy or procedure, is a WHS issue, or may affect the business integrity or financial interests of NSR.

## **Intellectual Property**

NSR retains all copyright to any invention, work or intellectual property, including the design of forms and written policies and procedures, produced by staff during their employment. This copyright may only be transferred to a staff member by written authority of a Company Director. This does not apply if the item is not related to the security industry in any way, or the staff member can prove to a Company Director that NSR's time, name or resources were not used to produce the invention, work or intellectual property in any way.

Regarding the intellectual property of our contractors or clients, NSR submits the ownership of all copyright to their original owners. NSR will not copy, transpose or retain any item without the permission of the copyright owner.

## **Open Competition**

You must:

- Be transparent in our pricing: explaining how and/or why we have determined a particular rate for a client, explain any applicable discounts, and not engaging in "bait and switch" or deceitful pricing methods
- Not maliciously "poach" the client base of a competitor, solely because that client uses a particular competitor, other than leads resulting from normal marketing campaigns
- Maintain relationships with other security providers and seek to build rapport, not work against, others in our field
- Be truthful in all advertising and promotions, including making honest representations of NSR's resources and capabilities, and not making false accusations or miss-representations about the resources, capabilities or services of our competitors