



Canadian Accredited Security Contractor

Program Handbook



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How to use this handbook

Usage

This handbook was created to help facilitate the Canadian Accredited Security Contractor (CASC) application process.

Section One – About the Canadian Accredited Security Contractor (CASC) program provides general information about the CASC program.

Section Two – Becoming a Canadian Accredited Security Contractor (CASC) outlines the application process.

Section Three - Participation in the Canadian Accredited Security Contractor (CASC) program outlines the policies and procedures that govern participation in the CASC program once an applicant has become accredited.

For more information about the CASC program and the application process, contact CANASA at casc@canasa.org or 1 (800) 538-9919.



Definitions

The following definitions are terms used in this handbook:

applicant: an electronic security contractor company that has applied but has not yet been accepted for accreditation.

Canadian Accredited Security Contractor (CASC) Company: an electronic security contractor company that has been awarded accredited status.

Canadian Accredited Security Contractor (CASC) Representative: a staff member of a CASC Company that has been approved by the CASC Council to represent the CASC Company in all facets of the CASC program. All CASC Companies must have a CASC Representative on staff at all times. The CASC Representative must have a minimum of three years' industry-related experience or demonstrated equivalency, as approved by the CASC Council.

electronic security contractor (SC): a company that sells and installs electronic security systems or provides SC services to residential, commercial, and industrial end users as well as government clients.

The CASC Representative must have a minimum of three years' industry-related experience or demonstrated equivalency, as approved by the CASC Council.

About the Canadian Accredited Security Contractor (CASC) program

Program overview

The Canadian Accredited Security Contractor (CASC) program supports and promotes best practices, ethics, and professionalism in the electronic security industry and enables consumers to find reputable, professional electronic security contractors.

The CASC program is a national program open to all Canadian electronic security contractor companies that meet eligibility criteria.

Over the past 10 years, the security industry has experienced significant growth, not only in the number of electronic security systems installed but in the number of installing companies.

The CASC program was initiated to enable like-minded security professionals to demonstrate that they adhere to industry best practices in the absence of nationwide legislation for the electronic security industry.

Legislation currently exists in the provinces of Quebec, British Columbia, and Nova Scotia. Electronic security contractors in these provinces already adhere to provincial legislation and should find it simple to apply to the CASC program.

Mission

To provide a program based upon best practices and a Code of Ethics that quantifies, tracks, arbitrates and rewards members through accreditation.

Vision

To be the most trusted resource for self-regulation of the electronic security industry in Canada.

Objective

The main goal of the CASC program is to advance the electronic security industry as a whole.

The program's eligibility criteria focus on industry best practices and do not evaluate individual companies' quality of work or their employees. The program provides electronic security contractors in Canada the opportunity to declare adherence to these best practices in order to demonstrate their professionalism and competency.

Governance

The CASC program is governed by the CASC Governing Body and the CASC Council. The constitution of the CASC program includes an overview of the composition, roles, and responsibilities of these committees in greater detail, and can be found online at canasa.org > Membership > Canadian Accredited Security Contractor program.

Benefits of accreditation

Verified accountability

- accreditation enables CASC Companies to demonstrate proven accountability to key markets, including government agencies and the general public

Stronger consumer relationships

- accreditation strengthens consumer confidence in the electronic security industry and can help CASC Companies attract new business

Proven commitment to quality

- accreditation enables CASC Companies to show they are committed to workplace excellence, industry best practices, and a Code of Ethics

Effective marketing

- CASC Companies are provided with ready-to-use, professionally designed promotional materials

Accreditation strengthens consumer confidence in the electronic security industry and can help CASC Companies attract new business

Becoming a Canadian Accredited Security Contractor (CASC)

Eligibility criteria

To become a Canadian Accredited Security Contractor (CASC) Company, an applicant must meet all of the following requirements. If an applicant does not have all of the required documentation available at the time of application, the applicant will be given 90 days to submit the documentation. The non-refundable application fee is due at the time of application submission.

CASC program eligibility criteria

1. **CANASA membership:** A company must be a Canadian Security Association (CANASA) member in good standing.
2. **Company status:** A company must be legally registered or incorporated in Canada, either federally or in the province/territory of business, and must provide CANASA a copy of the certificate that identifies the status of the company and the company's date of registration.



3. **Company experience:** The company must be legally registered or incorporated for a minimum of three years, either federally or in the province/territory of business, or must have acceptable security industry experience as determined by the CASC Council. This experience may include, but is not limited to, the following:

1. previous security company ownership and/or employment
2. security experience outside of Canada
3. other security industry involvement

The company shall designate an employee to be its CASC Representative and provide this individual's background and qualifications for approval by the CASC Council. The CASC Representative must have a minimum of three years of industry-related experience or the demonstrated equivalency.

A CASC Company shall always have an approved CASC Representative on staff during its accreditation term.

4. **Criminal reference checks:** All of the company's staff, personnel, and sub-contractors who are involved with the sale, service, installation, monitoring, and programming of electronic security systems and those employed by the company who can have or do have access to non-accounting client security system(s) information shall agree to a current Criminal Reference Check (CRC). The applicant must be in possession of current CRCs for each applicable employee as of the date of application for accreditation and shall provide updated copies or proof of current CRCs for staff upon accreditation renewal.

5. **Workers' Compensation Plan:** A company's employees must be covered by the provincial/territorial Workers' Compensation Plan in provinces/territories where it is legally required to do so. A company maintaining a Workers' Compensation Plan shall submit a current clearance certificate when applying for accreditation.

For more information about the Worker's Compensation Plan requirements in your province or territory, visit awcbc.org/en/linkstoworkerscompensationboardscommissions.asp.

6. **CANASA education - Alarm Technician Course (ATC) Level 1 certification:** A company must have all field technician staff (installation and service) complete at a minimum the CANASA ATC Level 1 certification or an approved equivalent. Equivalent certifications (provincial/territorial or other) may include, but are not limited to, the following:

1. British Columbia - Q-TECH programs
2. Quebec - Electronic Technician Trade certification
3. Nova Scotia - Alarm and Security Technician Trade certification

The ATC1 certification or its equivalent must be completed by the applicant's staff before application submission or within 90 days of application.

7. **Insurance:** The company must maintain a minimum of \$3 million of Commercial General Liability insurance, including Failure to Perform.
8. **CANASA Code of Ethics:** The company must declare adherence to the CANASA Code of Ethics by signing the CASC application form.
9. **Arbitration:** By signing the CASC application form, a company declares adherence and agrees to the format of resolving issues and complaints as outlined in this handbook. The CASC Company agrees to submit to arbitration in the case of an issue or complaint. If applicable, CANASA may use a third party, such as ULC, to verify information regarding the case. The CASC Company agrees to be bound by the decisions of the CASC Council and/or CASC Governing Body.

By signing the CASC application form, a company declares adherence and agrees to the format of resolving issues and complaints as outlined in this handbook.

10. **Sub-contractor requirement:** The company agrees to bind all sub-contractors required to be CASC approved to all of the above criteria. The company may provide the required coverage for the sub-contractor (deeming the sub-contractor an employee) or the sub-contractor may independently provide proof that it meets CASC criteria.

The following categories of sub-contractors are not required to be CASC accredited provided they are not performing final terminations of cables of any kind and/or programming equipment of any kind that is provided by or under the care or control of the CASC Company:

1. Electrical
2. Civil
3. Cabling
4. Door hardware
5. Patching
6. Painting
7. Locksmiths
8. Unionized trade
9. ULC listed monitoring stations
(provided they are not installing
or servicing security
equipment)



Program fees

The non-refundable application fee must be paid at the time of application submission. Payment can be made by cheque or credit card.

If an applicant applies for accreditation but fails to meet eligibility criteria and is not granted accreditation, the application fee will not be reimbursed.

Once CANASA confirms that an applicant has met all program criteria and is approved for accreditation, an invoice will be issued for the program fees.

All fees are subject to applicable taxes.

NOTE regarding fees: The CASC program fees only apply to accreditation and do not include CANASA membership fees. For information on CANASA membership fees, visit canasa.org or contact CANASA's National Office at (905) 513-0622 or 1 (800) 538-9919.



Description	Fee	How often to pay	When to pay
Application Non-refundable	\$1,000	One time	All applicants must pay at time of application
Program fee	\$500	Per year	CANASA will send an invoice to be paid by the CASC Company
Employee fee (per employee)	\$50		

Once CANASA confirms that an applicant has met all program criteria and is approved for accreditation, an invoice will be issued for the program fees.

Timelines

Once an application is submitted with all of the required documentation and the application fee payment is made, an applicant can expect notification of its CASC status in approximately six to eight weeks. If an applicant does not qualify for accreditation, the notification will outline any criteria that were not met.

Privacy of information

The information that the applicant provides on the application form and throughout the application process will remain private and confidential. All information is handled according to CANASA's privacy policy.

The information that the applicant provides on the application form and throughout the application process will remain private and confidential.



Participation in the Canadian Accredited Security Contractor (CASC) program

CASC accreditation status classifications

There are four status classifications within the CASC program process. These classifications reflect the extent to which a company complies with accreditation criteria, and are as follows:

1. **Conditional:** An applicant has up to 90 days from the date of application submission to ensure that all criteria are met and supporting documentation is submitted to CANASA. During the 90 days the applicant is placed on conditional status.
2. **Accredited:** The applicant is awarded accredited status after verification that all criteria has been met.
3. **Probation:** An accredited company (CASC Company) that does not meet or maintain criteria requirements is placed on probation for up to a maximum of 90 days. If the CASC Company does not meet criteria within the 90-day probation period, its accreditation status is cancelled.
4. **Cancelled:** If an accredited company (CASC Company) on probation fails to meet lapsed criteria within the 90-day probation period, its accredited status is cancelled. Following the loss of accredited status, a company must wait one year from the date of cancellation to reapply for CASC accreditation.

On-site review

CANASA has contracted Underwriters Laboratories of Canada (ULC) to provide compliance and auditing services. ULC will verify that applicants meet program criteria and that CASC Companies are maintaining their eligibility in order to retain accreditation.

ULC will perform on-site inspections on 10 per cent of accredited companies on an annual basis. Based on these inspections, ULC will determine if a CASC Company is continuing to adhere to criteria.

If ULC determines there are discrepancies from what the CASC Company stated on its application or if a CASC Company no longer complies with criteria, the CASC Company will immediately be placed on probation. If unmet criteria are not remedied within 90 days, the CASC Company's accreditation will be cancelled.

*CANASA has contracted Underwriters
Laboratories of Canada (ULC) to provide
compliance and auditing services.*



Renewals process

Accreditation renewals take place annually. An invoice will be issued to the CASC Company from CANASA's National Office three months prior to the CASC Company's renewal date along with a declaration form. A CASC Company interested in renewing its accreditation is expected to submit the signed declaration form and pay the applicable fees by its renewal date.

The declaration form must be completed and signed by the CASC Representative and sent to CANASA's National Office along with any new or updated documentation. This documentation may include, but is not limited to, the following:

- the company's registration or incorporation certificate, if there are any changes to either
- Criminal Reference Checks for new staff members
- a renewed Workers' Compensation Plan and clearance certificate
- ATC1 certificates for staff who have completed the course during the year
- a renewed insurance certificate

If a CASC Company allows its accreditation to lapse six months from its renewal date, its accreditation will be cancelled and the company will need to reapply to the CASC program if it wishes to be accredited.

All documentation required for renewals will be verified for adherence to criteria. A copy of all documentation will be retained by both the CANASA and ULC offices.

If ULC reports that a CASC Company continues to meet eligibility criteria, the CASC Company has two months to pay the renewal fee from the date it receives renewal notification in order for its accreditation to continue uninterrupted. If payment is not received by CANASA within two months of the renewal notification, the CASC Company will be put on probation and will have 90 days to make a payment. If payment is not received by CANASA by the end of the 90-day probation period, the CASC Company's accreditation will be cancelled.

If ULC reports that a CASC Company does not continue to meet eligibility criteria, the CASC Company will be notified and placed on probation. The CASC Company will be given 90 days to meet the criteria. If any criteria are not met at the end of the 90-day probation period, the CASC Company's accreditation will be cancelled and the balance of the CASC Company's fees will be reimbursed.

If a CASC Company wishes to discontinue participation in the CASC program, it must notify CANASA in writing at least 30 days prior to its renewal date.

A company that wishes to reapply after its accreditation has been cancelled must wait one full calendar year from the date of cancellation.

Appeals process

Appeals can only be made in response to the cancellation of CASC accreditation. If the CASC Council cancels the accreditation of a CASC Company, the CASC Company has 30 days to appeal the cancellation. Appeals must be made in writing and can only be based upon the grounds that the decision to cancel accreditation was inappropriate due to errors of fact regarding the CASC Company's failure to conform to criteria.

A cancellation will not take effect until the 30-day appeal time period has expired or, if the CASC Company appeals the cancellation, until the CASC Council has rendered a decision on the appeal.

A written appeal will be reviewed by 100 per cent of the CASC Council, with an 80 per cent majority CASC Council vote required for a new decision to be rendered. If an 80 per cent majority cannot be attained, the original decision shall remain in effect. If the complainant is not satisfied with the decision of the CASC Council, the complainant may escalate the issue to the CASC Governing Body. The written appeal will be reviewed by 100 per cent of the CASC Governing Body, with an 80 per cent majority CASC Governing Body vote required for a new decision to be rendered. If an 80 per cent majority cannot be attained, the original decision shall remain in effect.

The maximum timeframe for all written decisions by the CASC Council and the CASC Governing Body on appeals is 30 days.

Complaints process

It is the policy of the CASC Governing Body and CASC Council to review all written complaints related to a CASC Company's compliance to criteria, including complaints from the general public, and to resolve these complaints in a timely, fair, and equitable manner.

Furthermore, it is the policy of the CASC Governing Body and CASC Council to retain all documentation associated with any such complaints for a period of no less than five years.

CASC Companies must maintain a record of any consumer complaints that they receive and upon written request make that record available to the CASC Governing Body and CASC Council.

The CASC Governing Body and CASC Council will not pursue anonymous complaints or complaints that are not in writing. The receipt of a complaint by the CASC Governing Body and CASC Council will be made known to the complainant and the CASC Company within 14 days.

The CASC Governing Body and CASC Council assume authority for enforcing the criteria of the CASC program. A third party, such as ULC, may be called upon to be a source of information for complaints that arise.

Escalation process

Complaints about CASC Companies are received by CANASA's National Office and reviewed by CANASA's Executive Director.

The Executive Director will determine if the complaint is of an ethical nature or related to the CASC program.

If the complaint is of an ethical nature, it will be forwarded to CANASA's Ethics Committee for review within 14 days of receiving the complaint.

If the complaint is related to the CASC program, it will be forwarded to the CASC Council for review within 14 days of receiving the complaint.

The CASC Council will determine, with a majority vote, if the complaint falls within the scope of the CASC Council. The Council will also determine the next steps in the investigative process within 14 days of receipt of the complaint.

At its discretion, the CASC Council may decide to include selected CASC Companies to become involved in a "peer review" process to help gather further information and to assist in the complaint resolution.

Upon the CASC Council rendering a final decision, the complainant will be notified in writing regarding the CASC Council's final binding decision.

If the complainant is not satisfied with the decision rendered by the CASC Council, the complainant may escalate the issue to the CASC Governing Body, as stated under the appeals process section.

Discipline process

A CASC Company found to be in violation of criteria will be notified in writing of its immediate status change to probation. The CASC Company will be allowed 90 days to remedy the situation. If all criteria are not met within 90 days, the CASC Company's accreditation will be cancelled.

A CASC Company that has had its accreditation cancelled must wait one full calendar year from the date of cancellation to reapply.

Ethics process

All CASC Companies must adhere to the Code of Ethics as established by CANASA and outlined in detail on CANASA's website at canasa.org > About Us > Governing Principles > Code of Ethics.

A CASC Company found to be in violation of criteria will be notified in writing of its immediate status change to probation.



Notes

Notes

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