

Mr. Booth arrived in a marked company van with the logos of "Lock Surgeon". Mr. Booth used a payment terminal in the company's name, and all invoices and receipts provided by Mr. Booth bear the name "Lock Surgeon". A AB. Lock Surgeon confirms Mr. Booth worked for that company and advises that management did not follow up with Mr. Booth to ensure he had obtained the necessary license before dispatching him on service calls as their employee.

Unlicensed locksmiths are a matter of public interest and safety. Individuals in this industry are required to help secure homes, businesses and belongings. They are entrusted to help keep homes, businesses and families safe with their workmanship. They are given access to tools that allow them to enter premises and vehicles legally, but to be authorized to do so they must meet certain requirements and obtain a license from the province of Alberta under the *Security Services and Investigators Act*. An unlicensed locksmith may not have undergone the proper criminal record check and may not have the training to install locks properly, thereby leaving a home or business vulnerable to theft or breach. Mr. Booth was aware that he was required to obtain and hold a valid locksmith license in Alberta. He did not ensure that he obtained this, performed these services without the required license, and misrepresented his license status to the investigator.

A AB. Lock Surgeon (previously known as Lock Surgeon Inc.) has been in the locksmith industry in Alberta for many years and should be aware of the guidelines in place that govern this industry and its staff. Yet, it was not company policy to ensure that locksmiths in its employ did follow through and obtain the license or criminal record check. Mr. Booth no longer works for A AB. Lock Surgeon Ltd.

## LEGISLATION

The following sections are excerpts from the *Fair Trading Act*.

### ***Unfair Practices:***

6(4) *Without limiting subsections (2) and (3), the following are unfair practices if they are directed at one or more potential consumers:*

- (a) a supplier's doing or saying anything that might reasonably deceive or mislead a consumer*
- (d) a supplier's representation that the supplier has a sponsorship, approval, status, qualification, affiliation, or connection that the supplier does not have*

## ORDER

- A AB. Lock Surgeon Ltd. must immediately:
  - cease from doing or saying anything that might reasonably deceive or mislead a consumer
  - cease from representing that it has a sponsorship, approval, status, qualification, affiliation, or connection that it does not have.