

Policy Number: 034  
Released: October 2015  
Revised: May 2018

Section

2

## Code of Ethics

### Policy Statement

The **Code of Ethics** (the “**Code**”) of the Canadian Security Association (“**CANASA**” or the “**Association**”) outlines the principles that shall govern the conduct of its members to ensure their compliance to the Association's by-laws and policies, which may be passed, amended or developed, from time to time.

The Code is binding on all members of CANASA. Additionally, all members of CANASA are responsible for ensuring that their Representatives are willing to, and do in fact, fully comply with the Code. Failure by a member or its Representative(s) to comply with the Code, whether with or without knowledge of the member, may result in disciplinary action against the member, including, without limitation, termination of the member’s CANASA membership.

The term “Representative” includes employees, independent contractors, agents, dealers, dealer networks, associates or other entities and individuals who market, sell, install and/or service electronic life safety and security products on behalf of, in conjunction with, or in affiliation with, a CANASA member.

### CANASA Code of Ethics

1. CANASA members shall, and shall ensure that their Representatives, exercise the highest standards of competence, service, efficiency, and ethical behaviour when dealing with stakeholders of the electronic security industry including consumers, governments, educational institutions, police services, and the media.
2. CANASA members shall, and shall ensure that their Representatives, engage in marketing and advertising in a non-deceptive manner and shall comply with all federal, provincial, municipal and local laws and regulations.
3. CANASA members shall, and shall ensure that their Representatives, at all times act with integrity in their dealings with clients or employees, past and present, with other members, with other Representatives and with the general public.
4. CANASA members shall not, and shall ensure that their Representatives do not, intentionally disseminate false or misleading information, whether written, spoken or implied, nor conceal any relevant fact. CANASA members and their Representatives have a duty to maintain truth, accuracy and good taste in advertising and sales promotions.

5. CANASA members shall not, and shall ensure that their Representatives do not, represent conflicting or competing interests except with the express consent of those concerned given only after full disclosure of the facts to all interested parties.
6. CANASA members shall refrain from, and shall ensure that their Representatives refrain from, knowingly associating with any enterprise, company, entity or individual which uses improper, illegal or deceptive methods for obtaining business.
7. CANASA members shall not, and shall ensure that their Representatives do not, intentionally injure the professional reputation or practice of another member and CANASA as it relates to the organization's reputation.
8. Should a CANASA member have evidence that another member or another member's Representative is guilty of unethical practices or a violation of the Code, it shall be their duty to inform CANASA.
9. Should a CANASA member have evidence that one of its own Representatives is guilty of unethical practices or a violation of the Code, it shall immediately terminate its relationship with such Representative and inform CANASA of same.
10. CANASA members shall not, and shall ensure that their Representatives do not, undertake any work for which they are not duly qualified and shall take all necessary steps to obtain all information necessary to conduct such work with success and to their client's satisfaction.
11. CANASA members shall, and shall ensure that their Representatives, consider any information gathered during their business relationship with their clients as strictly confidential and shall not disclose this information without the client's prior written consent. CANASA members shall, and shall ensure that their Representatives, comply with all applicable privacy legislation.
12. CANASA members shall help to improve the body of knowledge of the profession by exchanging information, completing courses and attending industry events regularly. In adherence with CANASA's anti-competition policy, CANASA's senior members are encouraged to apply their special skills, training and mentorship for the benefit of new members.
13. CANASA members shall refrain from using their relationship with the Association in such a manner as to state or imply an official accreditation or approval beyond the scope of membership of the Association and its goals, rules and policies.
14. CANASA members shall cooperate with fellow members in upholding and enforcing the Code.

### **Violation of the Code**

Complaints regarding violations of the Code may be brought to the attention of the Executive Director by members, consumers, non-members, and/or by any other body, group, entity or individual.

Upon receipt of a complaint by the Executive Director, the following action will be taken:

1. The Executive Director shall determine if the complaint is related to a CANASA member or a Representative of a CANASA member.
2. A letter acknowledging receipt will be sent to the complainant. If the complaint involves a CANASA member or a Representative of a CANASA member, additional action will be taken
3. A letter indicating that a complaint has been received will be sent to the member informing them that a complaint has been received and requesting a response within 15 days of receipt of such notice;
4. If a response is received within 15 days, the Executive Director shall forward the response to the complainant. The Executive Director shall request that the complainant respond within 7 days to confirm:
  - a. That the complaint has been resolved or
  - b. That the complaint has not been resolved.
5. If the complaint has been resolved, no further action shall be required
6. If the complaint has not been resolved and/or no response to the complaint is received within 15 days, the Executive Director shall forward the matter to the Ethics Committee;
7. The Ethics Committee shall review the complaint and determine if additional information is required. If additional information is required, the Ethics Committee, working with the Executive Director, shall investigate and gather all other necessary information.
8. The Ethics Committee shall determine the validity of the complaint.
9. If the complaint is not valid, the complaint file shall be closed as “No disciplinary action required”.
10. If the complaint is valid, the Ethics Committee shall advise the member, via the Executive Director, of its recommended action to resolve the complaint.
11. The member shall be given 15 days to resolve the complaint.
12. If the complaint is not resolved within 15 days, the Ethics Committee may render one of the following decisions as final and binding:

- I. Probationary membership status, which does not allow voting rights or publicizing of membership in the Association for a period of up to 12 months.
  - II. Temporary suspension from the Association for a duration not exceeding 24 months.
  - III. Termination of the member's CANASA membership (without refund of membership dues).
13. The provisions of the Code are meant to be complementary to the by-laws of the Association. Notwithstanding the foregoing, should there be an inconsistency between the Code and the by-laws of the Association, the by-laws shall prevail.

### **Policy Review**

This policy will be reviewed biennially (every two years), at a minimum, to ensure it remains relevant to CANASA activities and reflects both Association expectations and legal requirements.