



MBFAA

A Member of the National Electronic Security Alliance

Maryland Burglar and Fire Alarm Association

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MARYLAND BURGLAR AND FIRE ALARM ASSOCIATION CODE OF ETHICS

The following code is intended to aid member firms of the Maryland Burglar and Fire Alarm Association (hereinafter referred to as Members) and their employees, individually and collectively, in maintaining a high level of ethical conduct. It evolved out of the experience of Members and is binding on all member firms and their staffs.

1. We will present our qualifications to prospective clients solely in terms of our ability, experience and reputation.
 - A. We will not knowingly make any untruthful or misleading statements in our advertising or sales presentations.
 - B. We will not use scare tactics, nor will we use any undue pressure in setting up an appointment or in consummating a sale.
 - C. We will not make any disparaging remarks about our competitors by name or competitive products by brand.
2. We will strive continuously to improve our knowledge, skills and techniques to make available to our clients the full benefits of our profession.
3. We will always be mindful of the trust placed in us by our clients and of our responsibility to render services at the highest level quality.
 - A. We will make all installations in a workmanlike manner.
 - B. We will assume the ultimate responsibility of servicing our systems.
 - C. We will perform service within a reasonable time from the time the client requests service.
4. We will assure that all our employees are carefully instructed so that they will clearly understand company operations, politics, and procedures and their relationship with clients.
5. We will apply uniform and equitable standards of employment opportunity and assure that the best possible use is made of the abilities, whether technical or other, of our employees, regardless of race, creed, color, sex or age.
6. We will endeavor to provide opportunity for the professional advancement of our employees by assisting them to acquire additional knowledge and competence in their technical skills and to keep up with significant advances in the state of the art.
7. We will respect the reputation and practice of other firms, but will report to the MBFAA, without hesitation, unethical conduct.