

## **Canadian Security Association (CANASA) Code of Ethics**

### **Preamble**

The present Code of Ethics of the Canadian Security Association (the 'Code') is adopted by the members of the Association in order to outline the principles that shall govern the conduct of its members and to ensure their full commitment to the achievement of the Association's mission and objectives as described in sections 2.1 and 2.2 of the Association's by-laws.

### **CANASA Code of Ethics**

1. CANASA members shall 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. Members shall at all times act with integrity in dealing with clients or employees, past and present, with their fellow members and with the general public.
3. Members shall not intentionally disseminate false or misleading information, whether written, spoken or implied, nor conceal any relevant fact. They have a duty to maintain truth, accuracy and good taste in advertising and sales promotion.
4. Members shall 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.
5. Members shall refrain from knowingly associating with any enterprise, which uses improper or illegal methods for obtaining business.
6. Members shall not intentionally injure the professional reputation or practice of another member and CANASA as it relates to the organization's reputation.
7. If a member has evidence that another member has been guilty of unethical practices, it shall be their duty to inform CANASA.
8. 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, senior members are encouraged to apply their special skills, training and mentorship for the benefit of new members.
9. 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 aims, rules and policies.
10. Members shall 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. Members shall cooperate with fellow members in upholding and enforcing the code.

12. The Members shall 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. The membership will comply with all applicable privacy legislation.

### **Violation of the Code:**

Violations shall be brought to the attention of the Executive Director by the Members, by consumers, by non-members, and by any other body, group or entity that may deem such action necessary.

Once an alleged violation has been reported to the Executive Director, the following steps will be taken:

1. A letter acknowledging receipt will be sent to the complainant;
2. A letter indicating that a complaint has been lodged will be sent to the Member company, informing them that an alleged violation has been reported and requesting a response within 15 days of receipt of such notice;
3. Upon receipt of the response, the Executive Director shall transmit the details to the Ethics Committee;
4. Should a satisfactory response or resolution to the problem not be forthcoming, the Ethics Committee and/or the Executive Director shall contact the company in order to investigate. In the event that the Ethics Committee be unable to resolve the issue to the satisfaction of the complainant and/or the Ethics Committee, the Ethics Committee shall recommend an appropriate course of action to the Executive Committee, who shall render a final decision; and,
5. Both parties will be advised by the Executive Director, in writing, of the decision rendered by CANASA's Executive Committee.

**Once a complaint has been brought forward to the Ethics Committee, the Committee may render one of the following decisions:**

1. No action required following investigation.
2. Probationary membership status, which does not allow voting rights or publicizing of membership in the Association for a period of up to 12 months.
3. Temporary suspension from the Association.
4. Temporary suspension from sponsorship opportunities and Trade Show exhibiting at any CANASA sponsored event.
5. Expulsion from the Association (without refund of membership dues).