



TMA Policy – CODE OF ETHICS

The following principles are intended to aid member firms of The Monitoring Association and their employees, individually and collectively, to maintain a high level of ethical conduct. It has evolved out of the combined experience of Members and represents the standard to which all Members and their staff shall adhere:

1. We will further the public interest by promoting the electronic security industry with a major emphasis on Underwriters Laboratories, and Intertek Listed/ FM Approved Central Station Services by fostering a greater understanding of the advantages, capabilities, and technical attainments of the electronic security industry.
2. We will recognize a commitment to the communities in which we live and work and will contribute to the welfare of these communities.
3. We will maintain acceptable levels of safety of our products, efficacy of our services, and cleanliness of our facilities.
4. We will maintain qualified personnel, capable of providing competent service and of furnishing quality products.
5. We will promote the education of all employees to ensure a clear understanding of company operations, policies, and procedures and to facilitate better relationships with customers and their staff.
6. We will provide opportunities for the professional advancement of our employees by improving their technical training and skills through education and experience to maintain and advance the state.
7. We will abide by all state and federal employment laws and repudiate discriminatory employment practices.
8. We will employ honest and fair business practices and maintain a high degree of professionalism in dealings with customers and clients.
9. We will refrain from the use of deceptive advertising or promotion of our products or services.
10. We will abide by and be mindful of the antitrust laws and will make an effort to ensure antitrust compliance.
11. We will respect the reasonable standards and practices promulgated and adopted by the Association.
12. We will conduct our business with the highest degree of ethical conduct and will report, without hesitation, all deviations from the law to the appropriate government and Association authorities.