



Fire Protection Association NZ

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Code of Ethics

1. Adopt the highest levels of competence, practice and integrity and recognise that their fundamental objective is to satisfy the agreed requirements of their customers.
2. Exercise skill and judgement to the best of their ability, and encourage their staff to do likewise, for the benefit of their customers.
3. Have as a priority the health and safety of their employees, and all in the community with whom they interact including those who make use of their products.
4. Ensure that their staff are adequately supervised in their work; are competent to perform any work in which they are not supervised; and are encouraged to further their education and training throughout the period of their employment.
5. Ensure that their advertising is accurate and truthful in every respect, is free from any misleading descriptive material, and that it enhances the ethical standards of the industry.
6. Pursue a policy of a high standard of product and installation quality and reliable service.
7. Ensure that their products at all times meet the requirements of all relevant New Zealand Standards and that guarantees are fulfilled promptly in response to justified claims.
8. Support this Code and abide by both its letter and its spirit, in any dealings with, or impacting on, Members of the Association, and their customers.
9. Act in all ways and at all times to uphold the reputation of the Association and its members and in particular seek to support and assist other Members in complying with the Constitution and Rules and Objectives of the Association.
10. Members shall respect the confidentiality of all information, know-how and business secrets concerning the Members of the Association.