



Smoke Alarm
Association

Smoke Alarm Association Australia Ltd
ABN 13 627 455 832

National Code of Ethics

———— SAA Australia ————

Smoke Alarm Association Australia Ltd. is the national industry association for the Australian smoke alarm industry. The Association leads and supports a professional smoke alarm industry for a safer community.

The Association and its members are committed to promoting the highest standards of customer service, workmanship and business conduct with unquestioned honesty and integrity. A commitment to full compliance with all applicable laws, regulations, codes and standards is required of every member.

The National Code of Ethics is accepted by all members of the Smoke Alarm Association Australia. It is a requirement that every member complies with this Code of Ethics and to ensure that all their employees, associates and subcontractors do not breach any aspect of this Code.

Members agree to:

- 1 Be aware of their ethical, legal and professional responsibilities to the community, their clients and to the Association. Members must avoid personal and professional misconduct that might bring the Association or the reputation of the smoke alarm industry into disrepute.
- 2 Advance public knowledge and understanding of smoke alarm legislation, compliance and public safety through smoke alarms.
- 3 Encourage and support fellow members in their professional development and, where possible, engage with and mentor new entrants to the smoke alarm industry.
- 4 Comply with the laws of Australia and to maintain standards of workmanship that complies with Australian Standards and Statutory legislation.
- 5 Bring to the attention of the proper responsible parties the existence of any electrical conditions which are unsafe to life and property.
- 6 Maintain the highest level of safe work practices for themselves, employees, contractors and the public.
- 7 Support, promote and protect the reputation and brand image of Smoke Alarm Association Australia.
- 8 Be honest and accurate in representing their professional affiliations and qualifications, including such matters as knowledge, skill, training, education and experience.
- 9 Be honest and accurate in representing their professional affiliations and qualifications, including such matters as knowledge, skill, training, education and experience.
- 10 Conduct their business with integrity and in an ethical manner to earn and maintain the confidence of clients, colleagues, employers, employees and the public.

The Association and its members are committed to promoting the highest standards of customer service, workmanship and business conduct with unquestioned honesty and integrity.

- 11 Be honest and accurate in conveying professional conclusions, opinions and findings in all matters regarding smoke alarms and in particular smoke alarm compliance.

- 12 Ensure that all contracts, quotations and pricing statements are clear, concise and unambiguous and not misleading through omission of facts or conditions.

- 13 Adopt risk management strategies including having appropriate insurance coverage so that all parties are not unreasonably exposed to risk.

- 14 Not disclose any confidential information without the specific consent of the provider of that information unless compelled by law.

- 15 Not harm or attempt to harm, maliciously or recklessly, directly or indirectly, the professional reputation of others or the Association.

- 16 Make every effort to resolve complaints and grievances in good faith through reasonable direct communication and negotiation.

- 17 Shall not represent by use of the Associations logo or otherwise that their product or service is endorsed by the Association.

- 18 Cooperate with any inquiry conducted by the Association to resolve and dispute involving consumers, clients or member of the public.

- 19 Respect the privacy of others by distributing personal details only in circumstances that would be reasonably expected by the person, and by communicating with the person only when it is relevant to the circumstance that gave rise to the giving of the personal detail, or otherwise when permission is granted.



Member Smoke Alarm Association

Any Smoke Alarm Association (SAA) member, client or third party (called the complainant) can bring to the attention of SAA a potential breach of the Code of Ethics.

The following process applies for dealing with the allegation:

1. In the first instance, the complainant shall raise the allegation of a breach of the code of ethics in writing to the SAA Chief Executive Officer. The complainant needs to:
 - i. Outline the circumstances of the breach(s), providing as much information and evidence as possible to substantiate the complaint.
 - ii. State whether they wish their identity to remain confidential. In opting for confidentiality, it should be understood by the complainant that in some circumstances, such confidentiality might form a barrier to proper investigation.
2. The SAA CEO shall respond to the complainant explaining the process and seeking any further information, including whether other complainants may be involved.
3. The SAA CEO shall write in confidence to the member being the subject of the complaint, notifying them of the complaint and seeking an explanation for the alleged breach.
4. On recommendation of the CEO that the matter requires further investigation, the Board of Directors shall appoint a minimum of three and a maximum of five members to act as the Disciplinary Tribunal to deal with any breach of ethics cases, and shall from that group appoint a Chair. The appointees to the Disciplinary Tribunal shall have no conflict of interest as a result of a business or other relationship with either the complainant or the member, nor shall they be in direct competition with either party.
5. Should the CEO recommend against further action, the complainant may write to the CEO to seek that the Board of Directors take the complaint further. If the Board of Directors decides to not take the complaint further, such decision is final.
6. The Disciplinary Tribunal shall deal with the issue on a confidential basis. In their investigations, if appropriate to the circumstances, they can:
 - i. Seek further evidence from complainant, the member or other relevant parties.
 - ii. Decide that no further action is necessary.
 - iii. Call a meeting between the complainant and the member to seek to resolve the matter.
 - iv. Call a formal meeting with the member where the member has the opportunity to put their case.
 - v. Take advice on customary industry practice,
 - vi. Make recommendations to the Board of Directors on appropriate changes to the Industry's Code of Ethics, or if certain information and education strategies to the general membership are appropriate.
 - vii. Rule that there has been a breach (s) or the Code of Ethics and instigate an appropriate disciplinary response.
7. Options for the Disciplinary Tribunal if a breach is found are:
 - i. That the member be notified in writing that there has been a breach, and either giving a warning that should such a breach occur again, further action would be taken and/or stipulating that the member has been formally censured.
 - ii. That all SAA members be notified of the breach.
 - iii. Cancellation of membership.
8. Should the member disagree with the finding of the Disciplinary Tribunal, they may appeal to the full National Council for further consideration, and in so doing, state the grounds upon which the decision of the Tribunal shall be reconsidered.
9. The National Council shall act in accordance with the SAA Constitution. Any decision of the National Council shall be final.