



# Automatic Fire Alarm System Agreement

## Attachment C

### AFASP Code of Conduct

Issued under *Automatic Fire Alarm System Agreement Terms and Conditions* (AFA-C-01), clause 14.1(a)

**Field Operations Division**

## 1 Purpose

- 1.1 The purpose of this document is to describe the professional, fair and ethical code by which Automatic Fire Alarm Service Providers (AFASPs) agree to conduct their business under the *Automatic Fire Alarm System Agreement Terms and Conditions* (AFA-C-01).

## 2 Introduction

- 2.1 Even with the best intentions by all parties involved, problems may arise during the conduct of business in any area. The business of provision of third party Automatic Fire Alarm (AFA) services to Customers is no exception in this regard. Conformance by AFASPs to this *AFASP Code of Conduct* (AFA-P-32) is intended to avoid or minimise problems.

## 3 Code of Conduct

AFASPs will:

- 3.1 Represent the commercial nature of the relationship between the AFASPs and Fire and Rescue NSW (FRNSW) truthfully and accurately. An AFASP will:
- (a) Not represent that it is in any way licensed or accredited by FRNSW to provide FRNSW AFA System connection or monitoring services;
  - (b) Not represent that it is the sole provider of FRNSW AFA System connections or monitoring services;
  - (c) Not engage in misleading or deceptive conduct.
- 3.2 Act in a manner consistent with professionalism, and fair and ethical dealing towards FRNSW, the public, and other AFASPs.
- 3.3 Always inform clients and prospective clients of the correct company or business name of the AFASP (as identified on the *Application for Connection as an AFASP* form (AFA-F-01), and will not represent that a trading name is itself an AFASP.
- 3.4 Consult with FRNSW on all critical issues as they arise, and cooperate with FRNSW and with other AFASPs to resolve such issues.
- 3.5 Use information provided by FRNSW only for the purpose for which it is provided and which is stated at the time of provision.
- 3.6 Comply with any requirement stated by FRNSW to maintain confidentiality of any disclosed information.
- 3.7 Not use information related to any third party for the purposes of excessive solicitation or other invasions of the privacy of these third parties.

- 3.8 Report immediately in writing to FRNSW any known or suspect:
- (a) Breach of this *AFASP Code of Conduct* (AFA-P-32), together with reasons;
  - (b) Other unfair or unethical behaviour or practices together with reasons.

#### 4 Breach of Code of Conduct

- 4.1 A breach of this *AFASP Code of Conduct* (AFA-P-32) by an AFASP will be deemed default by the AFASP of an obligation under the *Fire and Rescue NSW Automatic Fire Alarm System Agreement Terms and Conditions* (AFA-C-01).

#### 5 AFASP Agreement to Comply with Code of Conduct

Execution – Applicant AFASP to Complete (See Note Below)			
The applicant agrees to comply with the <i>AFASP Code of Conduct</i> (AFA-P-32).			
Executed for and on behalf of:			
Full Company or Business Name ( <i>Print</i> )			
ACN or Registered Business Number			
Company or Business ABN			
in accordance with section 127(1) of the <i>Corporations Act 2001</i> (Cth) by authority of the Directors:			
Dated ( <i>Insert Date in Words</i> )			— — — —
	Day of	Month	Year
Name of Director ( <i>Print</i> )			
Signature of Director			
Name of Director/Secretary ( <i>Print</i> )			
Signature of Director/Secretary			

**Note:** If the Business is a Partnership this document is to be executed by all Partners of the Business.