

Standards Of Conduct

Our Relationship With Our Customers

Alarm One serves the residential market providing life-safety-security alarm systems and services.

We Obey All Laws and Regulations

Our Customer relationships are critical to Alarm One. In meeting our Customer's needs, the Company is committed to doing business with integrity and in accordance with all applicable laws. Systems must be purchased, installed, programmed, and serviced to high internal standards and to comply with external regulations, the standards of approval entities, the guidelines of Authorities Having Jurisdiction (AHJ), and any applicable contractual obligations.

We Provide Quality Products and Services

Committed to the excellence performance levels of a Six Sigma Company, we will provide products and services that meet or exceed our Customers' expectations for quality, integrity and reliability, and we will satisfy their requirements with on-time response, performance, and at competitive prices.

- When our systems are installed for a Customer they will be installed to fully meet the promised performance levels for life-safety-security alarm system detection.
- Where inspection or testing is required to confirm conformance to specifications and promised operational capabilities, there will be no misrepresentation of data or falsification of records.
- Our products and system installations will be fully functional and safe for use by our Customers and other end-users, and they will meet all applicable standards and regulations.
- No product or system that has been used, other than normal testing or reconditioned equipment by Alarm One or our equipment provider, will be resold as new equipment.

We Seek Business Openly and Honestly

Sales are the lifeblood of the organization, and we will market our technologies, products, and services fairly and vigorously based on their proven quality, integrity, reliability, and price.

- Alarm One strictly prohibits bribes, kickbacks, or any other form of improper payment, direct or indirect, to any Customer in order to obtain a contract or some other benefit. The Company also prohibits any Employee from accepting such payments from anyone.
- It is Alarm One's policy to avoid any misstatement of fact or misleading impression in any of its advertising, promotions, literature, exhibits, or other statements.

- We will communicate clearly and precisely, either orally or in writing, so that our Customers understand the terms of our contracts, including performance criteria, costs, and schedules.
- We will make certain that marketing expenditures are necessary, prudent, job-related, and consistent with Company policies.
- We will establish competitive prices for our products and services.

We Follow Accurate Billing Procedures

The Company will reflect accurately on all invoices to Customers the sale price and terms of sales for products sold or services rendered. Every Employee has the responsibility to maintain accurate and complete records. No false, misleading or artificial entries may be made on Alarm One's books and records.

We Provide Professional Monitoring Services

The Company will provide monitoring coverage for Alarm One Customer systems in high quality Monitoring Center's (Central Stations). Our Monitoring Center(s) comply with all regulatory (Underwriter's Laboratories), AHJ's (Authorities Having Jurisdiction), and other professional requirements to meet or exceed industry performance levels and standards.

Our Relationship With Our Employees

We believe that Alarm One should expect its Employees.....

- To be open, honest, and to act with integrity.
- To treat others with respect and dignity.
- To take responsibility and initiate action for the constructive resolution of problems.
- To understand their role, responsibilities, and their importance to the Company.
- To understand the expectations and performance measurements they have agreed upon with their Supervisor.
- To continually strive to develop themselves, increasing their contributions, and value within the Company.
- To set challenging goals and compete against themselves, stretching to reach their potential.
- To be responsive to Customers.
- To recognize their importance of their impact on profitability.
- To take pride in their work.

We believe that Alarm One Employees should.....

- Be treated with integrity and openness.
- Be rewarded equitably for contributions and performance.
- Be regarded as unique, valued individuals.
- Be encouraged to use initiative and innovative approaches to problem solving.
- Be able to receive clear definitions of their role within the Company.
- Be able to receive regular assessment of their performance.
- Be provided with opportunities, developmental programs, and support for personal and professional growth within the Company.

- Be assured realistic and challenging objectives will be set and clearly communicated by the Company, and that the Company will routinely provide feedback on the status of those objectives.
- Know that the Company will operate in a profitable manner.
- Know that the Company will emphasize quality in everything we do.