



NATIONAL ASSOCIATION OF POLICE EQUIPMENT DISTRIBUTORS

Code of Conduct

We, as members of the National Association of Police Equipment Distributors, recognize that the products and services we provide have a significant impact on the quality of life for the entire public. Our customers in the Law Enforcement and Security communities protect the public's safety and property. Our job is to provide the tools and services that allow these brave men and women to do their job as safely as possible. As we perform our services, we will demonstrate the highest level of professionalism, competence, integrity, and customer service. Accordingly, we adhere to the N.A.P.E.D. Code of Conduct, which states:

- We will fulfill our obligations to our customers in an efficient and competent manner and with complete honesty.
- We undertake to provide only those products and services for which we are competent by way of education, training, and experience.
- We strive to maintain our proficiency by a process of continually updating our product knowledge and skills.
- We will analyze the needs of our clients as completely and professionally as possible based on all available information, and make honest recommendations to fulfill those needs.
- We strive to warn of any issue we notice that may affect the safety of our customers.
- We will take our financial commitments seriously and strive to keep our accounts current with our suppliers.
- We recommend each NAPED General and Associate Member be a member of their local Better Business Bureau. Whether a member of their Better Business Bureau or not, poor ratings of an active or potential Member or Associate Member by the Better Business Bureau may result in suspension of NAPED membership privileges or a delay in application approvals until action is taken to improve an unsatisfactory rating.