

NENA INSTITUTE BOARD

ENP Policy & Procedure

ENP 9-1-1

Emergency Number Professional Code of Ethics

Emergency Number Professionals (ENPs) must maintain professional standards of competence, morality and integrity. To accomplish this, the NENA Institute Board has adopted the following Code of Ethics as a guideline to ascertain that an individual is initially qualified and eligible to maintain status as an Emergency Number Professional, and to establish grounds for possible suspension or revocation.

- 1) ENPs shall place the needs of the public as their first priority.
- 2) ENPs shall obey all laws and regulations and should avoid any conduct or activity that would cause harm to citizens that they serve.
- 3) ENPs shall continually seek to maintain and improve their knowledge, skill and competence related to emergency communications, through education, training, and other methods of self-improvement.
- 4) ENPs shall faithfully and diligently perform their assigned duties to the best of their ability.
- 5) ENPs shall foster awareness and understanding of the importance of emergency communications.
- 6) ENPs shall strive to meet the highest standard of personal conduct and maintain the integrity and reputation of Emergency Number Professionals by adhering to this Code of Ethics.