



CADSolar Member Code of Ethics

As a CADSolar Member organization, we acknowledge our responsibility to uphold the highest ethical standards in the solar, storage, and renewable energy industry. Our commitment to these principles ensures the trust of our customers, the safety of our workers, and the sustainability of our environment. This Code of Ethics reflects our dedication to professionalism, integrity, and excellence in all our business practices.

1. Integrity and Transparency

- 1.1 We will conduct our business with honesty, fairness, and transparency, ensuring that all communications, marketing, and representations are truthful and not misleading.
- 1.2 We will avoid all forms of misleading or deceptive sales practices, including exaggerating product capabilities, misrepresenting potential savings, or omitting critical information that could affect a customer's decision.
- 1.3 We will provide accurate, clear, and comprehensive information to customers, suppliers, and partners, ensuring that all parties have a full understanding of the products, services, and terms involved.

2. Commitment to Quality

- 2.1 We will strive to deliver the highest quality products and services, adhering to industry best practices and standards in all aspects of solar panel and battery sales, supply, installation, and servicing.
- 2.2 We will ensure that our work meets or exceeds all applicable regulatory requirements and industry standards, and we will seek continuous improvement in our processes and offerings.
- 2.3 We will honor all warranties and service agreements, ensuring that customers receive the full benefits of any guarantees provided. In the event of any issues, we will work diligently to resolve them to the customer's satisfaction.

3. Customer Focus

- 3.1 We will prioritize the needs and satisfaction of our customers, treating them with respect, courtesy, and professionalism.
- 3.2 We will clearly inform customers of any changes to the design, installation details, or scope of work prior to implementation, ensuring that they are fully aware of and agree to the changes before proceeding.
- 3.3 We will honor all commitments, warranties, and service agreements, working diligently to resolve any issues or concerns in a timely and effective manner.



4. Environmental Stewardship

- 4.1 We are committed to reducing the environmental impact of our operations, promoting the use of sustainable energy solutions, and minimizing waste.
- 4.2 We will educate our customers and the community about the environmental benefits of solar energy and the importance of sustainable practices.

5. Health and Safety

- 5.1 We will prioritize the health and safety of our employees, customers, and the public by adhering to all relevant safety regulations and maintaining a safe working environment.
- 5.2 We will ensure that all employees and subcontractors are properly trained in safety procedures and are equipped with the necessary tools and knowledge to perform their duties safely.

6. Professionalism and Competence

- 6.1 We will maintain a high level of professional competence, continuously improving our knowledge, skills, and practices to stay at the forefront of the industry.
- 6.2 We will ensure that all employees and subcontractors are qualified, trained, and capable of performing their roles effectively and professionally.

7. Respect for Laws and Regulations

- 7.1 We will comply with all applicable federal, provincial, and local laws, regulations, and codes governing our industry.
- 7.2 We will obtain all necessary permits, licenses, and approvals for our projects and ensure that our work is inspected and certified as required.

8. Insurance and Risk Management

- 8.1 We will carry comprehensive insurance coverage, including liability insurance, that meets or exceeds industry standards to protect our customers, employees, and business.
- 8.2 We will ensure that our insurance includes coverage to protect homeowner product warranties in the event that our business ceases operations, providing customers with peace of mind regarding the longevity and reliability of their investment for the full duration of any warranties provided.

9. Ethical Business Practices

- 9.1 We will avoid conflicts of interest and will conduct our business in a manner that is free from bribery, corruption, or any unethical practices.
- 9.2 We will treat all stakeholders—customers, employees, suppliers, and competitors—with fairness and respect, fostering an environment of trust and cooperation.



10. Confidentiality and Data Protection

- 10.1 We will respect the confidentiality of our customers' and partners' information, using it only for its intended purpose and in compliance with applicable data protection laws.
- 10.2 We will implement appropriate measures to protect sensitive information from unauthorized access, disclosure, or misuse.

11. Accountability and Responsibility

- 11.1 We acknowledge that our organization is accountable for its actions and decisions and will take responsibility for the outcomes of our business practices.
- 11.2 We will engage in continuous self-assessment and strive for improvement, recognizing that ethical business conduct is essential to our long-term success and the sustainability of our industry.

12. Revocation of Membership

- 12.1 We understand that CADSolar reserves the right to revoke our membership at any time, without notice or reason. In the event of revocation, our organization's name will be immediately delisted from the CADSolar website, and no refunds will be issued. We agree that we are without remedy in such cases.

Acknowledgment

As a CADSolar Member Organization, we commit to upholding this Code of Ethics, recognizing its importance in maintaining the integrity and reputation of CADSolar, our fellow members and partners, and the solar and storage industry in Canada.

Name (print) _____ Title _____

Organization _____ Date _____

Signed _____

For office use only

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