



## CADSolar Member Standards of Conduct & Professional Practice

As a CADSolar Member Organization, we recognize that our actions reflect on the entire solar and renewable energy industry. We are committed to adhering to the following standards of conduct and professional practice to promote trust, safety, and excellence in all our business operations.

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### 1. Integrity and Honesty

- 1.1 We will conduct our business with integrity, honesty, and transparency, ensuring that all representations made to customers, suppliers, and stakeholders are accurate and truthful.
- 1.2 We will provide clear, truthful, and comprehensive information regarding products, services, pricing, and warranties, avoiding any form of misrepresentation or deceptive practices.

### 2. Compliance with Laws and Regulations

- 2.1 We will comply with all applicable federal, provincial, and local laws, regulations, and codes governing the sales, supply, installation, and servicing of solar panels and batteries.
- 2.2 We will obtain all necessary permits, licenses, and approvals for each project and ensure that all work is inspected and certified as required by the relevant authorities.

### 3. Quality and Safety

- 3.1 We will ensure that all products and services offered meet or exceed industry standards, including the use of certified, high-quality materials and equipment.
- 3.2 We will prioritize safety in all aspects of our work, implementing and maintaining rigorous safety protocols to protect workers, customers, and the public.

### 4. Professionalism and Competence

- 4.1 We will maintain and continuously improve our professional knowledge and skills, staying informed about the latest industry developments, best practices, and technological advancements.
- 4.2 We will ensure that all employees and subcontractors involved in the installation and servicing of solar panels and batteries are properly trained, qualified, and competent in their roles.

### 5. Environmental Responsibility

- 5.1 We will strive to minimize the environmental impact of our business operations, promoting sustainable practices in the sourcing, installation, and disposal of materials and equipment.
- 5.2 We will educate our customers about the environmental benefits of solar energy and energy storage systems, encouraging the adoption of renewable energy solutions.

### 6. Customer Service and Satisfaction

- 6.1 We will treat all customers with respect, fairness, and courtesy, responding promptly and effectively to inquiries, complaints, and concerns.
- 6.2 We will honor all warranties, service agreements, and commitments, working diligently to resolve any issues to the customer's satisfaction.



7. Confidentiality and Data Protection

- 7.1 We will respect the privacy of our customers and protect their personal information, using it only for the purposes for which it was collected and in compliance with applicable data protection laws.
- 7.2 We will not disclose confidential business information of our customers, suppliers, or partners without their explicit consent.

8. Conflict of Interest

- 8.1 We will avoid conflicts of interest and disclose any potential conflicts to relevant parties. We will not engage in practices that place personal or financial gain above our professional responsibilities.

9. Dispute Resolution

- 9.1 We will seek to resolve any disputes with customers, suppliers, or other stakeholders amicably and professionally, utilizing mediation or arbitration when necessary to avoid litigation.

10. Commitment to Ethical Practice

- 10.1 We will adhere to this Code of Conduct and Professional Practice in all our business dealings, understanding that failure to do so may result in disciplinary action by CADSolar, up to and including termination of membership.
- 10.2 We acknowledge that while CADSolar provides guidance on ethical conduct, CADSolar is not liable for the actions of its member organizations, and adherence to this code is a voluntary commitment to uphold industry standards.

11. Membership Revocation

- 11.1 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.

As a member organization of CADSolar, we commit to upholding these Standards of Conduct and Professional Practice, recognizing their importance in maintaining the integrity and reputation of the solar and renewable energy industry in Canada.

Name (print) \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ Date \_\_\_\_\_

Signed \_\_\_\_\_

*For office use only*

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