

Solar Industries Association Code of Conduct

All members of the Solar Industries Association must abide by this Code of Conduct and failure to do so may be a basis for suspending or canceling of membership.

All SIA members:

Shall act so as to uphold and enhance the honour, integrity and dignity of the solar industry, its members, and the Association by maintaining at all times high personal and business standards.

Shall ensure the safety and satisfaction of the customer and of the Community as it is effected by methods and workmanship to the best of that person's ability, and ensure that the highest standards of courtesy and consideration of customers and fellow members is maintained.

Shall use appropriate materials taking into consideration the SIA recommended specifications, codes of practice and similar, and the customers best interests.

Shall not express or imply, outside a meeting of the Association, criticism of:

The workmanship of another member.

The account of another member,

The product of another member,

Shall ensure that any person claiming faulty workmanship or disputing an account shall be referred to the member, or to the Association, and in the case of complaint regarding inferior workmanship or account the member concerned shall either:

Make good or replace the work that is subject to the complaint, or recalculate his charge. With a complaint the member shall deal with it.

Have the case investigated by the Association Complaints Committee and agree to abide by its decision.

Shall only undertake advertising that is strictly truthful, and false or misleading claims will not be acceptable. Promotion of products should be within the guidelines agreed at an AGM from time to time.

Shall apply their skill and knowledge in the interest of their clients or employers for whom they act as faithful agents or trustees.

Shall regard as confidential any information concerning the business and technical affairs of their clients or employers.

Shall inform their clients or employers if circumstances arise in which their judgment or the independence of their service may be compromised by reason of business connections, personal relationships, interests or affiliations.

Shall deal honestly and truthfully with clients, employers and government agencies in all matters pertaining to payments, discounts, rebates and grants and the conditions applying to them.

Shall continue their professional development throughout their careers and shall assist and encourage other accredited persons to similarly advance their knowledge and experience.

Shall observe and conform to all relevant Standards and all relevant Association guidelines, and all applicable laws, ordinances, regulations and codes of practice.

Shall promptly report any apparent breach of any of the above rules by a fellow accredited person or applicant for accreditation to the Association's Executive Committee via its Executive Officer.

Shall promptly report any apparent breach of any of the above rules by a non-accredited person operating in or making statements about the solar industry to the SIA Executive Committee to allow an appropriate response to be made by the Association.