

REIAoN CODE OF CONDUCT

Preamble:

The purpose of this Code of Conduct is to enhance the standards and trustworthiness of the industry in its entirety. REIAoN wants to be instrumental in developing a sustainable market of high standards in quality and integrity. REIAoN will not promote the interests of one particular company or product but will strive towards a level playing field to benefit all players within a developing National Economy that serves the people of Namibia in the spirit of Harambee.

Membership of REIAoN implies the acceptance of this Code of Conduct. Failure to adhere to REIAoN's Code of Conduct may result in the suspension or cancellation of the membership.

As a member of REIAoN, I the undersigned, undertake to

1. uphold, promote and enhance the integrity of the Namibian renewable energy and energy efficiency industry;
2. advance and promote REIAoN as the country's umbrella organisation for all matters relating to the supply of renewable energy and energy efficient technologies, products and processes in Namibia, as well as services and trainings;
3. maintain the highest personal and business standards in my dealings with members of the public, irrespective of whether or not they are or may be my clients, as well as in those with fellow members of REIAoN;
4. ensure that I serve potential and actual customers to their satisfaction by applying strict controls as to the methods and workmanship in all projects and services that are provided or influenced as a result of my actions and those under my control or that of my staff;
5. provide customers with value for money products aimed at matching monetary value to the service provided. Provide enabling environment for customers after product has been sold.
6. ensure that the highest standards of courtesy and consideration of customers as well as members of REIAoN are maintained in all business interactions at all times;
7. only use appropriate designs, products and materials that meet local and/or regional specifications, as may be part of applicable standards, guidelines, codes of practice and similar, in the interest of my customers and the promotion of renewable energy and energy efficiency in Namibia;
8. refrain from expressing or implying, outside any REIAoN meetings, denouncing remarks in regard to other members of REIAoN, and/or their workmanship, products and methods used or applied; I will instead seek internal channels to criticize other members' performance and/or technology or services with the aim to improve the general standard of delivery of the industry in its entirety.
9. ensure that any person claiming faulty workmanship or disputing an account shall be referred to the relevant member of the Association, or to the chairperson of REIAoN;
10. warrant that in the case of a complaint regarding inferior workmanship, products, services or accounts, I shall either make good or replace the work that is subject to the complaint, failing which I undertake to
 - a. abide by the decision of REIAoN's ad hoc Complaints Committee, which will be tasked to investigate all disputes arising between one or several customers and one or several members of the Association, which could not be resolved between the affected customer(s) and the member(s) providing products and/or services;
11. advertise my products and services in a strictly truthful manner, and without drawing unfair, false or misleading claims against products and/or services offered by other REIAoN members or non-members;

12. regard as confidential any information concerning the business and technical affairs of my clients, staff and those of other REIAoN members;
13. continue my professional development throughout my career, and assist and encourage my staff as well as other members of REIAoN to similarly advance their knowledge and experience to the benefit of the renewable energy and energy efficiency sector in Namibia, and the country's development;
14. Contribute to the efforts of REIAoN to establish relevant standards of Vocational Training and employees' upgrading by:
 - a. Avail my experience and knowledge to young upcoming employees
 - b. Providing places for trainees if my operations allow for that without compromising the quality of my work or safety and security of my operations
 - c. Give input to questionnaires and other means of gathering information on request of REIAoN
 - d. Contribute to the coordination of activities done at REIAoN towards raising awareness renewable energy in the country. Support the REIAoN with key sector alliances namely construction industry to promote green climate environment.
15. Inform my clients in case circumstances arise in which my judgement or that of the company I represent may be compromised by whatever reason, including but not limited to personal relationships, conflict of interest, prior affiliation or otherwise;
16. deal honestly and truthfully with clients, staff, members of REIAoN in all matters pertaining to product performance, warranties and guarantees, discounts, payments and rebates, and the conditions applying to them;
17. observe and conform to all relevant laws, regulations, standards, codes of practice as may be applicable in any given professional interaction with my clients, staff and other members if REIAoN;
18. report any apparent or suspected breach of any of the above rules by a fellow member of REIAoN to the REIAoN Board via any one of the elected representatives of the Board; and
19. report any apparent or suspected breach of any of the above rules by non-members of REIAoN, so as to afford the Association an opportunity to respond to such matters in order to minimise any potential or actual harm to members of REIAoN, and/or the Namibian renewable energy and energy efficiency industry, or otherwise.

I,....., in my capacity as of
, herewith undertake to abide by REIAoN's Code of Conduct
 in all business and other interactions with members of the public, irrespective of whether they are
 my clients, as well as in my interactions with other REIAoN members and third parties.

Name:

Signature:

Date:

Witness 1:

Witness 2:

Name:

Name: