

ARISEIA CODE OF ETHICS

The Arizona Solar Energy Industries Association and its members recognize certain obligations to the general public, to their customers, to the industry and to related professions and industries. These obligations bind the members of the Association to conduct business and promote their products and services in a manner which assures the public health, safety and welfare through careful design, installation, operation and maintenance of solar energy systems, and which contributes to the professional advancement of the Solar Energy Industry. This code of ethics is designed to promote the solar industry, and provide the highest standards of quality, professionalism, and customer service to our consumers while not inhibiting the growth of the solar industry itself. To fulfill these obligations, members of ARISEIA pledge to uphold the following principles:

FUNDAMENTAL CANONS

Members shall maintain the highest ethical standards of advertising, selling, installation and service guided by the principles of honesty and integrity.

Hold paramount the safety, health and welfare of the public in the performance of their duties.

Members shall act in professional matters for each employer or client as faithful agents or trustees.

Members shall avoid deceptive acts in the solicitation of solar work.

1. Members, to the best of their ability and knowledge, shall design, engineer, manufacture, sell, and install systems in compliance with applicable codes, standards, and licensing.
2. Members shall offer and honor clear, understandable warranties that comply with all applicable state and federal regulations.
3. Members shall not falsify or permit misrepresentation of their professional qualifications (license status, years in business, etc) as a solar contractor.
4. Members shall present honestly the capabilities, performance, and energy savings potential of solar products and systems.
5. Members shall employ knowledgeable sales personnel, trained in the solar products they market to provide customers with up-to-date, understandable product information.
6. Members shall quote realistic prices and completion dates, and absent any unforeseeable factors, shall strive to full fill these estimates.
7. Members shall not knowingly quote a project that does not meet solar and other applicable codes or knowingly present bids on work with the intent of profiting from change orders, (which is considered a significant deceptive practice.)
8. Members shall perform contracting services only in their area of expertise.

9. Members shall not affix their signatures to any plans or documents dealing with subject matter in which they lack competency.

PROFESSIONAL OBLIGATIONS

Members shall be guided in all their professional relations by the highest standard of integrity.

Members shall admit and accept their own errors when proven wrong and take appropriate action to correct the error.

Members shall observe and foster the highest standard of safety and working conditions for employees.

Members shall not attempt to injure, maliciously or falsely, directly or indirectly, the professional reputation and practices of other members, nor untruthfully criticize other members.

Members shall actively participate in the training of skilled tradespeople for the future welfare of the solar energy industry.

Members shall not attempt to attract an employee from another firm by false or misleading pretenses.

Members shall endeavor to extend public knowledge and appreciation of solar energy systems, their achievements and effect on the environment and to protect the solar energy profession from misrepresentation and misunderstanding.

Members shall avoid all practices which are likely to discredit the profession or deceive the public.

CODE OF ETHICS REVIEW PROCESS

The Board of Directors of the Arizona Solar Energy Industries Association has developed procedures to ensure due process to any member accused of an ethics violation. Furthermore, all information, conversation, and documentation found during this process shall be held in the strict confidence to protect the interest of all parties.

Most cases will begin with a letter or a telephone call to ARISEIA indicating that someone believes that a violation of the Code of Ethics has occurred. The first step in the process is asking the complainant to fill out an official form which asks for detailed information on the alleged violation, specific sections of the Code of Ethics which have been violated, names and addresses of the complaining party and the member of ARISEIA whose conduct is being questioned, and signature of the complainant. Unsigned complaint form will not be processed.

Once a complaint has been received, the Executive Director and/or Ethics Committee Chair will send a copy of the original complaint to the party who allegedly violated the Code of Ethics. This copy is sent by certified mail, return receipt requested. In the transmittal to the affected party, it will be asked for a written response within ten (10) days of receipt of the written complaint. Once the complaint and the response are received, they are forwarded to the Ethics Committee and the complaint is reviewed.

The first activity of the Committee is to establish the validity of the complaint and determine whether there has been a breach of the Code of Ethics. If the Committee determines that the allegations of the complaint are sufficient to establish a violation of the Code of Ethics, then the Committee may order an investigation of the case.

If an investigation is warranted, the committee will appoint an investigative team supported by the Executive Director, the investigation is limited to the allegations of the complaint however, additional complaints may be filed based on the facts discovered during the investigation.

The investigation is confidential and the investigators must remain unbiased and impartial. If, at any time, he or she cannot be unbiased and impartial, he or she should ask to be disqualified from the investigation.

Upon completing the investigation and interview of appropriate parties, the investigative team prepares a written report and, together with any material that might make up the investigatory file, delivers the report to the Board through the Executive Director, in a Executive session only (Executive session is defined as a closed "Board Member Only" meeting). The investigative report only describes pertinent information obtained through interviews of witnesses, describing any conflicts in evidence received. The report does not contain any determination or speculation as to whether the evidence indicates a breach of the ethics code and makes no recommendations based on the respondent's guilt or innocence.

A copy of the investigative report is delivered to both the complainant and respondent by certified mail and each has the opportunity to file a written response. The Executive Director shall include in his letter of transmittal of the investigative report notice that any written response to the investigative report must be received within ten (10) days from the date of receipt of the report.

After receipt of the investigative report and their response, if any, from the complainant and respondent, the Board determines whether a hearing should be held or whether no violation occurred. Should the Board determine that a hearing is appropriate, the respondent is invited to attend and present his position on the matter or accept the ruling of the Board in absentia.

The Board after reviewing the investigative report and hearing the presentation, if any, by the respondent may choose one of six actions.

1. The Board may determine that there exists insufficient evidence to warrant further action and dismiss the case. All information will remain confidential and be knowledge to only Board members and affected parties.

2. The Board may issue a "Letter of Caution" to anyone who is found to have committed a minor violation which does not warrant a more severe level of action. The "Letter of Caution" is intended to be an educational instrument which discusses the violation and proposes a remedy. All information will remain confidential and be knowledge to only Board members and affected parties.

3. The Board may issue a letter of "Reprimand" by a letter from the President of the Association, a copy of which shall be placed in the files of the Association. All information will remain confidential and be knowledge to only Board members and affected parties.

4. The Board may "Censure" a member for a period of time up to one year. The censured member retains association membership, however may not hold a position on the Board of Directors of the Association for 12 months after the end of the censure period. This information may be made common knowledge to ARISEIA membership based on the Boards authorization of dissemination.

5. The Board may decide upon the "Suspension" of the member for a definite period of time, not to exceed three years after which they may make application for readmission to membership. Application for readmission to membership must be approved by the Board of Directors. This information may be made common knowledge to ARISEIA membership based on the Boards authorization of dissemination.

6. The Board may decide on the "Expulsion" of the member from the Association. The expelled member shall be permanently barred from readmission to membership in the Association. This information may be made common knowledge to ARISEIA membership based on the Boards authorization of dissemination. If at any time during the complaint or investigation process, the complaint is withdrawn because the party has been satisfied, the process can be terminated and no further action will be taken.