

COLORADO SOLAR AND STORAGE ASSOCIATION CODE OF ETHICS

The COSSA Code of Ethics is designed to establish high quality standards in product, pricing, service, warranties and more among COSSA members. COSSA is not a law enforcement entity, but we can remove members for violations of the Code of Ethics. It is our intention that membership in COSSA demonstrates a certificate of quality upon which consumers, business owners, regulators and other stakeholders can depend.

COSSA 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 COSSA members to conduct business and promote their products and services in a manner that serves the public health, safety and welfare through careful design, installation, operation and maintenance of solar energy and storage systems, and that 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 supporting the growth of the solar industry itself. To fulfill these obligations, members of COSSA pledge to uphold the following principles:

- Members shall maintain the highest ethical standards when advertising, selling, installing and servicing, guided by the principles of honesty and integrity.
- Members shall hold paramount the safety, health and welfare of the public in the performance of their duties.
- Members shall act in a professional manner in their interactions with the general public, consumers, and other professionals.
- Members shall not engage in deceptive acts in the solicitation of solar energy or storage work.
- Members shall design, engineer, manufacture, sell, and install systems in compliance with applicable codes, standards and licensing and in a manner compatible with public health, safety, and environmental values.
- Members shall be clear about warranties associated with product offerings, and comply with all local, state and federal regulations associated with warranties.
- Members shall not falsify or misrepresent their qualifications as a solar energy or storage contractor.
- Members shall employ knowledgeable sales personnel, trained in the solar products they market to provide customers with up-to-date, understandable product information.
- Members shall present honestly the capabilities, performance, and benefits of solar products and systems, including without limitation any energy savings potential.
- Members shall quote realistic prices and completion dates, and shall strive to fulfill these estimates.

- Members shall accurately and honestly represent any financing mechanism in any transaction so as to be highly transparent and forthright as to its terms.
- Members shall conform to the law and intent of federal, state, utility, and local incentives and fairly represent the impact of such incentives in all transactions.
- Members' proposals shall include all known costs necessary for the project to comply with applicable building codes, inspection protocols and utility regulation compliance costs.
- 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.
- Members shall perform contracting services only in their area of expertise.
- 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 standards 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 may freely engage in competitive advertising and promotion that is truthful and non-deceptive. However, 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 positive effects 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.
- Members shall promote an awareness of the responsibilities that entities and individuals have as citizens, and strive to gain respect for the solar energy industry as a good citizen in the local community, state and nation.

- Members shall act to protect the interests of our clients and, in the case of business-to-business relationships, the consumers they serve.
- Members shall respect and value diversity. Members shall not tolerate physical violence or harassment of any kind. Members shall protect the confidential personal information of all customers and employees.
- Members shall accurately and honestly represent its primary business category and relevant revenue for purposes of COSSA membership.
- Members shall promptly pay their annual investment dues once invoice has been provided. If a membership invoice is over 60 days past due, COSSA reserves the right to terminate their membership, including all benefits, immediately.
- Members shall support the mission and goals of COSSA.

CODE OF ETHICS REVIEW PROCESS

COSSA recognizes its responsibility to the general public and has developed procedures to provide a fair review process for members who are accused of a violation of this Code of Ethics.

An alleged ethics violation complaint may be initiated by any COSSA member, a consumer, a local or state official, or a COSSA employee. Upon receipt of a complaint, a copy will be sent to the member who is involved in the alleged ethics violation. Such member shall provide a written response within 10 business days of the receipt of the written complaint.

Upon receipt of the written response, it will be the responsibility of the Board to establish the validity of the complaint and to determine if enough evidence exists to establish a violation of the Code of Ethics. If the majority rules that sufficient evidence exists to warrant an investigation, the Board may recommend an investigation of the case. All investigations will be confidential and be carried out in an impartial and unbiased manner. Upon a thorough investigation by the Board or a committee or other entity designated by the Board, including evidence from both parties involved in the complaint, the Board may decide, after a vote of all Board members is taken, on any of the following remedies, provided that the actions identified in d. and e. below shall require a unanimous vote by the Board:

- a. No violation has been committed.
- b. A minor violation has been committed and the Executive Committee will issue a letter of caution, including an order to correct such violating behavior, which will be kept on file, but maintained confidential.

c. A violation has been committed and the Executive Committee will issue a letter of reprimand to the member, including an order to correct such violating behavior, which will be kept on file, but maintained confidential.

d. A major violation has been committed and the Executive Committee may issue a suspension of the member for a period not to exceed one year, after which the suspended member may re-apply for membership after demonstrating that such violating behavior has been remediated to the satisfaction of the Executive Committee, which application must be approved by the Executive Committee. During the suspension, the member's name will be removed from the COSSA website.

e. One or more major violations have been committed and the Executive Committee may permanently expel the member and remove their name from the COSSA website.

The subject member shall be promptly informed of the Board's determination and the right to appeal as described below.

APPEALS PROCESS

An appeal shall be filed by a member within 10 business days of being informed of the Board's decision. The appeal may be filed based on new or previously undisclosed information. The appeal process is made available to give every member a reasonable means for resolution.

Appeals must be made in writing to the Executive Committee of the COSSA Board, and must contain the new or previously undisclosed information. The Executive Committee may rule that the new or previously undisclosed information constitutes grounds for a new investigation or review, or reversal of its previous decision, and shall recommend appropriate action to the full Board, which shall make a final determination on a final course of action, in accordance with the procedures above.