

# Renewable Energy Vermont's

## Code of Ethics and Standards of Conduct



As a member of Renewable Energy Vermont, we are committed to conducting our business in an ethical manner and upholding the integrity of the clean energy and climate economy trade sector. As part of this commitment, we pledge to protect consumers and our profession by upholding these standards.

### CODE OF ETHICS

- Treat all clients, consumers, regulators and other professionals and organizations fairly, courteously, and in a timely manner;
- Provide safe and quality services to clients and consumers;
- Respect and promote the rights of clients and consumers by offering only professional services that we are qualified to perform, and by adequately informing clients and consumers about the nature of proposed services, including any relevant concerns or risks;
- Maintain the confidentiality and privacy of all client and consumer information;
- Avoid conduct which may cause a conflict with the client or others;
- Engage in ethical business practices, including accurate and truthful representations concerning professional information and system performance expectations;
- Respect the intellectual property and contributions of others; and
- Further the professionalism of renewable energy and climate economy services.

### STANDARDS OF CONDUCT

The following Ethical Standards of Conduct reflect professional practice standards, and set forth the minimum ethical standards of professional conduct that Members of REV are expected to abide.

#### SECTION A: COMPLIANCE WITH LAWS, POLICIES, AND RULES RELATING TO THE PROFESSION

1. REV Members will be aware of, and comply with, all applicable federal, state, and local laws and regulations governing their professional activities. REV Members will not knowingly participate in, or assist, any acts that are contrary to applicable professional laws and regulations.
2. REV Members will be aware of, and comply with, all REV rules, policies, and procedures, including rules concerning the appropriate use of REV membership and the proper representation of REV values.
3. REV Members will make all reasonable and appropriate efforts to promote compliance with, and awareness of, all applicable laws, regulations, and REV rules and policies governing the profession.
4. REV Members will provide accurate, truthful, and complete information to REV concerning their membership application and all professional certifications, and will



submit valid application materials for fulfillment of current certification and recertification requirements.

5. REV Members will maintain the security, and prevent the disclosure, of any confidential REV information.
6. REV Members will report possible violations of this Code of Ethics/Standards of Conduct to the REV Executive Director.
7. REV Members will cooperate fully with REV concerning the review of possible ethics violations and the collection of related information.

## SECTION B: PROFESSIONAL PRACTICE

1. REV Members will deliver safe, competent services in a timely manner, and will provide quality services with appropriate professional skill and competence.
2. REV Members will recognize the limitations of their professional ability, and will only provide and deliver professional services for which they are qualified. REV members will be responsible for determining their own professional abilities based on education, knowledge, competency, credentials, extent of practice experience in the field, and other relevant considerations.
3. REV Members will provide clients and consumers with adequate and detailed information regarding the nature of the proposed services, and the related options, outcomes, risks, and concerns.
4. REV Members will provide services based on client or consumer requests and needs, and will avoid unnecessary services.
5. REV Members will exercise diligence and thoroughness in providing services, and in making professional assessments and recommendations solely for the benefit of the client or consumer. REV members who offers services to the public will not decline a client or consumer based on age, gender, gender identity, race, color, sexual orientation, national origin, disability, religious affiliation, or any other basis that would constitute unlawful discrimination.
6. REV Members will prepare and maintain all necessary, required, or otherwise appropriate records concerning their professional practice, including complete and accurate client and consumer services records.
7. REV Members will not delegate the responsibility to provide professional services to an unqualified person. Where supervision is appropriate and necessary, a REV member will not delegate responsibility for the provision of professional services without providing appropriate supervision.
8. REV Members will not act in a manner that may compromise his/her professional judgment, performance, or obligation to deal fairly with all clients and consumers.
9. REV Members will be truthful and accurate concerning: (i) all advertising and representations concerning their professional qualifications, experience, competency, and performance of services, including representations related to professional status and/or areas of competence; and (ii) guarantees for any service or the efficacy of any renewable energy system, product, or device.



10. REV Members will avoid any behavior that is clearly contrary to accepted moral, ethical, or legal standards, and that may compromise the integrity of, or reflect negatively on, the profession.

#### SECTION C: CONFLICTS OF INTEREST AND APPEARANCE OF IMPROPRIETY

1. REV Members will not engage in conduct that may cause an actual or perceived conflict of interest between their interests and the interests of their client or organization.
2. REV Members will disclose to clients and organizations any circumstance that could be construed as an actual or perceived conflict of interest, or that could otherwise influence or interfere with the exercise of professional judgment.
3. REV Members will refrain from offering or accepting inappropriate payments, gifts, or other forms of compensation for personal gain, unless in conformity with applicable laws, regulations, and REV rules and policies.

#### SECTION D: COMPENSATION AND REFERRAL DISCLOSURES

1. If responsible for setting professional fees and related costs, REV Members will charge fair, reasonable, and appropriate fees for all professional services, and will provide clients and consumers with truthful and accurate information concerning such fees.
2. REV Members will charge fees that accurately reflect the services provided to the client or consumer.
3. REV Members will make all appropriate disclosures to clients and consumers and prospective clients and consumers regarding any benefit paid to others for recommending or referring their services.
4. REV Members will make all appropriate disclosures to clients and consumers and prospective clients and consumers regarding any benefit received for recommending or referring the services of another person or business.

#### SECTION E: CLIENT CONFIDENTIALITY AND PRIVACY

1. REV Members will maintain and respect the confidentiality of all client and consumer information obtained in the course of a professional relationship, unless: the information pertains to illegal activity; the client or consumer expressly directs the release of specific information; or, a court or government agency lawfully directs release of the information.
2. REV Members will respect and maintain the privacy of his/her clients and consumers.



## SECTION F: RESEARCH AND PROFESSIONAL ACTIVITIES

1. REV Members will be accurate and truthful, and otherwise act in an appropriate manner, with regard to research findings and other professional activities, and will make reasonable and diligent efforts to avoid any material misrepresentations.
2. REV Members will maintain appropriate, accurate, and complete records with respect to research and other professional activities.
3. When preparing, developing, or presenting research or other professional information and materials, the REV Member will not copy or use, in substantially similar form, materials prepared by others without acknowledging the correct source and identifying the name of the author and/or publisher of such material, unless permitted by the authors.
4. REV Members will respect and protect the intellectual property rights of others, and will otherwise recognize and protect the professional contributions of others.

The REV Code of Ethics and Standards of Conduct is consistent with and adapted from the North American Board of Certified Energy Practitioners (NABCEP) and adopted by the REV Board on February 2, 2018.