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## **SOLAR WATER HEATING DIVISION (SWHD) CODE OF CONDUCT AND RESPONSIBILITY**

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SESSA established in 1977 a duly registered NPO, registration number 037-484-NPO, dedicated to the promotion of renewable and energy efficiency development.

The SESSA constitution is referenced, as the SWHD is subject to the SESSA constitution.

The aims of the SWHD are:

- To assist in co-operating, developing, instituting, maintaining and promoting a code of good conduct and practices for the division's membership.

Solar Water Heater business types falling under the division's responsibility:

- Importers
- Manufacturers
- Distributors
- Installers

All applicants for new membership and annual renewal membership must sign an application form indicating that they agree to abide by this Code of Conduct and responsibility and the SESSA constitution. Non conformance will be a basis for cancellation of membership.

All legal entities or persons holding any form of membership with the SESSA Solar Water Heating Division (SESSA SWHD)

1. Shall uphold and enhance the honour, integrity and dignity of the solar industry and the SESSA SWHD by maintaining high personal and business standards at all times.
2. Shall solicit work, advertise and promote their services and products with dignity and truth. Any potentially misleading statements, untruthful statements or actions will result in the member being in breach of this code.
3. Shall ensure the safety and satisfaction of the customer and of the community as it is affected by methods and workmanship to the best of that accredited person's ability, and ensure that the highest standards of courtesy and consideration of customers and fellow members is maintained.
4. Shall apply their skill and knowledge in the interest of their clients or employers for whom they act as faithful agents or trustees.
5. Shall use appropriate materials taking into consideration the legislation, SABS recommended specifications, codes of practice and similar, and the customers' best interests.
6. Shall regard as confidential any information concerning the business and technical affairs of their clients and employers.
7. Shall inform the industry body, their clients or employers if there is a conflict of interest or disagreements.
8. Shall not express or imply, outside an official meeting of SESSA or its SWHD, criticism of:
  - The workmanship of another member
  - The account of another member
  - The product of another member
  - Conduct of another member/members.
9. 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.

10. Shall continue their professional development throughout their careers and shall assist and encourage other accredited persons to similarly advance their knowledge and experience.
11. Shall observe and conform to all relevant Standards and all relevant guidelines, and all applicable laws, ordinances, regulations and codes of practice.
12. Shall promptly report any apparent breach of any of the above rules by a fellow member or applicant for membership to the SESSA SWHD in writing.
13. Shall promptly report any apparent breach of any of the above rules by a non-accredited person operating in, or making statements about, the sustainable energy industry to a member of the Standards, Training and Accreditation committee to allow an appropriate response to be made by the SWHD.
14. Shall ensure that any person claiming faulty workmanship or disputing an account shall be referred to the member, or to the SWHD, and in the case of complaint regarding inferior workmanship the member concerned shall either:
  - Make good or replace the work that is subject to the complaint, or recalculate his charge.
  - Have the case investigated by the SWHD and agree to abide by its decision or the decision made by the appointed SWHD independent agent.
  - Members will be suspended during this investigation period.
15. Shall promptly pay all membership fees and dues as stipulated from time to time by the SWHD management.
16. Members in conflict with any of the above may be deemed not to be in good standing and hence liable for suspension.

I hereby acknowledge to having read Pages 1 and 2. I understand and accept this Code of Conduct and Responsibility and agree by it, being pages 1 and 2.

Name of Organisation		Trading as	
Responsible Manager		Date	

Responsible Manager Signature:

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**Please email this signed document (scanned) to [membership@sessa.org.za](mailto:membership@sessa.org.za)**

**Or fax to 086 688 7005.**