

Solar Installers of Washington, Inc. Member Code of Ethics & Standards of Conduct

Among other primary goals, the Solar Installers of Washington, Inc. (SIW) is dedicated to the implementation of appropriate professional standards designed to protect consumers and the profession. SIW members are expected to act in an appropriate manner, which promotes the integrity of, and reflects positively on, the practitioner, SIW, and the renewable energy profession, consistent with accepted moral, ethical, and legal standards.

CODE OF ETHICS

1. Members shall hold paramount the safety, health and welfare of the public in the performance of their duties.
2. Members shall act in professional matters for each employer or client as faithful agents or trustees.
3. Members shall maintain the highest ethical standards of advertising, selling, installation and service guided by the principals of honesty and integrity.
4. Members shall avoid deceptive acts in the solicitation of solar work.
5. Members, to the best of their ability and knowledge, shall install systems in compliance with applicable codes and standards.
6. Members shall offer and honor clear, understandable warranties that comply with all applicable state and federal regulations.
7. Members shall not falsify or permit misrepresentation of their professional qualifications (license status, years in business, etc.) as a solar contractor.
8. Members shall present honestly the capabilities, performance, and energy savings potential of solar products and systems.
9. Members shall employ well-trained sales personnel to provide customers with up-to-date, understandable product information.
10. Members shall quote realistic prices and completion dates, and absent any unforeseeable factors, shall strive to fulfill the estimates.
11. 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 on profiting from change orders, (which is considered a significant deceptive practice).
12. Members shall perform contracting services only in their area of expertise.
13. Members shall not affix their signatures to any plans or documents dealing with subject matter in which they lack competency.

PROFESSIONAL OBLIGATIONS

1. Members shall be guided in all their professional relations by the highest standards of integrity.
2. Members shall admit and accept their own errors when proven wrong and take appropriate action to correct the error.
3. Members shall observe and foster the highest standard of safety and working conditions for employees.
4. Members shall not attempt to injure, maliciously or falsely, directly or indirectly, the professional reputation and practices of other members, and not untruthfully criticize other members.
5. Members shall actively participate in the training of skilled trades people for the future welfare of the solar energy industry.
6. Members shall not attempt to attract an employee from another firm by false or misleading pretenses.

7. 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.
8. Members shall avoid all practices which are likely to discredit the profession or deceive the public.

CONFLICT OF INTEREST AND APPEARANCE OF IMPROPRIETY

1. The SIW member will not engage in conduct that may cause an actual or perceived conflict between his/her own interests and the interests of his/her client or organization. The SIW member will avoid conduct that causes an appearance of impropriety.
2. The SIW member will act to protect the interests of the client or consumer before his/her own interests, unless such action is in conflict with any legal, ethical, or professional obligation.
3. The SIW member will disclose to clients and organizations any circumstance that could be construed as a conflict of interest or an appearance of impropriety, or that could otherwise influence or interfere with the exercise of professional judgment.
4. The SIW member will refrain from offering or accepting inappropriate payments, gifts, or other forms of compensation for personal gain, unless in conformity with applicable laws and, regulations.