



Members' Code of Conduct

1. Background and purpose

Membership of the Sustainable Energy Association New Zealand Incorporated (SEANZ) is limited to applicants that support the objectives of SEANZ, have been approved by the Board of SEANZ, and comply with the Association Rules.

The purpose of this Members Code of Conduct is to update the previous version and record expectations of all SEANZ Members. These expectations are intended to maintain the integrity of SEANZ and facilitate the effective and efficient pursuit of SEANZ's mission.

This Code of Conduct constitutes a by-law of SEANZ. It was developed by the Board of SEANZ (**Board**) in the pursuit of Objective 9 and Objective 10 of the Rules of SEANZ (**Association Rules**) and adopted by SEANZ in 1st July 2023.

2. Monitoring and compliance

The Board monitors compliance with this Code of Conduct in accordance with the Association Rules. Alleged breaches of this Code of Conduct will be investigated in accordance with the SEANZ Complaints Policy. In accordance with the Complaints Policy, the Board may investigate complaints and determine sanctions (including inviting a member to cancel their SEANZ membership, or cancelling Membership on certain grounds). The complaints investigation and sanction process is set out in full in the SEANZ Complaints Policy

3. Scope and application

This Code of Conduct applies:



- A. to the conduct of all SEANZ Members;
- B. without limitation, to the conduct of SEANZ Members in dealings with SEANZ, dealings with SEANZ Members, dealings with customers and suppliers, dealings with regulators, and dealings with the public;
- C. to the conduct of SEANZ members in physical form and electronic form (including in email and on social media platforms).

4. General Principles

All SEANZ members are expected to manage their conduct such that they:

- A. behave professionally as representatives of SEANZ;
- B. take responsibility for their actions; and
- C. act within the law.

5. Behave professionally

As industry professionals, Members should behave in appropriate and respectful ways at all times. This includes in face-to-face dealings and written, phone and electronic communications. At times, poor behaviour will come from someone else. In these instances, Members should maintain professionalism and respond appropriately without lowering the standard of their conduct.

Expectations of Members include:

- A. conducting themselves and their businesses in methodical, honest and responsible manners;
- B. being knowledgeable about their products and services and the sustainable energy industry;
- C. actively increasing their professional development and industry knowledge;
- D. acknowledging and respecting cultural values of clients and colleagues;
- E. using SEANZ branding only in accordance with policies and guidelines issued by SEANZ;
- F. not engaging in bullying, harassment or discrimination; and
- G. not acting or communicating in ways that have an adverse effect on the Member's reputation or SEANZ's reputation.



6. Take responsibility for your actions

When undertaking work, Members are representing themselves and SEANZ. It is important that Members maintain a high level of trust with stakeholders, get the job done to an acceptable standard for clients, and engage appropriately when things do not go well.

Expectations of Members include:

- A. ensuring their workforce is competent to complete work;
- B. correctly using contracts for services, pricing work fairly and reasonably, maintaining confidentiality of client information, and complying with contractual obligations;
- C. explaining risks to clients, discussing design and construction risks of a project or approach with their clients, and making sure clients understand options available to mitigate those risks;
- D. providing clients with sufficient information and advice to enable them to make informed decisions (if Members are unable to provide their clients with the information or expertise required, they should consider directing them to a suitable person);
- E. being accountable in the event of complaints or issues, taking reasonable steps to communicate with clients in honest and responsive ways, and acting with integrity when resolving problems;
- F. advising clients of any delays as soon as they become apparent, giving realistic timeframes and promptly notify clients if timeframes change; and
- G. acting constructively and in good faith when disputes arise, investigations are carried out and solutions need developing.

7. Acting within the law

It is vital that SEANZ Members comply with laws and regulations relevant to their activities.

Depending on a Member's activities, relevant laws may include the Building Act 2004, the Building Code, Resource Management Act 1991, Construction Contracts Act 2022, Fair Trading Act 1986, Consumer Guarantees Act 1993, Health and Safety at Work Act 2015 (including any successor laws and / or regulations made under these Acts).

Expectations of Members include:



- A. complying with applicable laws and regulations;
- B. performing services in accordance with relevant laws and regulations (for example, the Building Code and local authority by-laws);
- C. honouring guarantees and warranties provided by Members or Members' suppliers;
- D. supplying and installing only products that conform with applicable external standards (or, if an external standard has not been published, in accordance with guidance provided by SEANZ);
- E. maintaining appropriate insurance cover, and
- F. promptly reporting suspected breaches of laws and suspected breaches of this Code of Conduct.

8. Policy review

This document may be reviewed by the Board when deemed necessary.

