Canadian Renewable Energy Association | Association canadienne de l'énergie renouvelable

CanREA Member Code of Conduct

The Canadian Renewable Energy Association ("Association") works to enhance and promote the welfare of the Canadian wind energy, solar energy and energy storage industries. In furtherance of this objective, the Association and its employees strive to maintain the highest standards of conduct and rely on our Members who are part of the Association to similarly promote business practices of:

- Conducting ourselves ethically and without conflicts of interest,
- Safeguarding privacy and confidentiality,
- Fostering a diverse, inclusive and safe business settings and treating each other with respect,
- Protecting the Association's assets.

The Member Code of Conduct outlines the standards that Members of the Association, including their employees, third-party contractors, partners and representatives ("Members"), are required to abide by, both in letter and in spirit, when interacting with:

1. The Public - including potential and actual customers;
2. The Industry - including customers, companies and organizations involved in the wind energy, solar energy, and energy storage sectors; and
3. The Association - including employees, directors, partners, and representatives of the Association.

Although the Member Code of Conduct lays out the fundamental principles of ethical and legal conduct, it cannot anticipate every ethical dilemma or situation we may encounter as we perform our jobs. It provides a framework to:

- Reinforce the commitment to maintain and enhance trust and confidence in the integrity of the Association and its Members; and
- Outline the process to disclose issues of wrong-doing related to the Member Code of Conduct appropriately and expeditiously.

By providing clear standards and principles to which they can refer, the Association aims to ensure that Members, the Public and the Industry are informed of the benefits of working with the Association and/or a Member company.

Members of the Association are required to review, and signal their willingness to adhere to, the Association Member Code of Conduct on an annual basis in conjunction with obtaining or renewing a membership in the Association.

Member organizations are further encouraged to share this Code with all employees, volunteers, and representatives who participate in Association activities on their behalf. The Code of Conduct is publicly available at renewablesassociation.ca.

The Code of Conduct includes the elements outlined below.

1. Professionalism

Members have a duty:

- To uphold the Association's core values as critical to how we work;

- To conduct themselves and undertake business activities and dealings in a manner that inspires confidence, respect and trust with the Public, the Industry and the Association; and
- To treat the Public, Members and Industry stakeholders with fairness, respect and courtesy and to refrain from actions that detract from the professional image of the Association and its Members.

2. Shared Principles

Voluntary, Open and Inclusive Membership: The Association is structured to reach, involve and include the maximum number of people and businesses with an interest in renewable energy and energy storage. Association membership is voluntary and open to all organizations and individuals able to use our services and willing to accept the responsibilities of membership and adhere to our Code of Conduct.

Member Directed: The Association is an organization directed by its Members, who actively participate in setting policies and making decisions. Association Board, Committee and Steering Committee elections and appointment processes are clear and transparent. Elected representatives are accountable to the membership.

Economically sustainable: The Association balances cost, affordability and quality of services to deliver results as directed by Members.

Trusted: The Association works to develop and maintain trust with the electricity industry, policymakers and the general public.

3. Diversity and Inclusion

The Association, and our industry, is best positioned to succeed when it reflects the diversity of Canada and the communities within which we operate. Discrimination, racism and sexism have no place in our industry. Recognizing, respecting and valuing individual differences and the contributions of all fosters more creative thinking, innovation and problem solving as we work to advance solutions to Canada's energy, environmental and economic challenges.

The Association is committed to developing and implementing actions that will advance equity, diversity and inclusion within the association (e.g., events, governance, operations) and that will encourage and support our Member companies to do the same.

The Association is committed to building strength and delivering long-term sustainability through diverse and inclusive business practices. We have an unwavering respect for each other's uniqueness, including, but not limited to: culture, ethnicity, gender, age, religion, disability, sexual orientation, education and experiences. By valuing our differences, we can create an inclusive environment based on merit and fairness where our industry can operate to its fullest potential.

4. Violence and Harassment

Members of the Association shall act in a manner that is free of discrimination and harassment, as outlined in the Association's Violence and Harassment Prevention Policy.

5. Forced, Prison or Child Labour

The Association firmly opposes the use of forced, prison or child labour within the supply chain of our industries and in any and all situations. All Members of the Association must take steps to ensure that no forced, prison or child labour is used in the manufacture of products supplied to their businesses or to their sub-contractors.

For the purposes of this Member Code of Conduct, forced labour includes labour performed (1) by government compulsion, (2) as part of any assimilation program, (3) by migrant workers, where employment is involuntary or where freedom of movement, employment choice, or legal status is

restricted (4) through indentured labour programs, or (5) in any case under threat of penalty or punishment and where the worker has not offered themselves voluntarily.

For the purposes of this Code, prison labour refers to labour performed during a period of detention or incarceration that is involuntary or compelled by authorities, and which therefore constitutes forced labour as defined above. This provision is not intended to apply to voluntary, supervised employment, rehabilitation, or work reintegration programs in which the individual has genuinely consented and retains the freedom to withdraw. Child labour includes labour performed by persons under the age of 14.

The Association further requires that its Members operate at all times in compliance with the prohibition against importation of goods made in whole or in part from forced labour, in accordance with tariff item No. 9897.00.00 of Canada's Customs Tariff and the Canada Border Services Agency's Customs Notice 20-23.

6. Ethical Standards

A conflict of interest arises whenever we allow, or appear to allow, personal interests or relationships to impair our judgment and commitment to make decisions with integrity and honesty, and in so doing, we may act in a way that is damaging, or potentially damaging to the Association and the reputation of the Association. All Members are required to abide by the following in relation to the Public, the Industry and the Association:

- Demonstrate the highest ethical standards and behave in good faith and with objectivity;
- Avoid situations in which personal interests conflict or might be perceived to conflict with the interests of the Association, the Public or the Industry;
- Protect the confidentiality and privacy of non-public information;
- Uphold principles of trust, honesty, mutual respect and fairness supporting diversity and prohibiting discrimination and harassment;
- Not use their position to influence or bypass appropriate procedures for personal gain nor for the benefit of our family, friends, colleagues or anyone else;
- Identify relevant particulars of a customer's circumstance prior to recommending a suitable product or service;
- Recommend products and services that they, their employees, or subcontractors fully understand and can be expected to sustain;
- Ensure customers fully understand all relevant product benefits and risks in accordance with the customer's level of financial literacy; and
- Not disparage the Association, the Industry or the Public.

7. Privacy and Confidential Information

Members of the Association shall respect and protect the privacy of others and the confidentiality of confidential information acquired in the course of their work. The Association's Privacy Policy provides the framework for expectation of Members including:

- Members shall obtain personal information directly from the individual to which the information belongs;
- Members shall collect, use and disclose customer information only for the purposes for which it was obtained and only with a customer's consent;

- Members shall hold in strict confidence customer information obtained in the conduct of a Member's activities, except where legally compelled to divulge such information;
- Under no circumstances will Members sell, distribute, or otherwise disclose personal information or contact lists to third parties;
- Members shall make reasonable commercial effort to design and manage procedures and systems to protect confidential information from error, loss and unauthorized access; and
- Members shall comply with privacy legislation.

8. Fair Dealings

Members of the Association should seek to further mutual respect and enhance the public's trust and shall not discredit, defame, or cause harm to the wind energy, solar energy, or energy storage industries or the Association.

9. Representing the Canadian Renewable Energy Association

Members of the Association shall not speak on behalf of the Association, in any forum, unless authorized to do so by the senior management of the Association. Members of the Association are not authorized to represent, bind, obligate or contract on behalf of the Association.

10. Compliance with the Law and Best Practices

Members of the Association shall act in full compliance with all Federal, Provincial and Municipal laws, including laws pertaining to contracts, consumer protection, truth in advertising, anti-spam legislation, privacy and other relevant regulations. This requires Members to:

- Have knowledge of the laws and regulations that apply to services or products that he or she is authorized and competent to provide; and
- Follow industry best practices as a guideline to meet the principles of the regulatory environment.

Members shall also act in compliance with all Association guidelines and policies, as may be amended from time to time, including the Association Antitrust Guidelines.

Furthermore, should the requirements of this Code of Conduct conflict with any applicable law or regulation to which a Member is subject, the Member shall comply with such applicable law or regulation.

11. Third-Party Representatives of Members

Members of the Association shall ensure that all Members' staff or any representatives it appoints to act on its behalf adhere to standards set out in this Association Member Code of Conduct. All contractors and third parties engaged by a Member must agree to the Code of Conduct on behalf of the Member. Members are encouraged to proactively distribute this Code of Conduct to all staff, network participants, event delegates, and third-party representatives engaged in Association activities, and to make it readily accessible within their organizations on an ongoing basis.

12. Advertising

Members of the Association shall maintain standards of honesty, truth, accuracy, fairness and propriety in advertising their products and services. This includes:

a. Pricing;
b. Quality;
c. Performance; and

d. Products and services claims.

Members should be familiar with all advertising laws, rules, regulations and guidance in force and effect in the jurisdictions in which they operate.

13. Complaint Resolution and Disciplinary Process

The Association created the Complaint Resolution and Disciplinary Process ("Process") to provide Complainants (as defined in the Process) with an avenue to raise issues and concerns about Members of the Association related to their adherence to the Member Code of Conduct. Furthermore, the Process is intended to provide Members with an opportunity to respond to and, if applicable, work through such issues and concerns to the mutual satisfaction of both the Complainant and the Member. The Process also sets forth a transparent process to be followed by the Canadian Renewable Energy Association to address Member and Complainant issues and concerns.

Per Section 3.3 of the Association Bylaws, the Association Board may expel, suspend or reprimand a Member for engaging in activities that violate any provision of the articles, bylaws, or written policies of the Association; or any conduct which may be detrimental to the Association as determined by the Board in its sole discretion.

14. Whistleblower Protection and Confidential Reporting

The Association is committed to providing a safe environment for raising concerns. Any employee, director, committee member, volunteer, or representative of a Member organization who, in good faith, reports a suspected or actual violation of this Code of Conduct will not be subject to retaliation, reprisal, or any adverse consequence as a result.

Concerns may be submitted confidentially to members@renewablesassociation.ca. The Association will take reasonable steps to protect the identity of any individual who raises a concern in good faith. However, absolute confidentiality cannot be promised or assured, as disclosure may be required to protect the safety of individuals, to properly investigate the matter, to implement an appropriate response, or otherwise as required by law.

Concerns may be submitted anonymously, but it is much more difficult to assess or verify anonymous reports, and, as a result, the Association may be hampered in its ability to investigate and address the concerns.

Any Member found to have retaliated against an individual for reporting a concern in good faith may be subject to disciplinary action under Section 13 of this Code.

For more information visit the Association website at renewablesassociation.ca or email members@renewablesassociation.ca.

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