



## OGA Members Code of Ethics Policy

### **General**

The OGA operating and management practices promote the values and ethics of quality service on behalf of industry stakeholders and the consumers. OGA membership consists of geothermal service providers in the sectors of manufacturing, drillers, installers and system design having a vested interest in the provision of quality service to the client. OGA has adopted a policy code of ethics that demonstrates quality assurance and service to customers by identification of "members in good standing".

### **Policy**

It is the policy of OGA to provide information and management tools to industry stakeholders, to promote and support visible management practices that encourage quality installations.

### **Members in good standing**

OGA will develop and maintain a "members in good standing" data-base so that customers and consumers have access to recognized geothermal service providers.

Requirements of "members in good standing" include, but are not limited to the provision of documentation relating to:

- Qualification certification
- Municipal/provincial/federal licensing/permit requirements
- Signature of acceptance of Code of Ethics

**(The Board may determine additional requirements in this area)**

### **Ontario Geothermal Association**

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## OGA Members Code of Ethics

As a member of the Ontario Geothermal Association, I agree to:

- Instill the highest respect for geothermal heating and cooling systems contracting profession;
- Maintain strict compliance with all laws, regulations and requirements pertaining to geothermal installations and business practices defined by the three levels of government;
- Design, install, service and repair geothermal installations according to industry standards;
- Develop and maintain an understanding of geothermal equipment installation and system design to assure customer of quality performance;
- Ensure that quality, honesty, integrity and good faith are hallmarks of contractor's business practices, including individual contractor sales, advertising, installation and service of geothermal systems;
- Maintain a clean, safe respectable workplace site that reflects the high standards of the industry;
- Increase knowledge and efficiency of the geothermal technology by supporting ongoing education and training of employees;
- Develop and maintain high quality standards of customer service and nurture long-term relationships with customers;
- Encourage and support business development in which skilled and professional geothermal service providers offer high level service to consumers and end users;
- Refrain from engaging in any business activity that benefits from cross-subsidization from a regulated monopoly business.

**Date:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

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