

RENEWABLE ENERGY ASSOCIATION OF SIERRA LEONE

CODE OF CONDUCT

Table of Content

	page
Introduction	3
Principles	4
Requirements of Members	4
Product Quality and Quality Assurance	4
Business Practices	5
Business Transactions	6
Information Sharing, Communication and Public Education	6
Reporting Violation of the Code of Conduct	7
Penalties	7
Dispute Resolution	8
Accountability for Adherence to the Code	8
Acknowledgement	9

INTRODUCTION

This code of conduct shall not be prejudicial to the powers vested in the Board of Directors by Article 46 of the Constitution of the Association which grants it powers to make such rules as it may deem necessary for the conduct of the Association's business provided that such rules are submitted to the Annual General Meeting for approval and ratification.

In essence this Code of Conduct shall be supplemental to the provisions of the Renewable Energy Association of Sierra Leone ("REASL") Constitution. The Code of Conduct is aimed at establishing guidelines that govern REASL Members in furtherance of the day-to-day activities of the Association. It seeks to provide operational rules and regulations that maintain order amongst the Association members.

Members of REASL ("Member" and "Members") are expected to abide by this Code of Conduct in their regular business practices. REASL recognizes that the Code cannot cover every circumstance and expects Members to follow both its letter and spirit.

1. PRINCIPLES

All members regardless of the categories of membership shall observe high standards of discipline in achieving the Association's objectives, and in particular:-

- 1.1 Uphold professional ethics in conducting business transactions
- 1.2 Exercise high levels of value
- 1.3 Maintain harmony with other Members of the Association and consumers
- 1.4 Promote good business practice and ethics
- 1.5 Adhere to the Constitution and the Association's Code of Conduct
- 1.6 Be fully dedicated to providing quality goods and services to consumers
- 1.7 Maintain respectable conduct at all forums of the Association

2. REQUIREMENTS OF MEMBERS

Members of the Association shall be required to:-

- 2.1 Acquire a particular category of Membership as provided in the Constitution and on payment of the prescribed membership fee based on that category
- 2.2 Pay annual subscription fees as may from time to time be fixed by the Board of Directors
- 2.3 Attend meetings of the Association
- 2.4 Observe punctuality
- 2.5 Uphold the prestige and image of the Association.

3 PRODUCT QUALITY AND QUALITY ASSURANCE

Members shall co-operate on all issues related to products quality specifications as follows:-

- a) Clear presentation of all varieties of products as per the manufacturer's details.
- b) Agree and co-operate to routine inspections, tests and any form of product verification without prior notice by an independent Consultant engaged by the Board
- c) Agree, co-operate and participate in the implementation of corrective measures in regard to products not meeting certain quality specifications. This may be done by the Board or a Sub-Committee of the Board.

- d) Agree to establish a universal quality policy, clearly documented as per the Association guidelines, and in particular include specifications, product control, formulation or service type, inspection procedure, quality system procedures
- e) Advise customers, without prejudice and dishonesty as per customer needs; present and future
- f) Provide products as per customer needs and specifications as required by professional designs
- g) Provide product manuals to customers on the products and more particularly on:
 - i. Specific operational procedures, methods, and instructions
 - ii. Appropriate inspections, testing, checking requirements
 - iii. Methods of change or modification
 - iv. New models serving similar functions

4. BUSINESS PRACTICES

Acknowledging that a Member's credibility or the lack thereof may affect REASL, Members hereby commit themselves to observe all business ethics in carrying out business transactions and in particular:-

- a) To abide by the highest level of standards generally accepted in their respective renewable energy industry.
- b) Ensure that employees are qualified and/or competent with accepted professional standards expected in the industry
- c) Ensure that employees are continually trained and refreshed with the latest industry standards
- d) Monitor employees' quality of work to ensure standards are followed
- e) Pay the applicable taxes

5. BUSINESS TRANSACTIONS

REASL members shall commit themselves to observe all business ethics in carrying out business transaction and in particular:-

- a) Honest consumer awareness campaigns
- b) Acceptable advertisement without competitor tear-down or whatever that may be prejudicial to other members.
- c) Uphold professionalism in own product market entry.
- d) Observe high standards in regard to public health, safety and welfare in respect to all business oriented concerns.
- e) Practice and adopt a marketing approach which highly safeguards the customer needs and satisfaction.
- f) Members shall undertake to satisfy the customers' needs at all times, and in particular:-
 - i. Agree and honour obligations related to quality guarantee and warranty.
 - ii. Amicably address, solve and act on all disputes and business complaints as per the guidelines acceptable to the Association.
 - iii. Advise customers on all their needs honestly without any bias to profitability at any cost.
 - iv. Uphold the customer satisfaction responsibility as the overall goal in promoting the industry

6. INFORMATION SHARING, COMMUNICATION, AND PUBLIC EDUCATION

- a) Members shall abide to and maintain the Association's formulated channels of communication and information sharing.
- b) All members shall be obliged to co-operate in furtherance of the Association's objectives particularly in respect to informative materials,

forums, and organized promotional activities as deemed appropriate by the Association

- c) Members shall plan, organize and participate in public education programmes

7. REPORTING VIOLATION OF THE CODE OF CONDUCT

Members are responsible to be aware of the Code of Conduct and to comply with its provisions fully. If a member becomes aware of a violation of this Code or believes that a violation may take place in the future, that member must promptly report the matter to the Board of Directors.

Failure to report a known violation allows the perpetuation of misconduct and is in itself grounds for disciplinary action to be taken.

The report may be made in writing (may be anonymous) or in person. A Member submitting a report on an anonymous basis is strongly encouraged to keep a copy of the report (if made in writing) and a record of the time and date of their submission as well as a description of the matter as reported if the report was not in writing.

Members are encouraged to provide as much specific information as possible, including names, dates, places and events, any relevant documents and the member's perception of why the incident(s) may be misconduct

8. PENALTIES

Penalties for breach of this Code

- a. Suspension as provided in Article 9.1 of the Constitution
- b. Expulsion as provided in Article 9.2 of the Constitution

9. DISPUTE RESOLUTION

9.1 Dispute Resolution between Members and Consumers

- 9.1.1 Dispute resolution between Members and consumers shall be resolved in accordance with the relevant Law of Sierra Leone. REASL shall have NO role in any dispute that has been submitted to a court of Law for Litigation.
- 9.1.2 To promote better relationship between the Members and the consumers, the Association will strive to mediate between the parties if so requested by the Member. The two parties shall not sue REASL as a result of the outcome of the mediation. In case mediation fails REASL will advise the parties to refer the dispute to arbitration.
- 9.1.3 A dispute between Member and a consumer can also be resolved through Alternative Dispute Resolution (ADR).
- 9.1.4 Members of REASL shall employ arbitration and/or Alternative Dispute Resolution in resolving disputes rather than having recourse to the courts of law.

9.2 Dispute Resolution between Members

- 9.2.1 Any dispute that may arise among REASL Members shall be amicably resolved by direct agreement among the Members. In an event of failure to settle the dispute, the matter may be referred to the Association's Board of Directors and the decisions of the Board shall be final

9.3 Dispute Resolution between Member(s) and the Association

- 9.3.1 Any dispute between REASL and any of its Members shall be referred to an Arbitrator who is mutually agreed upon by the two parties. The decision of the Arbitrator shall be final.

10. ACCOUNTABILITY FOR ADHERENCE TO THIS CODE

The Board shall determine appropriate actions to be taken in the event of violation of this Code. Such actions shall be reasonably designed to deter wrongdoing and to promote accountability for adherence to this Code, and shall include written notice to the member involved that the Board of Directors has determined that there has been a

violation and may include censure by the Board of Directors either by either warning, suspension or expulsion subject to Code 8