

CPBH Reid Farm
NR Can

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ENERGY STAR for New Homes Code of Ethics, Code of Conduct and Conflict of Interest

Code of Ethics

All Parties who are registered, licensed or designated to use Natural Resources Canada's home labelling (*hereafter referred to as housing initiatives*) technical standards, their tools and services will abide by the following:

- exercise their duties with integrity, fairness and impartiality;
- uphold, maintain and, wherever possible, improve the professional integrity, reputation and practice of the housing initiative;
- collect no personal information other than what is required for the service and not disclose information from any service except as required for quality assurance purposes;
- ensure that marketing approaches shall not use the housing initiative to imply any endorsement of an organization's particular product or service; and
- seek the builder / homeowner's informed and written consent when disclosing information to a third party for another purpose related to the housing initiative, where such disclosure is permitted and is advantageous to the customer.

Code of Conduct

All Parties who are registered, licensed or designated to use Natural Resources Canada's housing initiatives technical standards, their tools and services will abide by the following:

- comply with the provisions of the applicable Natural Resources Canada registration or licence agreement;
- comply with the regulations, codes and standards under which they are working;
- immediately report to Natural Resources Canada any perceived violation(s) under this Code of Conduct or any attempt to pressure or force a registered or designated individual to violate this Code of Ethics and Code of Conduct;
- verify the information on the registration documentation. If the information is incorrect, inform the service organization as soon as possible so that a correct registration document can be issued;
- not attempt to cheat on Natural Resources Canada examinations nor attempt to bribe or misuse their own or their associate's qualifications, knowledge, training, experience, work responsibilities or registration credentials;
- inform their service organization in the event that their registration has expired, was suspended or withdrawn;
- only sign documents for which they have the professional knowledge and direct supervisory control;
- undertake only those testing activities for which they are competent by virtue of their training, experience, qualification or registration;
- perform their on-site evaluations with proper regard for the environment and the safety, health and well-being of the public;

- respect the confidentiality of information provided by an employer, colleague or member of the public; and
- conduct themselves in a responsible manner, disclose any conflict of interests, and be fair and equitable when dealing with employers, colleagues, clients and associates.

Conflict of Interest

All Parties who are registered, licensed or designated to use Natural Resources Canada's housing initiatives technical standards, their tools and services will abide by the following:

- avoid any apparent conflict of interest and avoid association with any enterprise of questionable character;
- advise the builder/homeowner at the earliest opportunity, if affiliated, associated, or related, in any way to a business or business unit which offers services or products related to the housing initiative;
- ensure that, when making recommendations, the interests of the builder/homeowner are always placed above those of any corporation or business;
- disclose any and all activities that may be considered to be a real or perceived conflict with the mandate and objectives of the housing initiative;
- not accept nor offer commissions or allowances from or to other parties dealing with a client in connection with a service without the written approval of the client or the client's representative;
- builders and renovators should not act as the energy advisor for any home energy evaluation and labelling for which they were involved in the construction or renovation; and
- make all observations and recommendations based on facts supported by a home energy evaluation or by research performed by a recognized professional source.

Failure to comply with the *Code of Ethics, Code of Conduct and Conflict of Interest* requirements shall be dealt with under arrangements for handling complaints and appeals and may necessitate corrective measures such as the termination of the registration process, the suspension or withdrawal of registration, notification of the employer and appropriate regulatory authorities and, if appropriate, additional legal action.