

## SCHEDULE 3

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### Code of Conduct

The RAA does not represent Clients, but the Agents to whom RECs have been assigned by the Owners at the time of installation in return for a benefit from the Agent or the Installer to that Owner.

All members of the RAA need to abide by and be bound by this Code of Conduct as follows:

- (1) To act, in good faith, honestly and reasonably towards their clients and other members in a consistent, transparent and ethical manner.
- (2) To continuously work towards improving standards of service to Clients and the industry in general.
- (3) Provide general information to an Agent's Clients about the rights and obligations surrounding the creation of RECs.
- (4) Work with the relevant regulators, to monitor and improve compliance with the relevant regulations.
- (5) To alert the RAA and relevant regulators, of serious breaches of legislation, regulation, standards and similar.
- (6) Comply to all relevant laws, including without limitation:
  - a. The Corporations Act 2001 (Cth);
  - b. The Competition and Consumer Act 2010 (Cth);
  - c. The Renewable Energy (Electricity) Act 2000 (Cth);
  - d. The Renewable energy (Electricity) Regulations 2001 (Cth);
  - e. The Clean Energy Act 2011 (Cth) and relevant complementary legislation/regulations; and
  - f. Laws with respect to privacy and discrimination.
- (7) Prominently display this Code of Conduct both in the member Agents office branches and on their website as well as indicating whether they are accredited on correspondence.
- (8) Transparently provide terms and conditions to the Agent's Clients with full particulars of the Agent's:
  - a. standard fees and charges;
  - b. payment terms; and
  - c. recourse for failure to pay, without reasonable cause, on those terms (e.g. deposits);
- (9) Monitor legislative and regulation changes to the industry and maintain their level of professional competence.
- (10) Cease to create RECs if the relevant regulator either requests an investigation of a complaint against the member Agent or requests the Agents suspension.
- (11) Promptly supply documentation to RAA or the relevant regulator when a complaint or an investigation is requested.
- (12) Handle complaints expeditiously and fairly.
- (13) Report known fraudulent activity to the RAA and the relevant regulator.
- (14) Be willing to have their business name displayed on the RAA website register of members and accreditation list, and also be noted as to membership whether pending,



current, suspended, de-accredited, cancelled or resigned a copy of which will be provided on a regular basis to the relevant regulator.

(15) Maintain all relevant and required insurances.

(16) Agents must not misrepresent to Clients or the wider public for commercial advantage:

- a. their level of accreditation (if any) by RAA or other relevant association, and/or
- b. the nature and workings of the REC market.