

Manitoba Geothermal Energy Alliance  
Policy/Procedure

<b>POLICY:</b> <b>Code of Ethics</b>	<b>Policy Implementation Date:</b> _____ <b>Policy Amended Date:</b> _____ <b>Signature:</b> _____
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**General**

The MGEA operating and management practices promote the values and ethics of quality service on behalf of industry stakeholders and the consumer.

The MGEA membership consists of geothermal service providers in the sectors of manufacturing; drillers; installers and system design and have a vested interest in the provision of quality service to the client. The MGEA 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 MGEA to provide information and management tools to industry stakeholders to promote and support visible management practices that encourages quality installations to the consumer.

**Members in Good Standing**

The MGEA 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 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.)**

## **MGEA Code of Ethics**

### **Members of the Manitoba Geothermal Energy Alliance 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 the 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 provide high level service to consumers and end-users.
- Refrain from engaging in any business activity that benefits from cross-subsidization from regulated monopoly business.