

Efficiency Preferred Partner Network Code of Conduct

The Efficiency Preferred Partner Network (EPP) is open to qualified companies that have been approved through the application process, agreed to follow the Terms of the General Participation Agreement, and completed their annual Compliance Attestation Form. Members are expected to maintain high standards of professionalism and integrity. Following these standards is crucial to ensuring the Network’s success. This Code of Conduct outlines the responsibilities of all Members in the Network.

By applying to join the EPP Network, you agree to follow the rules set out here. Failure to comply may result in removal from the Network without notice.

1. Commitment to Integrity

Members must:

- Act with fairness, integrity, and honesty at all times.
- Follow all relevant labor and employment laws and practice responsible business behavior.
- Treat employees and subcontractors with respect, avoiding discrimination or harassment. They must provide a safe and healthy work environment.
- Be respectful, professional, and free from discrimination and harassment particularly when dealing with EfficiencyOne customers.
- Behave professionally, courteously, and diplomatically, offering effective service. Abusive behavior towards other Members, customers, employees, agents, or contractors is not tolerated.
- Be aware that EfficiencyOne will randomly audit and monitor Member projects physically and by photos and will cooperate with

EfficiencyOne's Quality and Compliance team to ensure program effectiveness meets customer expectations.

2. Confidentiality

- EfficiencyOne may share confidential information with Members to help them pursue business opportunities. Confidential information includes any details shared by EfficiencyOne, such as personal data.
- Members must not share any confidential information without the explicit written consent of EfficiencyOne.

3. Representation in the Marketplace

- Members must never claim to be employees or agents of EfficiencyOne or Efficiency Nova Scotia.
- Members must clearly identify themselves as independent contractors and Members of the Efficiency Preferred Partner Network.
- Members must avoid making false or misleading claims about their services to EfficiencyOne participants or customers.
- Members cannot make promises, guarantees, or commitments on behalf of EfficiencyOne, especially regarding projects, programs, or services.

4. Liability

- Members are responsible for their own actions and liabilities while performing services. EfficiencyOne is not liable for any issues caused by the Member's actions.

5. Compliance Requirements

- Members must comply with all relevant laws, regulations, and industry standards while participating in the Network and providing services. If any Member fails to meet these requirements, they will not be accepted

into the Network. Evidence of historical non-compliance prior to becoming a Member is considered when approving new Members.

- Members must perform their services in a competent, timely, and professional manner, following best industry practices and all applicable laws.
- Non-compliance with this Code of Conduct may result in termination of our General Participation Agreement and therefore also from the Efficiency Preferred Partner Network, and removal from the online directory.