

Member's Code of Conduct

All members of the Bioenergy Association must abide by this Code of Conduct and failure to do so may be a basis for suspending or cancelling of membership.

All BANZ members:

1. Shall act so as to uphold and enhance the honour, integrity and dignity of the bioenergy sector, its members, and the Association by maintaining at all times high personal and business standards.
2. Shall ensure the safety and satisfaction of the customer or client and of the Community as it is affected by methods and workmanship to the best of that person's ability, and ensure that the highest standards of courtesy and consideration of customers and fellow members is maintained.
3. Shall use appropriate materials taking into consideration the Bioenergy Association recommended Technical Guides, specifications, codes of practice and similar, and the customer's best interests.
4. Shall not express or imply, outside a meeting of the Association, criticism of:
 - The workmanship of another member.
 - The financial situation of another member,
 - The product of another member,
5. Shall ensure that any person claiming faulty workmanship of a member's work or disputing an account shall be referred to the member in the first instance, or subsequently to the Association, and in the case of complaint regarding inferior workmanship or account the member concerned shall either:
 - Make good or replace the work that is subject to the complaint, or recalculate his charge. With a complaint the member shall deal with it.
 - Have the case investigated by the Bioenergy Association Complaints Committee and agree to abide by its decision.
6. Shall only undertake advertising that is strictly truthful. False or misleading claims will not be acceptable. Promotion of products should be within the guidelines agreed at an AGM from time to time.
7. Shall apply their skill and knowledge in the interest of their clients or employers for whom they act as faithful agents or trustees.
8. Shall regard as confidential any information concerning the business and technical affairs of their clients or employers.
9. Shall inform their clients or employers if circumstances arise in which their judgement or the independence of their service may be compromised by reason of business connections, personal relationships, interests or affiliations, bankruptcy or criminal convictions related to their business conduct.
10. Shall deal honestly and truthfully with clients, employers and government agencies in all matters pertaining to payments, discounts, rebates and grants and the conditions applying to them.
11. Shall continue their professional development throughout their careers and shall assist and encourage other accredited persons to similarly advance their knowledge and experience.
12. Shall observe and conform to all relevant Standards and all relevant Association guidelines, and all applicable laws, ordinances, regulations and codes of practice.
13. Shall promptly report any apparent breach of any of the above rules by a fellow member to the Association's Complaints Committee via its Executive Officer.

14. Shall promptly report any apparent breach of any of the above rules by a non-member operating in or making statements about the bioenergy sector to the BANZ Executive Officer to allow an appropriate response to be made by the Association.

Guide for Promotion of Product

The following is a guide to acceptable industry practice for the promotion of bioenergy systems or equipment;

1. Any specific publication or advertisement shall not be misleading, but need not contain every qualification so long as all applicable qualifications are clearly stated to the customer at time of quoting.
2. Any energy performance information included in promotion material should be explicit as to the feedstock or fuel characteristics or system parameters under which tests have been carried out including size of equipment, unless referenced to a named technical standard under which such performance tests are normally undertaken.
3. Any product must not be advertised as being more efficient than any other product unless providing factual comparison data between own systems.
4. Subscribing Persons cannot infer that their membership is in anyway an indication that their product and installation practices meet Association guidelines.
5. Only Full Members of the Association or their agents can use the Association logo in promotion material.