

## CODE OF CONDUCT - CUSTOMER ENGAGEMENT

When engaging with a customer you must:

- Tell the consumer/customer:
  - Your name
  - That you are representing Smart Energy Upgrades and give the main office address and if requested phone number and email.
  - The purpose of the phone call or visit
- If asked to do so, leave the premises/hang up, politely and without delay.
- Not enter premises for lead generation that displays a "Do Not Knock" sign or similar.
- Not call a number listed on the "Do Not Call" register for lead generation purposes.
- Ensure the person you are communicating with has the capacity to act/give authority and understands the information or request.
- Not engage in false or misleading claims, including:
  - Claiming you work for or on behalf of any government department, agency or regulator
  - Claiming the installation is mandatory under any government program or scheme
  - Claiming the consumer number was provided by any government department, agency or regulator
  - Suggesting the goods are provided by any government or government program
  - Providing any government department, agency or regulators contact details to consumers as your own
- Not engage in any high pressure tactics, including:
  - Pressuring
  - Manipulation
  - Aggression
  - Coercion
  - Intrusive, irrelevant or unreasonable questioning
  - use of indicative quotes without clarifying that a final quote may vary
- Use only approved marketing or sales material that includes the name and contact details of Smart Energy Upgrades.
- Not engage with minors or other people who may not be capable of giving consent to undertake an activity.
- If engaged in lead generation or marketing provide access to the relevant consumer factsheet(s) as developed by the government department, agency or regulator.

When engaging with a customer regarding a contract or an installation:

- Provide the customer with all pertinent information to make an informed decision which could include:
  - A copy of their consumer rights
  - Details on how the government scheme/activity works
  - Product spec sheets

- Instructions for use and intended use and environments
- Decommissioning requirements
- Warranty details
- Dispute resolution processes
- Indicative lead times to installations and notice of any changes
- Impact on access and essential services (eg. electricity) during the installation
- Clear understanding of variation triggers and the process
- Variations and costing as soon as practicable

#### When engaging with a customer regarding a dispute or warranty

- Provide the customer with the following:
  - Access to the Dispute Resolution Procedure and Warranty Procedure
  - An initial response to any concern within 5 business days
  - Indicative time frames for resolution of the concern
  - Contact details of relevant entities if the concern falls outside the scope of the Dispute Resolution Procedure or the Warranty Procedure.

#### **Breaches of these conditions can result in:**

- formal warnings and infringement notices
- enforceable undertakings
- court action
- penalties of up to \$10 million for corporations and \$500,000 for individuals

All representatives of the Smart Energy Upgrades must adhere to its all other policies and procedures.

#### **Smart Energy Upgrades**

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