

The Rig Owners Association Code of Ethics & Conduct

1) Introduction

- a) The Rig Owners Association is committed to upholding the highest standards of respect, honesty, integrity, fairness, and professionalism within the groundwater construction and drilling industry.
- b) Our primary mission is to safeguard the consumer's right to quality workmanship and the availability of safe potable groundwater.
- c) This Code of Ethics and Conduct outlines the principles and standards that all industry members are expected to follow in their interactions with customers, colleagues, related industries, and the general public.
- d) This Code of Conduct is designed to help support and protect all those engaged in the trade. It applies to all Members of the Rig Owners Association.
- e) It does not take precedence over any national laws but is intended to set a minimum standard of conduct which all Members are expected to observe both in spirit and to the letter. This code of conduct shall regulate the behaviour of members and office holders of the association, employees of members and partners, promote good governance, and eradicate business malpractices.

2) General Obligations

Rig Owners Association members pledge to conduct themselves at all times in a manner that promotes the values of the organisation and to subscribe to the following values:

- a) **Respect:** demonstrate a high regard for one's self, others, and the resources entrusted to them. Those resources may include people, money, reputation, the safety of others, and natural or environmental resources.
- b) **Integrity:** take responsibility for the decisions one makes or fails to make, the actions one takes or fails to take, and the consequences that result. Acting responsibly includes being self-aware and mindful of one's impact on others. Promoting responsibility fosters an ethical culture through one's work.
- c) **Honesty:** Act in a truthful, non-deceptive manner in one's communications, conduct, and business activities.

- d) **Fairness:** serve the interest of the member's organization through fair and courteous dealings activities, decisions, and policy-making that acknowledge power imbalances and share opportunities.
 - e) **Professionalism:** Exhibit professional conduct that is a credit to the Rig Owners Association, the Member, and strive to continually advance knowledge and achieve higher levels of excellence in drilling industry.
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- a) **Compliance:** Members shall remain well-informed about and comply with all national and local laws, statutes, ordinances, codes, and regulations pertinent to the groundwater construction and drilling industry and their respective businesses. This includes adhering to regulations related to restraint of trade, consumer protection, truth in advertising, truth in lending, and selling.

2) **Obligations to the Public**

Members of our industry association shall uphold sound and competitive business practices. In particular, they shall endeavour to:

- a) **Compete Lawfully and Honestly:** Conduct business activities per the law and with honesty.
- b) **Promote Own Merits:** Build their businesses based on the merits of their products, services, and abilities, without disparaging competitors, groundwater contractors, well drillers, or other businesses.
- c) **Provide Accurate Information:** Accurately represent the characteristics, effects, and details of groundwater supply sources.
- d) **Truthful Representation:** Honestly represent the products and/or services they provide to clients and the general public.
- e) **Credential Transparency:** Accurately represent their credentials, training, experience, and abilities, as well as those of their employees, subcontractors, and agents.
- f) **Factual Promotion:** Ensure that product performance, benefits, or other promotional claims, whether verbal or written, are based on factual data obtained from tests conducted by technically competent personnel following scientifically valid procedures, or on data that are published, available, and in existence at the time of such claims.
- g) **Full Disclosure:** Avoid omitting material facts in promotions that could mislead or misrepresent the purchaser or user.

3) **Obligations to the Customer**

Rig Owners Association members are committed to serving their customers with competence, honesty, and promptness. Specifically, they shall strive to:

- a) **Open and Honest Communication:** Maintain open and honest communication with customers and potential customers.
- b) **Factual Representation:** Accurately represent the products and services offered to customers.
- c) **Appropriate Application:** Ensure that products or services offered are appropriate, properly applied, and correctly installed.
- d) **Timely Resolution:** Respond promptly and efficiently to customer complaints.
- e) **Competent Service:** Provide service competently and within the timeframe promised to the client.
- f) **Maintenance and Service:** Inform customers about maintenance and service requirements, related costs, and the consequences of neglecting service and maintenance.
- g) **Honouring Contracts and Warranties:** Honour contracts and warranties without undue delay.

4) **Obligations to Professionalism**

Rig Owners Association members commit to maintaining and enhancing their knowledge and skills in the technologies used in the groundwater construction and drilling industry. Specifically, they shall aim to:

- a) **Continuing Education for Employees:** Ensure that their employees and agents stay up-to-date through continuing education on the use and capabilities of the products and services they provide.
- b) **Personal Professional Development:** Improve their professional expertise through continuing education related to advances in science and industry knowledge.
- c) **Promotion of Ethical Business Practices:** Uphold and promote the business ethics embodied in this Code.
- d) **Uphold Public Interest:** Contribute to the progression of the groundwater construction and drilling industry and exemplify their commitment to serving the greater public interest.

5) **Disciplinary actions**

- a) The association may take disciplinary action against a Member who repeatedly or intentionally fails to follow our code of conduct. Disciplinary actions will vary depending on the violation. Possible consequences include:
- i) Reprimand. - In the case of a minor violation of our code of conduct, the Member may receive a warning from the Governance and ethics committee. The warning will outline the specific behaviour that violated the code of conduct and provide guidance on how to correct the behaviour.
 - ii) Suspension or termination of membership. In the case of repeated violations of the code of conduct or a more serious violation, the membership shall be suspended for a specific period. During this time, the member will not enjoy the benefits of membership
 - iii) Termination - In the case of a severe violation of the code of conduct, or repeated violations despite previous warnings or suspensions, the Membership may be terminated. The member will no longer be allowed to participate in any association community activities or events and will be removed from all association community platforms hence loose all the privileges.
 - iv) Legal Action- In cases of illegal behaviour or behaviour that threatens the safety or injurious to well-being of others, the association may take legal action against the member responsible. This responsibility extends to the member's employees.
 - v) These sanctions will be determined by the Governance and ethics Discipline Committee, on a case-by-case basis, taking into account the severity and frequency of the violation, and the impact on the association industry and fellow members. The Governance and ethics Discipline Committee has exclusive competence in determining the appropriate sanction for any violation of our code of conduct.
- b) Reporting-The association takes all reports of violations of the Code of Conduct seriously. Any violations may be reported by a fellow member, member of the public, government staff, or business clients via a confidential online reporting form provided for that purpose, by email, or by phone to the relevant association organ or leadership.

6) Acknowledgment

I _____, have received, read, and understand the Association's Code of Conduct. I hereby agree to comply with the Code of Conduct. I declare that I know and accept the sanctions that may be imposed for failure to comply.

For and on behalf of

Name of Company

Membership Number

Representative

Designation

Signature

Date

Work in Progress