



RELIABLE PROPANE FIABLE® COMMITMENT

The Canadian Propane Association (CPA) is committed to providing members valuable services, emergency response plans and quality training programs. Membership in the CPA has a number of benefits:

- Public Policy Advocacy on key files across all jurisdictions to ensure level playing field and market development for the propane industry
- Regulatory Affairs & Safety activities to support members in complying with all regulations and to advance members' agenda on national, provincial and municipal regulatory topics
- Access to over 30 bilingual training programs dedicated to offering the best in competency-focused programs to assist the propane industry in ensuring employees are ready to work safely and effectively.
- Access to Equivalency Certificates, exclusively for CPA members
- Access to the services of Emergency Response Assistance Canada (ERAC), a subsidiary of the CPA, reserved exclusively for CPA members
- Communication tools on activities related to government relations, legal and regulatory issues, utility board matters, CSA code development, research and marketing, etc.
- At all time, members are encouraged use the CPA'S training services, participate in its events and in its various sponsorship opportunities offered on a regular basis.

As a condition of the membership, section 8 of the CPA By-Laws No 3 specifies that through Membership, each Member shall be obliged to adhere to the Members' *Reliable Propane Fiable® Commitment* as established or amended from time to time.

The *Reliable Propane Fiable® Commitment* presents the values and sound practices that members are committed to when delivering services to their customers, when conducting their business affairs and in their relationship with the CPA.

The annual commitment by members of the CPA to *Reliable Propane Fiable® Commitment* is aimed at improving risk management performance by all members and elevating public perception of the safety and responsibility of the propane industry.

Members believe in free enterprise and recognize the importance of adopting high ethical standards in order to earn consumer trust and participate in the development of the propane industry, in accordance with the laws and regulations that govern it, including those governing the CPA. Members therefore agree to abide by the following principles:

- ✓ Members are committed to acting at all times in accordance with the laws, regulations, codes, standards and ordinances (e.g. equivalency certificates) governing the propane industry in Canada, in order to ensure the safety of facilities for the greater protection of users, the general

public, public health and the environment. Members are expected to be sufficiently familiar with any legislation that applies to the propane industry in their respective jurisdictions and shall recognize potential liabilities, seeking legal advice where appropriate.

- ✓ Members are committed to providing consumers with quality products and services that are certified, where appropriate, by a recognized certification body.
- ✓ Members are committed to adopting and adhering to sales and after-sales service policies grounded in professionalism, integrity and diligence at all times.
- ✓ Members are committed to acting at all times in the long-term interest of propane users by adequately informing them of regulations governing the use of the product and, when applicable, by providing user manuals or maintenance guides for appliances and equipment, and by sharing information on safety measures to be taken to ensure optimum benefit and comfort.
- ✓ At a meeting of Members, whether a committee meeting, Board meeting or CPA conference, members are committed to promoting fair competition within the industry, in particular by complying with the [CPA Competition Law Compliance Statement](#).
- ✓ Members are committed to acting fairly, respectfully and in good faith in their dealings with customers, associates, employees, suppliers, other members of the CPA and all other third parties.
- ✓ Members are committed to using propane training programs as well as compliance, safety, and quality assurance programs to develop the propane industry in Canada.

All members are required to sign the *Declaration of Compliance* below which stipulates that they have read and understood this Commitment, they agree to its terms and conditions which constitutes an essential condition of the membership.

Signed on behalf of: _____

Member Company

Signature: _____ Name: _____

Date: _____ Position: _____

Reliable Propane Fiable® Commitment was adopted by the CPA in _____.

Clarification of the *Reliable Propane® Commitment*

A Member can seek clarification of the *Reliable Propane Fiable® Commitment*, where necessary, from the Chair of the Governance Committee.

Reporting a Concern

Any Member who knows or suspects a breach of this *Reliable Propane Fiable® Commitment* must report it to the Chair of the Board of Directors (the “Board”) as soon as possible.

If such reporting is made in bad faith, the Member reporting the breach will face sanction by the Board up to and including suspension or revoking of membership.

Violation of the Code of Conduct

If the Board determines that a Member has breached this *Reliable Propane Fiable® Commitment*, the Board may sanction the Member including by requiring the Member to resign.

The Board shall have the authority to suspend or expel any member of the CPA for any one or more of the following grounds:

- (a) violating any provision of the Articles, By-Law, or written policies of the CPA;
- (b) carrying out any conduct which may be detrimental to the CPA as determined by the Board in its sole discretion;
- (c) for any other reason that the Board in its sole and absolute discretion considers to be reasonable, having regard to the purpose of the CPA.

In the event that the Board determines that a Member should be expelled or suspended from membership of the CPA, the Chair or such other officer as may be designated by the Board shall provide twenty (20) days notice of suspension or expulsion to the Member and shall provide reasons for the proposed suspension or expulsion.

The Member may make written submissions to the Chair or such other officer as may be designated by the Board, in response to the notice received within such twenty (20) day period.

In the event that no written submissions are received by the Chair or such other officer as may be designated by the Board, the Chair or such other officer as may be designated by the Board may proceed to notify the Member that the Member is suspended or expelled from membership in the CPA.

If written submissions are received in accordance with this Section, the Board will consider such submissions in arriving at a final decision and shall notify the Member concerning such final decision within a further twenty (20) days from the date of receipt of the submissions.

The Board's decision shall be final and binding on the Member, without any further right of appeal.

The Members may, by Special Resolution passed at a special meeting of Members, expel a Member where the Member carries out any conduct which may be detrimental to the CPA, provided that the Member shall be given the opportunity to be heard at such meeting and to be represented by legal counsel.