



ETHICS POLICY

As enacted September 16, 2009

Mission of the Oil Heat Institute

The Oil Heat Institute, Inc. of Rhode Island is a member-driven, non-profit trade association, formed on May 24, 1960. The Oil Heat Institute exists for the purpose of promoting the sale of oil heat and to protect and foster the best interests of the consumers it serves. The association disseminates information to members of the oil heating industry, the consuming public and to elected and public officials. The Association will cooperate in the promulgation of reasonable laws, ordinances and regulations affecting the Petroleum Industry in general. Oil Heat Institute members agree to achieve a standard of excellence, with a desire to provide their customers with the best possible service.

Ethics and the Law

All members agree to abide by all federal, state and local laws. In the event a member is charged with a violation of any of these laws, they will remain a member in good standing until the case is resolved. Should the member plead or be found guilty of a violation of the law that is a felony or a serious misdemeanor; or if the member is found guilty by an agency, board or body for knowingly violating mechanical, fire or building codes; or for unprofessional conduct, the Ethics Committee will meet to determine whether there is just cause for expulsion from the association. The member shall be allowed to address the Ethics Committee if they so choose. Any member of the Ethics Committee who may have a conflict of interest in the case must recuse himself or herself. The recommendation of the Ethics Committee will be brought to the Board of Directors for their vote. Any member of the Board of Directors who may have a conflict of interest in the case must abstain from voting.

Principles of Ethics

Members of the Oil Heat Institute, Inc. pledge to:

- Maintain a standard of excellence in delivering, manufacturing, blending, producing, packaging, promoting, and marketing petroleum products and services;
- Maintain and service all accounts efficiently and professionally;
- Recognize the need to store, transport, distribute and sell energy products at retail in an environmentally responsible, safe and secure manner, with the highest regard for the safety and health of our workforce and of the communities in which we operate;
- Respect the rights and interests of competitors;



- Avoid the intent and appearance of unethical or compromising practice in relationships, actions, and communications;
- Support a healthy, competitive marketplace for everyone through cooperation with customers, other businesses, and every person who would benefit from an ethical, free-market system;
- Respect contracts that exist between consumer and retailer and encourage their adherence;
- Monitor technological developments to assure availability of the highest quality products and services and the imposition of the most stringent standards within the petroleum industry;
- Provide opportunities for professional advancement of employees by assisting them to acquire additional knowledge and increased technical competence;
- Protect and enhance the environment and the health and safety of their employees and consumers through the safe and responsible use and disposal of petroleum products; and
- Always be guided by a spirit of justice, honor, and fairness within their communities and in all dealings with other members of the petroleum industry and with associated industries and businesses.