



The Voice of the Off-Grid Solar Energy Industry



Version 2, September 2020

Declaration of self-assessment policy

The Industry Opinion on Consumer Protection states that GOGLA and its members are convinced that widespread industry action on consumer protection is required to mitigate sector risks and accelerate responsible market growth.

The aim of this policy is to ensure companies that have made a Commitment use the Self-Assessment Tool to measure and monitor performance. We believe that consistent application of the CP Code will help mitigate sector risks and build the credibility of the initiative.

Declaration requirements

Companies that have made a Commitment are immediately listed on the consumer protection hub of the GOGLA website. A Commitment entails a pledge to use the Self-Assessment Tool to measure and monitor consumer protection practices within the daily operations.

In order to remain listed, companies are required to send a letter to GOGLA (signed by a Director or Senior Management) to confirm they have completed a self-assessment **within three months** of making their Commitment.

Beyond the initial commitment, GOGLA expects companies to continue to monitor consumer protection. To remain listed on the consumer protection hub beyond the first year, companies are required to confirm (via letter to GOGLA signed by a Director or Senior Management) that **further self-assessments have taken place in each subsequent 12-month period** (measured from the date of the first declaration).

Letters should be sent to consumerprotection@gogla.org, with a template available on the GOGLA Consumer Protection hub [here](#).