

G^OGLA

The Voice of the **Off-Grid Solar Energy** Industry



CDC
Investment works

STICHTING
DOEN
NATIONALE
POSTCODE LOTERIJ

FMO
Entrepreneurial
Development
Bank

GOGLA Consumer Protection Code

Overview



Why Consumer Protection?

The off-grid solar sector is **improving the lives of its consumers** and delivering significant social, economic and environmental impacts.

Consumer protection provides mitigation against consumer exposure to product, finance and service risks. It **protects consumer rights** and **safeguards positive impacts**.

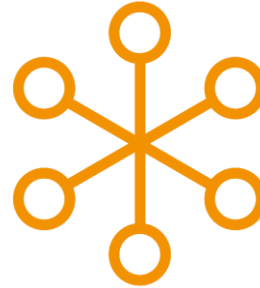
The CP Code ensures that growth objectives remain fully **aligned with consumer interests** to retain the full confidence of consumers, investors, governments and other stakeholders.



GONGLA Consumer Protection Code

The **Consumer Protection Code** defines the **minimum standards of practice** consumers should expect from an off-grid solar company. It consists of a set of **Principles, Indicators** and a **Self-Assessment Tool**.

The CP Code enables companies to **measure, monitor and report** their practices, and provide investors and other stakeholders with a framework to promote good practice.



GONGLA
CONSUMER
PROTECTION
CODE

GONGLA Consumer Protection Code - Principles



Each **Principle** includes a set of **indicators** to help companies measure and monitor their performance

Consumer Protection is good for Companies



Companies are motivated to uphold Consumer Protection Standards:

- Satisfied customers are more likely to make repayments on time
- Increases likelihood of customer recommendations to family and friends – Good for the brand
- Demonstrates responsible practice to investors and other stakeholders



GOGLA encourages all members to explore how the Consumer Protection Code can add value to their business or organisation, and make a **Commitment** to, or **Endorsement** of the Code.

Commitments:

- Signify that the solar off-grid provider **strives to achieve the Consumer Protection Principles** in its treatment of consumers, and uses the defined CP Indicators to measure and monitor performance within daily operations.

Endorsements:

- Signify that the organisation aligns internal practices with the Consumer Protection Principles and / or supports off-grid solar providers to fulfil the minimum standards of practice in their treatment of customers.

Company Commitments



More than 55*
Companies and
organisations have
made a commitment
or endorsement of
the CP Code

Are you
committed to the
Consumer
Protection Code?



*as of April 2021

Thank you.

www.gogla.org/consumer-protection

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