
The Code of Conduct

for vendors

At Brighte we believe in making home energy improvements affordable for Australians. We're committed to ensuring our service is delivered in the right way, every time.

This means all vendors offering Brighte products must conduct themselves in a way that is lawful, fair and respectful towards any consumers or stakeholders they engage with. As an accredited Brighte vendor, you must:

Be lawful.

Comply with applicable laws, regulations and policies wherever you operate in Australia.

Be ethical.

Always deal fairly and in good faith and never take unfair advantage of anyone through manipulation, concealment or high pressure sales tactics. Be ethical with decision-making and take actions that will preserve our relationship.

Safeguard confidentiality.

Protect our customers and the information that you are trusted with. Never share confidential information or your Brighte platform credentials with another party.

Communicate responsibly.

Seek approval on any communication that involves Brighte, and use good judgment on any advertising channels, including social media.

Respect Brighte's brand.

Uphold the standards we have set when using any aspect of our brand – our name, physical assets, logos, advertising information, intellectual property and business relationships.

Be Truthful.

Ensure all information is 100% accurate. Our customers are relying on us to be truthful in all instances.

Enforce the code.

Know and comply with this code and ensure your company, including any third party providers / suppliers you work with, comply with it. Speak up if you have concerns or suspect violations.

This Code of Conduct is a quick reference guide and does not include all the legal obligations of an authorised Brighte Vendor. Please refer to your Vendor agreement for full details.