



## CODE OF PRACTICE

1. To uphold the good reputation of the Association at all times and to conduct business in an ethical manner.
2. To carry out all work to comply with the relevant British Standards, particularly BS 7533, and the established good standards of the paving industry.
3. To use products complying with British Standards or recognised to be fit for their purpose.
4. To provide an itemised written quotation or contract.
5. To hold a valid insurance for contractors risks, employers liability and public liability.
6. To use best endeavours to comply with the start and completion dates agreed for the contract and to inform the customer of any likely significant changes to these dates.
7. To take account, (where reasonable to do so), of existing conditions, (for example damp proof courses), that might be significantly affected by the paving contract.
8. To ensure efficient drainage of the paving.
9. To operate safely and comply with Health and Safety legislation as it affects the customer, the contractor and contractor's employees and others.
10. To maintain the site in as tidy condition as is reasonably practicable and take all reasonable precautions to leave it in a safe condition at the end of each working day.
11. To leave the site in a clean and tidy condition on completion.
12. To respect the property of the customer and neighbouring dwellings and residents.
13. To be courteous at all times and to avoid causing nuisance.
14. All complaints to be dealt with in line with the current version of the Complaints Resolution Procedure.