

CODE OF PRACTICE FOR ASSOCIATE MEMBERS

This Code of Practice represents a binding commitment on the part of each Associate company member of FeRFA to the highest standard of quality, integrity, safety and reliability consistent with the aims of FeRFA.

Each Associate Member shall observe and comply with the following requirements in its work.

1. **Product/Service Standard**

The FeRFA associate company shall ensure that all products/services supplied comply with its own specifications as well as any independent assessments and test results it uses to promote its products/services. The FeRFA Associate shall be able to validate this by providing full technical data and records of tests. Test results shall be determined by recognised Standards methods wherever appropriate. In other cases the method of test shall be clearly identified. The FeRFA associate shall issue certificates of conformity when asked to do so by the client or its representative.

2. **Quality Assurance**

The FeRFA Associate shall operate a formal Quality Assurance Scheme in accordance with ISO 9001 and shall maintain nationally approved independent third party assessment of that scheme.

3. **Technical Service**

The FeRFA Associate shall maintain services both for the provision of advice to customers on the use and performance of their products/services and for investigating and acting upon customers complaints.

The FeRFA Associate shall have facilities and technical staff to demonstrate the effective use of their products/services and to provide on-site technical support (where applicable).

4. **Training**

The FeRFA Associate shall ensure that all personnel concerned with the process of inspection and testing and with giving technical advice shall have had the appropriate experience and training.

The FeRFA Associate shall provide training support so that Contractor members may have their operatives trained in the use of their products/services.

5. **Health, Safety and Environment**

The FeRFA Associate shall fulfil all obligations under The Control of Substances Hazardous to Health Regulations 1988, the Consumer Protection Act 1987 and the Health and Safety at Work Etc. Act 1974. It shall ensure that its products/services are correctly packaged, labelled and supplied in accordance with all relevant legislation and statutory requirements.

The FeRFA Associate shall have a clear and concise environmental policy, preferably ISO 14001, and on which it takes action and shall commit to sustainable best practice in its area of operation.



6. Employment

The FeRFA Associate shall take reasonably practical steps to ensure the welfare and stability of employment of its employees and shall fulfil its legal duties as an employer. The company shall not discriminate unlawfully or improperly in respect of employment.

7. Business Integrity

The FeRFA Associate shall observe a high standard of integrity in its business dealings, with Specifiers, Customers, Distributors, Contractors and with its own material suppliers. It shall only offer product /service solutions which are cost effective and best meet the needs of the client.

The FeRFA Associate will take all means possible to ensure that any contractor, whether FeRFA member or not, shall have received adequate training for the use of its products on any particular job site.

APPLICATION AND ENFORCEMENT OF THE CODE OF PRACTICE

The Code of Practice shall be applied and enforced by reference to the Memorandum and Articles of Association.

1. All members shall undertake to comply fully with FeRFA's Code of Practice.
2. No company shall be admitted to Membership until it has demonstrated its commitment to quality and integrity to the satisfaction of the FeRFA Council and until it has undertaken formally to comply with FeRFA's Code of Practice.
3. In the event of a complaint arising out of an alleged breach of the Code of Practice by a Member Company of FeRFA formal written notice of the complaint should be sent to the Chief Executive Officer of FeRFA who will arrange for the matter to be investigated and if it is found to be justified the matter will be brought to the attention of the Council for consideration and action.

If after proper investigation of a complaint it is found that a Member has failed to comply with FeRFA's Code of Practice, the Member shall receive a warning together with appropriate advice on compliance with the Code of Practice. In the event of gross misconduct or negligence or proven repeated failure to comply with the Code, the Member shall be suspended or expelled from FeRFA by a decision of the FeRFA Council.

I confirm that I have read and accept the FeRFA Code of Practice for Associate Members.

SIGNED

PRINT NAME

On behalf of

COMPANY

DATE