

CODE OF PRACTICE FOR CONTRACTOR MEMBERS

1 INTRODUCTION

1.1 All Contractor members must observe and comply with this FeRFA Code of Practice and FeRFA's Code of Conduct. These documents represent a binding commitment to achieve agreed standards of quality, integrity, safety and reliability consistent with the aims of FeRFA.

Contractors are expected to demonstrate the soundness of their business, their capacity to undertake and complete resin flooring works to the specified quality, in accordance with their contracts, and having due regard for the general welfare of their workforce and the environment.

Specifically, Contractors must demonstrate that they:

- a) operate an effective Quality Management Scheme;
- b) operate a structured training system to ensure that their workforce is fully competent;
- c) ensure that, where applicable, design processes are carried out effectively;
- d) have the appropriate financial resources to meet their contractual commitments;
- e) operate in a spirit of co-operation, designed to prevent or reduce discord and dispute;
- f) operate in a manner designed to ensure the safety and welfare of their workforce;
- g) operate in a manner designed to be sympathetic to the environment.

1.2 Contractors applying for membership of FeRFA will be expected to demonstrate their compliance with this Code of Practice to the satisfaction of FeRFA Council through its appointed officers.

1.3 In cases of dispute FeRFA members will be expected to provide substantial evidence of their compliance with this Code of Practice.

2 QUALITY MANAGEMENT SCHEME

2.1 The Contractor's Quality System Manual shall detail how the Contractor manages resin flooring activities.

2.2 The Manual shall include a responsibilities chart for particular contracts, pro forma for quality planning, writing method statements and other procedures appropriate to the Contractor's management of contracts.

2.3 The Manual shall provide for resource and activity planning and that those resources deployed are monitored and compared with those planned.

2.4 The Manual shall provide for a contract review by which process the Contractor, before commencing work on particular contracts, completes the responsibility chart, the method statement, the risk assessment, the intended programme and planned resources. The procedures shall define how the review is to be maintained and recorded by the Contractor.

2.5 The Contractor's quality records, which shall be maintained in accordance with the Manual, shall be made available for inspection by FeRFA's officers on request.

2.6 The Manual shall provide for traceability during and after the work of all resin flooring products and their components. Traceability records shall include:

- the location of products within the structure;
- date and time of construction and prevailing weather conditions;
- details of any delays or disruptions to the flooring installation;
- any variation orders received from the client or his agent.

2.7 The Manual shall describe the Contractor's procurement method for resin flooring products, plant and equipment, and subcontract services, including the selection, control and monitoring of suppliers and subcontractors. There shall be a verifiable link between the respective procedures for procurement and traceability.

2.8 Where the Contractor takes responsibility for design of the floor and the selection of products to be used, the works shall, unless otherwise provided for in the particular contract documents, be designed in accordance with the requirements of the relevant British Standards.

2.9 The Manual shall detail the Contractor's methods for the receipt, handling, storage, inspection and testing of materials and goods for incorporation into the flooring works. The Schedule will focus particularly on:

- the method of handling particular materials and goods so as to prevent damage or deterioration;
- the method of storage, to ensure proper segregation and the prevention of contamination;
- the method of inspection and testing of goods on delivery to ensure they comply with the specification;
- the measuring, testing and calibration equipment and techniques regime;
- the procedures used to ensure correct selection and rotation of material stocks;
- the method of control of non-conforming or out-dated materials and goods.

2.10 The Manual shall detail the Contractor's methods for investigating and recording Customer Complaints and any subsequent corrective or preventative actions.

2.11 The Manual shall detail how the Contractor seeks to demonstrate continuing improvement in the quality and effectiveness of his operations.

3 QUALITY PLANNING

3.1 The Contractor shall produce a quality plan that covers general operations and specific site requirements. The quality plans should, as a minimum, include the following:

- Definition and identification of contract specific requirements and related documents;
- Definition of the organisational responsibilities and authorities;
- Identification and status of site personnel;
- Identify the requirements, approval and means of verification of purchased services and material;
- A procedure for work programme review, adjustment and record keeping;
- A method statement relating to site operations, including work instructions, quality control procedures, inspection and testing arrangements and work acceptance procedures;
- Procedures for administration and document control;
- Procedures to identify training needs and records to demonstrate that all personnel are adequately and appropriately trained;
- Procedures for management review and quality audits;
- Procedures for the retention, storage and disposal of Quality Records;
- The employment of subcontractors, the verification of their insurance cover, and the monitoring of the quality of their work.

3.2 The Contractor shall ensure that the works are inspected during progress and after completion. Special attention shall be given to the following:

- Quality and preparation of the base
- levels and surface regularity of the base
- moisture content of the base, where necessary
- priming of the base (where specified)
- mixing of the resin flooring
- temperature and humidity controls during application and curing
- thickness or coverage checks during application
- quality of surface finish and appearance in relation to specification or pre-contract sample
- levels and surface regularity of finished flooring
- surface sealing, where specified
- curing
- compliance with the specification and method statement.

4 TRAINING

The Contractor shall maintain procedures that identify training needs and provide appropriate training for all personnel performing activities that have an effect on quality and health & safety. The procedures shall ensure that all personnel have the relevant training, qualifications (NVQ Level 2, 3, 6, SMSTS) and experience to undertake the work involved.

The procedures shall:

- a) Define the categories of off-site and on-site personnel, e.g. contract manager, estimator, buyer, foreman/chargehand, screeder, mixer, labourer, trainee, etc.
- b) Define the knowledge, skills and experience required for each personnel category.
- c) Identify the training requirements for each personnel category.
- d) Evaluate experience of personnel based on objective evidence such as verifiable training records.
- e) Provide relevant theoretical and practical training on site operations and health & safety matters.
- f) Assess the level of knowledge and skill attained by individual personnel during training.

5 IDENTIFICATION OF THE STATUS OF ON-SITE PERSONNEL

The Contractor shall have a documented procedure that ensures that on-site personnel are identified with respect to their capability.

The Contractor shall ensure that all on-site personnel, including sub-contract personnel, hold the appropriate CSCS Card(s) for the occupation being undertaken, or as a trainee in a skilled occupation.

6 SITE TRAINING REQUIREMENTS

All on-site operations shall be carried out by personnel with appropriate knowledge, training and proven experience. Trainees shall not carry out any critical activities unless adequately supervised by suitably trained personnel.

The Contractor shall have a documented procedure that ensures that all on-site personnel are familiar with the specifications, materials, procedures and operation of equipment in relation to their category. This shall include interpretation of relevant drawings, setting out, detailing, finishing, curing and protection.

Relevant operatives shall have an appropriate level of training and experience of the setting up, cleaning, adjustment and maintenance of tools and equipment.

Supervisory operatives shall have adequate knowledge of quality records and the recording of site information. They shall be instructed in the correct procedures in relation to acceptance of variations to the agreed method statement.

7 OCCUPATIONAL HEALTH & SAFETY POLICY

7.1 General

The Contractor's senior management shall define, document and endorse its OH&S policy. This policy shall include a commitment to:

- a) recognizing OH&S as an integral part of its business performance.
- b) achieving a high standard of OH&S performance, with compliance to legal requirements as the minimum, and to continual improvement in performance;
- c) provide adequate and appropriate resources to implement the policy;
- d) the setting and publishing of OH&S goals and objectives;
- e) place the management of OH&S as a prime responsibility of line management;
- f) ensure its understanding, implementation and maintenance at all levels in the organization;
- g) employee involvement and consultation to gain commitment to the policy and its implementation;
- h) ensure that employees at all levels receive appropriate training and are competent to carry out their duties and responsibilities.

7.2 Organising

The Contractor shall appoint a senior management representative to have responsibility and authority for ensuring that the OH&S management system is properly implemented throughout the Contractor's organization.

Senior management shall demonstrate, by example, their commitment by being actively involved in the continual improvement of occupational health and safety performance.

The Contractor shall:

- a) have access to sufficient OH&S knowledge, skills and experience to manage its activities safely and in accordance with statutory legal requirements;
- b) define the allocation of responsibilities and accountabilities in the management structure;
- c) ensure people have the necessary authority to carry out their responsibilities;
- d) allocate adequate resources commensurate with its size and nature;
- e) identify the competencies required, at all levels within the Contractor, and arrange necessary training;
- f) make arrangements for the effective and open communication of OH&S information;
- g) make effective arrangements for the provision of specialist advice and services;

h) make effective arrangements for employee involvement, and consultation where appropriate.

The Contractor shall maintain any records necessary to demonstrate full compliance with legal and other statutory requirements and with its own OH&S policy. These records shall be made available to FeRFA for inspection on request.

7.3 Risk assessment

The Contractor shall carry out risk assessments in accordance with the following six steps :

1. identify potential hazards;
2. decide who might be harmed and how;
3. evaluate the risks and decide whether the existing precautions are adequate or whether more should be done
4. advise the relevant personnel affected of the hazards and controls identified
5. record the findings
6. review the assessment and revise if necessary

The Contractor shall be aware of and comply with legal and other requirements, in addition to the risk assessment, applicable to it.

7.4 Measuring performance

The Contractor shall have a documented procedure for recording and correcting actual and potential incidents. The procedure shall include complaints to subcontractors and complaints from customers. Details of incidents, the actions taken and the measures adopted to prevent recurrence shall be recorded.

7.5 Management review

The contractor shall carry out a periodic review of the OH&S management system at least once per year.

8 TECHNICAL CAPABILITY & SERVICE

8.1 Capability

The Contractor shall maintain records of all completed contracts including details of all products applied referenced to their FeRFA classification, product name and manufacturer, the type of installation and conditions of service, names of client's personnel and architects, engineers, etc associated with the work.

8.2 Technical Service

The Contractor shall nominate personnel who are trained and experienced in investigating problems and who can assist clients in preparing specifications for new work or providing effective solutions to problems met on site either during application of the flooring or subsequently.

9 ENVIRONMENTAL POLICY

The Contractor shall have a defined Environmental policy and demonstrate a commitment to sustainable practice within the resin flooring industry. The contractor shall to commit to:

- Continual improvement in their environmental performance – working towards Zero Waste to Landfill
- Preventing pollution
- Compliance with all environmental legislation, regulations and codes of practice relevant to the industry sector in which it operates.



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

SIGNED

PRINT NAME

On behalf of

COMPANY

DATE