



LIQUID ROOFING AND WATERPROOFING ASSOCIATION AFFILIATES CODE OF CONDUCT

Introduction

The purpose of this Code of Conduct is to set down the standards expected of an Affiliate member of the Liquid Roofing and Waterproofing Association (LRWA). Each such member shall annually complete a return confirming their compliance to these standards.

1. Mandatory Requirements

Members will at all times ensure that current legislation is complied with especially in relation to

1.1 Terms And Conditions of Employment

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

1.2 Adequate levels of Insurance

To ensure that adequate and appropriate levels of insurance for type of business is held by the company.

1.3 Competency

The member shall submit evidence of levels of competence in their respective field.

1.4 Business Integrity

The member shall observe a high standard of integrity in its business dealings and shall only offer product/service solutions which are cost effective and best meet the needs of the client.

1.5 Professional

Members shall at all times act in a Professional manner and not bring either the Association or fellow Members, into disrepute. Any such conduct should be brought to the attention of the Board for any investigation.

1.6 Complaints

All members shall have and supply a documented complaints procedure

2. Advertising

2.1 A member shall ensure that any advertising of its services is accurate and complies with the relevant Code of Advertising Practice.

2.2 Use of the Associations logo is permitted and this should be used on all stationary, vans, etc excluding product datasheets and specifications, in accordance with the Associations stipulated requirements. In the event of Membership ceasing then continued or further use of the logo is strictly prohibited.

3. Disciplinary Action

Any report of any member not complying with this Code of Conduct shall be investigated by the officers of LRWA or their nominees. A report of the investigation will be submitted to the Member and any refusal to accept its findings or those of a legally constituted dispute procedure shall be reported to the Board who shall consider what action to take up to and including the expulsion of the said member.

4. In the event of a take-over or acquisition, the member must notify LRWA immediately to ensure continued compliance.