



Appendix 4

LIQUID ROOFING AND WATERPROOFING ASSOCIATION (the Association) AFFILIATE MEMBER CODE OF CONDUCT

Introduction

The purpose of this Code of Conduct is to set down the standards of trading expected of a 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 adequate and appropriate levels of insurance for type of business 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 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 investigation.

2. COMPLAINTS

All members shall have a written complaints procedure, which sets out at least the following:

- 2.1. The name and designation of the person to whom any complaint should be addressed.
- 2.2. An undertaking to inspect the suspected defective work within 14 days of receipt of this complaint.
- 2.3. An undertaking to replace any faulty material, originally supplied by the Member, which has been the cause of moisture ingress.

3. ADVERTISING

- 3.1. Each Member shall ensure that any advertising of its products or services is accurate and complies with:

- 3.1.1. the Code for Construction Product Information (CCPI); and

- 3.1.2. Rule 1 (Compliance), Rule 2 (Recognition of marketing communications), Rule 3 (Misleading advertising), Rule 4 (Harm and offence), Rule 8 (Promotional marketing), Rule 10 (Use of data for marketing) and Rule 11 (Environmental claims) of the UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (the **ASA Code**),

as amended from time to time.

- 3.2. Save in respect of the interpretation of Rule 10 of the ASA Code, use of the word “consumer” or “consumers” in the ASA Code shall be interpreted as meaning “customer” or “customers” of Members (as the case may be) which shall include (but shall not be limited to) trade and business customers of Members.
- 3.3. Members are permitted to display the Association’s logo, and this should be used on all stationary, vans, etc. excluding product datasheets and specifications, in accordance with the Association’s stipulated requirements. In the event of Membership ceasing then continued or further use of the logo is strictly prohibited.

4. DISCIPLINARY ACTION

Any report of any member not complying with this Code of Conduct may be the subject of a complaint which shall be reported, investigated and determined in accordance with the Association’s Complaints Procedure.

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