



# LIQUID ROOFING AND WATERPROOFING ASSOCIATION INSTALLERS CODE OF CONDUCT

## **Introduction**

This Code of Conduct is prepared to lay 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 with this code.

## **1. Mandatory Requirements**

- 1.1** Members will register with the CITB and pay all levies due.
- 1.2** Members will at all times ensure that current legislation is complied with especially in relation to:
  - i) Health & Safety at Work
  - ii) CDM Regulations
  - iii) Terms and Conditions of Employment for staff and operatives
  - iv) COSHH
  - v) Employers Liability Insurance – a minimum limit of indemnity for Employers Liability Insurance of £5m will be required and in addition a £2m limit of liability for Public Liability Insurance should also be held.
- 1.3** Members will supply to all operatives personal protective equipment appropriate to the work being carried out and will ensure that operatives at all times wear company identifiable clothing.
- 1.4** Members must be committed to a recognised training programme either nationally – NVQ/SVQ, or by way of that provided by Manufacturer Members.
- 1.5** 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.

## **2. Execution of Work**

- 2.1** All work shall be carried out using competent and suitably trained Operatives together with relevant support staff on a ratio of two trained to 1 labourer. All skilled operatives (excluding labourers) shall hold the appropriate CSCS registration card.
- 2.2** All work shall be carried out in compliance with the relevant Industry/Manufacturers standards and installation instructions / guidelines.

- 2.3 Members shall complete all contracts on time in accordance with an agreed programme, subject to prevention by matters beyond their control. Failure of the client to make agreed payments or serious breach of any other contract terms may be considered acceptable reasons for interrupting the execution of works so long as the relevant notices have been given.

3. **Advertising**

- 3.1 A member shall ensure that any advertising of its services is accurate and complies with the relevant Code of Advertising Practice.
- 3.2 Use of the Associations logo is permitted, and this should be used on all stationary, vans, etc excluding proposals 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.

4. **Disciplinary Action**

- 4.1 If a manufacturer has revoked their approved status this can be reported to LRWA Who will refer the matter to the installer council for discussion - decision will be made whether it effects inclusion on LRWA installer list/The Installer member can put across their side of the situation and the manufacturer involved will not form part of the panel.
- 4.2 A reinstatement plan can be agreed which can include additional and refresher training.
- 4.3 An installer must not be subject to a HSE improvement or prohibition order