



Appendix 3

LIQUID ROOFING AND WATERPROOFING ASSOCIATION (the Association) ASSOCIATE 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. Health & Safety at Work

All production sites shall comply with current legislation. Members which are employers shall provide a safe working environment for their employees. All necessary information shall be given to applicators for the safe use of products.

1.2. Manual Handling Regulations

All containers and other packages must be marked with the maximum weight for handling and loading purposes.

1.3. COSHH Statements

To provide all necessary information, including Material Safety Datasheets, to enable appropriate COSHH statements to be produced by the applicator for the location where the product is to be used.

1.4. CDM Regulations

To take all measures possible to ensure that the product is manufactured and installed in such a way that any risk to operatives is minimised and to provide the applicator with all necessary information required to produce their Health & Safety Risk Schedule.

1.5. Terms and Conditions of Employment

To ensure that all employees are engaged under appropriate terms and conditions, in accordance with current legislation.

1.6. Employers Liability Insurance

To ensure that adequate Employers Liability Insurance is held by the Member.

1.7. Environmental Policy

Members are required to have and comply with an environmental policy in accordance with ISO 14001, which is designed to consistently reduce any harmful effects of their products on the environment.

1.8. Professionalism

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. SPECIFICATION AND TECHNICAL INFORMATION

- 2.1. Members will undertake to ensure that unambiguous technical information regarding their-products, the product's intended use and application method are provided, and to provide material data sheets that give guidance on disposal requirements.
- 2.2. Terms and conditions of sale shall be made available to all purchasers.
- 2.3. Where specifications are prepared directly for a client, they shall be prepared by a technically competent person so that the specification does not need to be amended before it can be installed. Such specification shall conform to British and/or Industry Standards where these exist and are applicable.
- 2.4. Details of any guarantees shall be supplied upon request and the terms and conditions under which these are available.

3. EXECUTION OF WORK WHERE A WARRANTY IS INVOLVED

- 3.1. Members will make every effort to ensure that any work using their products will be carried out by competent and suitable trained operatives.
- 3.2. Members will use every effort to ensure that the work is carried out in accordance with the relevant installation instructions.

4. COMPLAINTS

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

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

5. ADVERTISING

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

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

5.1.2. 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.

5.2. 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.

5.3. 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.

6. 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.

7. QUALITY ASSURANCE

All members should hold or be working towards a relevant Quality Assurance Scheme, preferably that meets the requirements of ISO9000.