

## Procedures for application and complaints

### 1. APPLICATION PROCEDURE

- 1.1. All applications shall be in writing.
- 1.2. Upon receipt of an application, SPRA will issue an invoice for the application deposit.
- 1.3. A deposit of £250 shall be levied on manufacturer/supplier, associate and contractor applicants, to cover the cost of audit and compliance. The deposit for single ply trained installers shall be £25.
- 1.4. Upon receipt of payment of the application fee, SPRA will arrange to inspect the applicant's office and construction sites (as appropriate) to establish compliance with the Quality Charter.
- 1.5. Once compliance with the Quality Charter has been established, SPRA will issue an invoice for the annual subscription. The subscription year runs from the date that compliance has been confirmed.
- 1.6. Applicants are allowed a period of up to 12 months following initial payment in which to demonstrate compliance with the Quality Charter. If compliance is not achieved within 12 months and the applicant wishes to continue with the application, a further application deposit will be levied.
- 1.7. Upon payment of the subscription, the acceptance of compliance with the Quality Charter will be confirmed and a certificate issued. Until this confirmation is received, applicants may not claim to be part of the Association nor use the SPRA logo on their stationery or publicity material.
- 1.8. In the event of take-over or acquisition, the applicant must notify the Secretary immediately to enable a further audit and recommendation to Council.
- 1.9. In the event of supply of a membrane product being transferred to a new company, the previous supplier will be asked to resign and a new application will be sought from the new supplier.

### 2. PROCEDURE FOR INTERNAL COMPLAINTS

- 2.1. Any Company wishing to make a complaint against another Company of the Association must state in writing the specific item of the Quality Charter to which it applies and submit this to the Secretary.
- 2.2. The complaint must be investigated by a hearing convened by the Secretary in accordance with Articles 38 and 39 within three weeks; this may include meeting with the Company to whom the complaint is directed. Either party to the complaint is entitled to oppose the co-option of other Companies to the hearing panel.
- 2.3. The recommendation of the Secretary shall be referred to Council for endorsement.

## Quality Charter and Codes of Conduct for SPRA Members

### Associate - QUALITY CHARTER

1. **Definition**

Associate Companies shall consist of those involved with design, marketing, factoring or manufacturing of ancillary products used in the installation of single ply membranes or roofing systems associated with these membranes.

2. **Quality management system**

An applicant or member's products for single ply roofing must be produced under factory production control to ISO 9000.

3. **Product performance standards**

An applicant or member must present documentary evidence of the fitness for purpose of their products through:

- 3.1. Compliance with the appropriate SPRA Component Quality Standard
- 3.2. Relevant third-part certification.

4. **Design guidance**

An applicant or member must provide a comprehensive design guide for the application of single ply products in the UK based upon the requirements of the SPRA Design Guide and relevant current British and European Standards. They must be suitably indemnified for the supply of design advice.

5. **Technical support**

An applicant or member must provide a dedicated technical support to both membrane manufacturers/suppliers and contractors.

6. **Commercial viability**

An applicant or member must support their application with documentary evidence of a proven period of trading in the United Kingdom or a similar environment to the United Kingdom, which could be assessed by the Committee. Such evidence must be submitted annually to assist continuous assessment by the Association.

7. **Product Guarantee**

An applicant or member must offer a guarantee for product(s) installed and/or used in accordance with the SPRA Design Guide. Such guarantees to be written in the laws of England, Northern Ireland, Scotland, Wales and the Channel Islands, as appropriate, and relevant to the design weather conditions defined in the relevant British Standards. The terms and conditions of any and all guarantee(s) offered are to be defined by the applicant or member and clearly stated.

### Associate - CODE OF CONDUCT

1. **Design Guide**

The Company must conform to the SPRA Design Guide in its design, specification and installation advice.

2. **Complaints procedure**

The Company must demonstrate that it has a proper and comprehensive complaints procedure.

3. **Advertising**

A member shall ensure that the advertising and promotion of its products and services are accurate and do not transgress the British Code of Advertising Practice and the British Code of Sales Practice.

4. **Display**

The Company shall display on its premises the Membership certificate to publicise the observance of this Code of Conduct, shall disclose its existence to each client at the outset of any enquiry by that client and shall provide a copy if so requested. The Company shall also ensure that its employees are fully briefed on those aspects of the code that apply to them and have access to it. Use of the logo must be strictly in accordance with the rules issued for its reproduction.

5. **Review**

The Company must agree to a periodic review of their compliance with the above.

6. **Compliance**

A Company that does not abide by this Code of Conduct may be subject to disciplinary procedures and ultimately to expulsion from SPRA.