

## 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**

### **Contractor - QUALITY CHARTER**

1. ***Definition***

Contractor Companies shall consist of installers of single ply membranes who are registered with the Construction Industry Training Board (CITB) and can demonstrate a commitment to recognised training methods either nationally – NVQ/SVQ or by way of that provided by Manufacturer Members.

2. ***Quality management system***

An applicant or member must demonstrate that they operate a suitable system of third party monitoring of their management systems by one or more of the following:

- Registration or accreditation to ISO9001.
- Registration with a SSIP registered pre-qualification monitoring body.

3. ***Training provision***

An applicant or member must comply with the training of operatives and support staff as detailed in the SPRA Code of Conduct.

4. ***Records of training***

An applicant or member must maintain a detailed register of relevant training undertaken by its employees.

5. ***Commercial probity***

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

6. ***Health and safety***

An applicant or member must have an acceptable statement of compliance with statutory requirements in respect of Health and Safety.

### **Contractor - CODE OF CONDUCT**

***1. Commercial dealings***

Companies shall, in all senses and at all times, observe a high standard of commercial dealing with its clients, suppliers, contractors and associate manufacturing companies. Equally, the former may reasonably expect similar standards from the latter.

***2. Contracts and quotations***

A Company shall ensure that clients are supplied with adequate information concerning the wording of the contract, the contract price and/or itemised rates, together with technical information and any options that may be open to the client. Thereafter:

A Company shall submit a detailed written specification and quotation for work to be undertaken, unless the work is of such minor or urgent nature, or other contract or agreements are already in place between the Client and the Company concerning the work to be carried out.

***3. Design, specification and installation***

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

#### **4. Installation**

A Company shall ensure that all work is undertaken by competent operatives with appropriate training in all relevant aspects of health and safety and holding a relevant CSCS card in the specific the work they carry out. In particular, the installation of single ply membrane shall be undertaken only by installers who have been assessed as competent by the membrane manufacturer and have been issued with a product training card for the particular product being installed.

#### **5. Insurance**

A Company shall arrange and at all times maintain, adequate insurance cover in respect of employers' liability, public liability and such other liabilities as may be agreed between the parties. A member has a statutory obligation to arrange employers' liability insurance.

The minimum level of cover provided for each type, separately will be £1.0m

#### **6. Guarantees**

A Company shall guarantee new work against failures due to proven defective workmanship for a period to meet any contractual obligation, if required, subject to receipt of payment within the terms of the contract. Maintenance work shall be exempted from such a guarantee.

#### **7. Advertising**

A Company 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.

#### **8. Health & Safety**

A Company shall comply with the Regulations and any other statutory requirements as laid down in respect of its work by the Health and Safety Executive

#### **9. Mandatory Inspection**

A Company must be prepared to have it's work inspected to ensure compliance with membrane manufacturer's requirements and specific site quality requirements. A Company must be prepared to correct it's work accordingly, if need be.

For small roof work (area < 100m<sup>2</sup>) including domestic where there is no requirement for a membrane manufacturer's inspection, the Company must complete the SPRA self-certification process.

#### **10. Customer Complaints**

A Company shall have a recognised method for dealing with complaints, as follows:

The Company should be notified immediately in writing regarding any issues concerning their work. The Company will arrange to visit and inspect as soon as practical. Generally, this will be within 3 working days and no more than 7 working days from the Company receiving the written request, subject to the nature of the complaint and the client arranging unrestricted safe access.

If the Company and its client shall remain in dispute, they will have recourse to the SPRA internal complaint procedure, which may provide a conciliation service for a fee at SPRA's discretion.

A Company which does not abide by the findings of the SPRA dispute procedure may face the possibility of expulsion from SPRA, which shall consequently involve the loss of their status as a Contractor member.

The dispute procedure outlined above shall hopefully obviate the need for any other intermediary, but if this is not the case, a member firm shall co-operate with local consumer advisors or any other intermediary consulted by the client.

### **11. Completion of Contracts**

Where not specifically agreed in writing by the parties, prior to commencement, it is expected that a Company shall complete each contract on time as agreed in any contract or otherwise, but with provision for weather and other factors outside its control.

### **12. Display**

A Company shall:

- Display on its premises the SPRA Certificate to publicise the observance of this Code of Conduct.
- Provide a copy of this Code of Conduct, if so requested, and shall ensure its mention in each contract.
- Ensure that its employees are fully briefed on those aspects of the Code that apply to them and have access to it.
- Display the SPRA 'Contractor Member' logo on it's correspondence documentation with the client.
- Use the logo strictly in accordance with the rules issued for its reproduction.

### **13. Review**

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

### **14. Compliance**

A Company found to be operating outwith the SPRA Contractor 'Code of Conduct' may be subject to disciplinary procedures with the potential to expulsion from SPRA.