



CONTRACTORS CODE OF CONDUCT

Membership to the Contract Flooring Association is not given lightly or automatically.

On application each company undergoes financial health and reputation checks. The Contract Flooring Association only admits companies who have provided four references, operate using a comprehensive health and safety policy and have a minimum of £5 million public liability insurance. Full members must have been trading for a minimum of two years and are asked to comply with the following code of conduct as a condition of membership:

1. Conduct their businesses lawfully, comply with all relevant legislation and trade fairly and responsibly.
2. An assurance of the best possible service to all customers.
3. To offer products and services within relevant current British, European and International Standards.
4. An assurance of fully trained staff / operatives within the business.
5. An assurance that advertising / sales promotions / public relations should comply with current advertising regulations.
6. Information relating to products, services and prices should be displayed in an easy to understand form complying with current price legislation.
7. An assurance that all information given to customers should be accurate, truthful and based on full product and service knowledge.
8. The company should carry out all work to the best of their ability advising the customer of any delay or problems.
9. An assurance that services should be undertaken at an agreed time and date.
10. The customer should receive adequate guidance on the use, care and maintenance of products.
11. In the event of a complaint the customer should be dealt with quickly and courteously by the contractor and their staff.

Breach of the code of conduct may result in a review of membership by the CFA Council as per the *Memorandum and Articles of Association.

*Under section 5 it states that a member shall be liable to have his membership terminated by resolution of the Council if in the opinion of the Council the member's conduct or trading methods are such as to make it desirable that his membership should be terminated.