

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

Affiliate - QUALITY CHARTER

1. ***Definition***

Affiliate Members shall consist of either:

- Companies involved in the manufacture or supply of components (including polymers) used in the production of single ply membranes.
- Organisations involved in research into technical and economic aspects of single ply roofing systems.

2. ***Quality management system***

Affiliate Member companies involved in the manufacture or supply of components to the single ply membrane industry must manufacture those products under factory production control system to ISO 9001. All Affiliate Member companies must themselves operate an accredited quality management system to ISO9001.

3. ***Product performance standards***

An Affiliate Member involved in the manufacture or supply of components to the single ply membrane industry must present documentary evidence of the fitness for purpose of their products through:

- Declaration of compliance with an appropriate harmonised European Product Specification or
- Such other declaration of compliance as may be relevant to the class of products.

4. ***Sustainability***

An Affiliate Member must be accredited to ISO14001 Environmental Management Systems (EMS)

5. ***Customer satisfaction***

An Affiliate Member must be accredited to ISO 10001 (2007) Quality Management – Customer Satisfaction.