

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

Membrane Manufacturer/(Sole Distributor) - QUALITY CHARTER

1. **Definition**

This Category shall consist of manufacturers of single ply membranes sold in the UK and distributors of roofing systems based on any single ply membrane with a place of business in the UK.

2. **Factory production control**

Production of the single ply membrane product must be under a system of factory production control to ISO9001 or such equivalent system as exists in the country of origin.

3. **Independent certification of product**

All membrane products must have a current certificate of fitness for purpose issued by the British Board of Agrément (BBA) or other British member of UEAtc. An equivalent certificate issued by other members of UEAtc will also be accepted provided it is in the English language. A new applicant whose product(s) do not have such Certification will be expected to obtain it within a maximum period of 12 months. In all cases, certification must also be available of the fire performance of all membrane products when tested to TS1187: Part 4.

4. **Product guarantee**

The applicant or member must offer a guarantee for product(s) installed and/or used in accordance with the SPRA Design Guide for a minimum of 10 years. Third party agents for product(s) must provide a guarantee issued for and on behalf of the products primary manufacturer. 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 Member and clearly stated.

5. **Design guidance**

The applicant or member must provide a comprehensive design guide for the application of single ply products in the UK based upon the requirements of SPRA Design Guide and relevant current British and European Standards. They must be suitably indemnified for the supply of design advice. They must either provide an attachment scheme to meet design wind load or ensure that a suitably qualified person has carried out such design and calculation.

6. **Commercial viability**

The 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 Council. Such evidence must be submitted annually to assist continuous assessment by the Association.

7. **Supply of product**

The applicant or member must supply membrane product only to contractors whose installers have passed the applicant or member's product-specific training course. Supply must be either direct from the manufacturer, from its UK subsidiary, or from distributors dedicated to the supply of the manufacturer's product.

8. **Training of installers**

The applicant must provide training in the installation of all membrane products at a dedicated training facility not on a construction site. The training facility must be to a standard of health, safety and welfare acceptable to Council. The trainee/trainer ratio must not exceed 8:1. The programmes of training and assessment of new installers and those trained in the use of other

products must be approved by the Council. Following successful completion of off-site training, there must be a reasonable period of supervised sitework before the manufacturer's identity card is issued. Identity cards with photograph must be supplied to the licensed contractor for forwarding to individuals as appropriate. Such cards must be subject to review a maximum of 5 years after training was completed.

9. Training of contractor's technical staff

The applicant or member must offer training to technical grades of personnel such as estimators and supervisors, the programme of which must be approved by the Council.

10. Training of technical representatives

The applicant or member must demonstrate that a structured induction, health and safety and technical training programme is provided for their technical representatives, whether engaged in sales or site-support.

11. Site inspections

The applicant or member must operate a documented system of quality control through site visits or SPRA-approved self-certification before warranties are supplied to clients. Staff carrying out site inspections must be holders of a current Construction Skills Certification Scheme (CSCS) card.

Membrane Manufacturer/(Sole Distributor) - CODE OF CONDUCT

Each Company which has been certified by SPRA shall be bound by the terms of this Code of Conduct, which aims to ensure the highest possible standards for conduct of their work.

A. Design Guide

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

B. Complaints procedure

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

C. Advertising

The 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.

D. Display

The Company shall display on its premises the Association symbol 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. It 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.

E. Review

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

F. Compliance

Companies not abiding by this Code of Conduct may be subject to disciplinary procedures and ultimately to expulsion from SPRA.

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.

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.

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

For small roof work (area < 100m²) 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 its correspondence documentation with the client.
- Use the logo strictly in accordance with the rules issued for its reproduction.

Applications, Quality Criteria, Code of Conduct & Complaints



-

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.

END