

Distributor Category Applications, Quality Criteria, Code of Conduct & Complaints



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, distributor, associate and contractor applicants, to cover the cost of audit and compliance.
- 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-optation 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

Distributor - QUALITY CHARTER

1. ***Definition***

This Category shall consist of distributors of single ply roofing systems (membranes and accessories), demonstrating a full system approach based on any single ply membrane which is manufactured by a company that is a member of SPRA, with a place of business in the UK. A Distributor Member will be nominated and endorsed for SPRA membership by an appropriate SPRA Manufacturer Member.

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 Distributor Member or Manufacturer 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. Distributor Members of product(s) must provide a guarantee based on and fully endorsed by the product's SPRA Manufacturer Member. 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 and clearly stated.

5. ***Design guidance***

The Distributor Member or Manufacturer Member must provide comprehensive design guidance 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 Distributor 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 Distributor Member must supply membrane product only to contractors who have installers that have passed the Distributor Member or Manufacturer Member's product-specific training course.

8. Training of installers The applicant must provide training in the installation of the Single Ply Membrane product 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. Contractors will be trained by the Distributor Member's staff or alternatively by the Manufacturer Members training staff by agreement. The names of trained installers will be logged by the Distributor Member. 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. SPRA Distributor Member's training of contractors will be audited by the SPRA Manufacturer Member and SPRA.

9. Training of contractor's technical staff

The Distributor Member's trainers will be trained by the Manufacturer Members training staff to an appropriate level of competence.

10. Training of technical representatives

The Distributor Member must demonstrate that a structured induction, health and safety and technical training programme in the Manufacturer Member's single ply roofing system is provided, for their technical representatives, whether engaged in sales or site-support.

11. Site inspections

Warrantied projects will be logged by the Distributor Member and be subject to audit by the Manufacturer Member. Site inspections of warrantied projects will be required to be undertaken by Manufacturer Members or Distributor Members trained site staff on an agreed percentage basis. This would form a part of the SPRA Manufacturer members audit process. The Distributor 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.

Distributor Member - 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.