

CODE OF PRACTICE

Each AFI member or associate member agrees to:

- 1 Comply with the law.
- 2 Comply with the Health and Safety at Work Act 1974, and have a written H&S Policy (or Policy Statement if fewer than 5 employees).
- 3 Have a written Environmental Policy which includes provisions for the safe and legal disposal of waste materials.
- 4 Hold public and employers liability insurance appropriate to the size of business and nature of operations.
- 5 Provide high quality goods and services, managed and administered professionally (ideally meeting or based upon the requirements of ISO 9001).
- 6 Maintain good financial standing.
- 7 Provide their clients with a clear specification of the services and products offered, the price and payment terms, and a timetable for the works.
- 8 Demonstrate an appropriate system for the responsible management of contract variations.
- 9 Demonstrate an appropriate system for the responsible management of customer complaints.
- 10 Operate ethically, competing and selling fairly and avoiding unfair terms and conditions (as defined by the Office of Fair Trading).
- 11 Comply with all current employment legislation.
- 12 Act in a professional and courteous manner at all times.
- 13 Ensure that all staff are trained and competent in their roles, maintaining and updating skills and knowledge of industry requirements and best-practice, e.g. FISS/CSCS.
- 14 Maintain the standing of the AFI and this Code of Practice.

January 2017

