



CODE OF CONDUCT

**incorporating the Door & Shutter Manufacturers' Association (DSMA)
and the Association of Building Hardware Manufacturers (ABHM)**

This CODE OF CONDUCT represents a binding commitment on the part of each DHF member engaged in the manufacture, installation, distribution, maintenance and repair of doors, building hardware and their components to achieve a high standard of quality, safety and reliability.

Each member shall observe and comply with the following requirements at all times:

1. STANDARD OF WORKMANSHIP

The member shall observe a high standard of workmanship and any goods or materials supplied by the member shall be fit for the purpose for which they are intended.

The member shall not enter into contracts without being able to comply with the technical and programme requirements, having access to sufficient resources and adequate documentation to fulfil all contract criteria.

All goods, materials and workmanship shall comply with the relevant statutory requirements, standards and codes of practice.

The member shall consistently check all of its own work and remedy all defects and shall ensure that all finished work is of a good standard. The member undertakes to follow up and resolve all customers' complaints, of whatever nature, promptly and courteously.

2. PRODUCTS

All products sold by the member shall have been thoroughly tested and manufactured according to the published specification. All products will meet the minimum standards laid down by the statutory or advisory bodies and shall carry a minimum twelve months warranty.

3. QUALITY ASSURANCE

The member shall have a fully documented quality management system, hold regular reviews and audits of its system and undertake corrective actions to remedy non conformities. This may take the form of BS EN 9001 : 2000 quality assurance certification or manufacturer's own factory production control to an acceptable level relating to the business concerned.

4. TRAINING

The member shall have documented training records and shall take active steps to ensure that all operatives, supervisors, office staff and managers receive proper and continuing training to ensure that all personnel have the necessary skills to perform their allotted tasks to the required standards.

5. SAFETY

The member shall use its best endeavours to ensure compliance with statutory regulations, directives and recommendations from recognised authorities.

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The member shall continually monitor its practices with regard to health and safety issues and shall do all that is practicable to prevent personal injury by protecting its employees and all others who may be affected by its work from all foreseeable hazards which could arise from such work.

The member shall be able to provide a written health and safety policy and evidence that it has taken all practicable steps to ensure adherence to the policy.

6. EMPLOYMENT

The member shall take all reasonably practicable steps to ensure the welfare and stability of employment of all its employees and shall fulfil all of its legal and other duties as an employer.

The member shall not discriminate unlawfully or improperly in respect of employment.

7. BUSINESS INTEGRITY

The member shall observe a high standard of business integrity in all aspects of its business dealings. The members shall represent its product and services in an accurate and honest manner and shall not mislead its customers or suppliers in respect of its dealings with that company or any other party.

The member shall accept fair and reasonable terms and conditions in contracts with customers, suppliers or sub-contractors and shall not exercise unlawful or improper leverage or incentive in the negotiation of such contracts.

8. INSURANCE

The member shall maintain a minimum of £2 million public liability and product liability insurance.

9. TAX CERTIFICATE

Where relevant, the member is required to be in possession of the relevant sub-contractors tax certificate.

10. DISPUTE RESOLUTION

DHF acts as a facilitator to promote the resolution of contentious issues by creating a climate in which to reach an amicable solution.

ENFORCEMENT OF THE CODE OF CONDUCT

In the event that any member fails to comply with the code of conduct, the member shall receive a warning, together with appropriate advice on compliance with the code of conduct and, in the event of further failure to comply with the code of conduct, the member may be suspended or expelled from DHF by decision of the Executive Committee.

In the event of any complaint arising out of an alleged breach of this code of conduct by a member of the DHF, formal written notice of the complaint should be sent to the Secretariat of the DHF who will arrange for the matter to be investigated factually and brought to the attention of the Executive Committee for consideration and appropriate action.

DHF

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