



CODE OF PROFESSIONAL PRACTICE

NEW BUILD/COMMERCIAL SECTOR

**'Quality, Standards & Professionalism
are key elements for the NIA and its
Members'**

FIRST EDITION - 2015

For your peace of mind

- All of our members will make sure their staff are aware of the code and its contents.
- We keep a register of members, all of whom agree to keep to the standards and conditions as set out in this Code.

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1. Introduction

We, the National Insulation Association, have produced this New Build/Commercial code of professional practice. When our members join the association they certify that they will keep to all of the clauses in the code. This means they will work to the required standards of client care, technical and professional standards. Our officers monitor our members to make sure they work to the highest possible standards within the industry.

As an association, and on behalf of the insulation industry, we advise all contractors to make sure that they only use companies that are members of the association and who have signed up to the code. A list of these companies are available from us. Our members carry our logo on their literature, showing that they follow the code.

2. Training/Accreditation

All installer members will hold the relevant Trade CSCS card which ensures they hold the relevant qualifications and training as set out by the CITB and also covers required Health & Safety awareness as set out by the Health & Safety Executive in respect of the Construction Industry.

3. Technical Competence

- System Cards - Members will have sufficient technical knowledge and competence to install specific systems. They will carry cards for each system they are approved for installing. System designers may carry out technical inspections, reviews or monitoring as required.
- Building Regulation Requirements - Members will be fully aware of Building Regulations and adhere to legislative requirements.

4. Health & Safety

Members will ensure all technicians adhere to the Health & Safety Regulations as set out by HSE in addition to site specific/contract requirements. Members will ensure all technicians are fully trained to their own Health & Safety procedures.

5. Insurance

Our members have appropriate insurance cover for all normal risks affecting their client, their employees and the public as stipulated in the contract. We ask our members for information on their insurance arrangements each year and regularly carry out checks on the information they give us.

6. Complaints

Members aim to ensure all of their clients are satisfied. They must keep to this code as a condition of membership. If you think a company has broken the code, you should complain to them first. They must have a written complaints procedure in place.

If you are unable to resolve the complaint directly with our member you should write to us. We will investigate the issue and try to find a solution that everyone is satisfied with.

7. Service Level

Members will endeavour to meet service levels as stipulated in the Contract notwithstanding circumstances outside their control.

8. Quality Assurance

Members will provide a comprehensive QA System specific to site requirements in order to monitor the quality of installations. The System Designer may also carry out random checks to ensure the work carried out adheres to the specification.

9. Technical Advice & Support

Installer and manufacturer members will work together to deliver cost effective solutions that meet current building regulations.

10. Client Care

Our members have a duty to:

- Ensure that all their staff treat clients politely and with respect at all times;
- Ensure that their technicians behave in a way that reflects the association's standards and the reputation of the insulation industry
- Our members will have a written client care policy which they should make available to you if you ask. All relevant staff should be trained in this policy.
- All staff should be fit for the job, fit enough to carry out their duties, and be totally honest and trustworthy.

11. Approved Products/Materials

Members will install products/materials as stipulated in the specification/contract and ensure that they meet the relevant British, European or International Standards or equivalent. All products/materials will be CE marked.

12. Guarantees

Where applicable, the appropriate guarantees will be applied for and any code of conduct will be adhered to.

Keeping to the code

All of our members must accept and follow all parts of this code.

If members break the code, our council can reprimand them in writing or suspend them (or both), or we can end their membership. If a member wants to resign from the association when a complaint has been brought against them, their resignation will not take effect until the complaint has been dealt with.

You can get copies of this code and a Register of Members on our website:
www.nia-uk.org

Or, please email us at: info@nia-uk.org
or phone us on 01525 383313 to ask for a hard copy.

