



## **MEMBERSHIP CONTRACT, CODE OF PRACTICE AND PROFESSIONAL COMMITMENT TO CLIENTS AND CUSTOMERS**

**AN EXCLUSIVE COMMITMENT BY MEMBERS OF THE BRITISH PLASTICS FEDERATION'S EPS (Expanded Polystyrene) GROUP**

### **introduction**

This document represents a contracted commitment of **quality, service and trust** signed exclusively by members of the EPS Group of the British Plastics Federation – the UK's leading trade authority in plastics design, technical advancement and manufacture.

It aims to ensure that EPS Group members continually strive to provide their customers with the highest industry standards of **product and service excellence**. This differentiates the Group from non-members and should act as a reassurance of production and service standards to which non members do not commit.

When BPF EPS Group members join the association they agree to actively support this contract and to participate in its codes and commitments by conforming to all of the clauses below. This means they will work to the **best possible technical and professional standards** and to the **best possible standards of customer care**.

The BPF EPS Group will only promote the **resources, skills and attributes** of companies that are fully committed members of the Group and that sign up to this code of practice on an annual basis.

The BPF EPS Group strongly advises that those requiring advice or technical assistance on expanded polystyrene, or who wish to take advantage of the highest standards of eps product performance and integrity, take **steps to ensure that the company they approach is listed as a member on our web site [www.eps.co.uk](http://www.eps.co.uk)** and has a valid, current year's member code displayed beneath our official registered BPF EPS Member logo as shown below.



## membership requirements

Members of this group will fall into one of the following categories:

- Processors and converters of EPS
- Raw material suppliers
- Suppliers of EPS processing, manufacturing and auxiliary equipment
- Recyclers of EPS

## member commitment

1: Members shall take all reasonable care to ensure that all information they supply is accurate and can be validated as such in relation to the products they sell or services they provide.

2: Members will ensure that all their marketing, advertising and promotional material is legal, decent, honest and truthful, as set out in the relevant advertising codes.

3: Members will, wherever possible, commit to the recycling of EPS.

4: Members will not make inaccurate, misleading or deliberately malicious statements about any competitor's products or services.

5: Members commit to ensuring that their technicians are trained and approved to the relevant standards and ensure that all products supplied are approved for use by relevant independent regulators.

6: Members must ensure that contracts carried out by themselves, or their registered BBA installers using their British Board of Agrément certificate, are in compliance with all aspects of BBA approval relating to that certificate and should be compliant with the CIGA guidelines for all retro-fit properties.

7: Members shall carry out appropriate assessments in line with the current national or European (CEN standards), as well as to the system or product suppliers' specification, to ensure their products and work comply at all times with legal and regulatory best practice.

8: Our members must follow all applicable BBA certificates or European (CEN standards), product or system suppliers' specifications and relevant Building Regulations.

9: To ensure market data is available fairly to all, each member company is required to supply to the BPF, in confidence, every six months, an historic breakdown of volumes of material supplied to sectors of the EPS market. The aggregated total market data will be supplied to all members.

10: The EPS Group is not the forum to resolve commercial disputes between individual companies. It is a forum to encourage market development and create opportunities and improvements for the ultimate benefit of customers within the EPS market.

11: As a protection against unfair market practice, any meetings shall be convened under the guidelines of the BPF's Manual on Compliance with EU and UK Competition Rules.

## adherence to the contract and code

All of our members must accept and follow the relevant parts of this contract and code of practice.

Any member company which is deemed by the group to be deliberately and knowingly defaulting on the commitments made in this contract or carrying out actions detrimental to the well-being of the Group, its customers and the market place, will be censured in one or more of the following ways, subject to unanimous approval of the other members:

- a) Cautioned and expected to retract action.
- b) Cautioned and publicly retract action.
- c) Written evidence of unacceptable practice will be provided by the Group to a third party for further action as appropriate i.e. BBA/BRE/CE Marking (Trading Standards).
- d) A recommendation to the Federation Council that it is undesirable for the offending member to continue in BPF membership.
- e) A recourse to legal action where regulatory and statutory obligations have not been met.

As a member of the EPS Group this agreement is fully accepted by:

Company Name: D S Smith Plastics, Foam Products

Signature (Director/Officer of Member Company):



Date: 27/5/14.

Signature



Director General, British Plastics federation

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