

## INTRODUCTION

The purpose of this code of practice is to provide members of the Association with practical guidelines with the aim of improving the quality of service given by member companies to their customers. It represents a binding commitment on the part of each member of **TIMCON** to maintain a high standard of quality, safety, integrity and reliability to achieve a consistent quality of product and service.

The products manufactured and supplied by **TIMCON** members include all timber packaging products.

### **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 it is 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.

### **2. PROMOTION**

All advertising shall be in compliance with British Advertising Code of Practice. It should therefore be legal, decent, honest and truthful.

Advertisements should not unfairly attack or discredit other products and advertisers or advertisement directly or by implication.

All display advertising boards shall have local authority planning approval, whether on the company's own premises or hoarding sited elsewhere.

### **3. TRAINING**

Each Member shall sustain a properly documented training programme involving staff in all grades in the receipt of proper and adequate training and continuing skills development in order to ensure that they have the necessary skills to perform their allotted tasks to the required standards.

### **4. HEALTH & SAFETY**

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

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 to 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.

## 5. ENVIRONMENT

The member undertakes to adopt the **TIMCON** Environmental Policy Statement, and may if they desire add further requirements to this.

The member undertakes to follow up and resolve all customers' complaints of whatever nature, promptly and courteously.

## 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.

## 7. PRODUCT LIABILITY INSURANCE

The member shall have a minimum cover of £2 million.

## 8. BUSINESS INTEGRITY

The member shall observe a high standard of business integrity in all aspects of its business dealings. The members shall represent its products and services in an accurate and honest manner and shall not deliberately mislead customers or suppliers.

All contracts entered into with customers, suppliers and/or sub-contractors must be on fair and reasonable terms and the member shall not exercise unlawful or improper leverage or incentive in the negotiation of such contracts.

## 9. COMPLAINTS & DISPUTES

Whilst the contents of this Code of Practice are intended to avoid the possibility of there being cause for complaint against a member, there may occasionally be time when such a situation does arise. In this event, the member must take all reasonable steps to ensure that the complaint is settled directly with the customer to their mutual satisfaction.

If the matter is not settled, **TIMCON** is available to help settle disputes by acting in a conciliatory role.

## 10. ENFORCEMENT

It is a condition of membership that this Code of Practice is accepted in its entirety and in the event of a proven breach, the member concerned may be penalized as decided by the executive committee in accordance with the association's memorandum and articles of association.



### **CONTACT DETAILS:**

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