



LEADING ROOFING EXCELLENCE

NFRC Members Code of Practice

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This Code of Practice is a mandatory membership commitment given by members of NFRC and together with the Terms and Conditions of Membership sets the standards that NFRC expects its Members to follow.

Quality and Standards

- ✓ We will seek to achieve the highest standards and will offer our products, advice and services honestly and honourably in a fair and transparent manner.
- ✓ We shall behave in a professional manner and will endeavour to raise the reputation of our sector and the other organisations with which we liaise.
- ✓ Roofing products and materials used will meet the appropriate standards required at the time of the installation.
- ✓ Roofing products and materials will be installed in accordance with the appropriate standards at the time of the contract.
- ✓ We will ensure all our operatives and sub-contracted operatives will install products and material in line with the appropriate standards at the time of contract.

Transparency and Openness

- ✓ We will be clear and precise about the scope of works and materials used which will be fairly and properly described within quotations.
- ✓ We will be transparent about the costs and charges we make to our customers and these will be clearly stated in our Terms and Conditions and within the contracts we agree with them.
- ✓ We will use reasonable endeavours to ensure the truth and accuracy of any statements made or information provided to any third party in order to never knowingly make false or misleading claims or misrepresent the views of others.

Safeguarding and Data security

- ✓ We will ensure all staff are aware of relevant health and safety issues to fulfil their roles and ensure that all such legislation is adhered to.
- ✓ We will not share a client's information with external parties without their express written agreement.

Integrity

- ✓ We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past customers as well as other stakeholders including NFRC staff members.
- ✓ We value our customers and promise a high standard of customer service and to deal promptly with any complaints from clients or via NFRC.
- ✓ We will collaborate amicably with all parties when dealing with a complaint, through open and honest dialogue, maintaining respect and professionalism at all times.
- ✓ We will never offer any inappropriate financial or other inducement, including direct and indirect payments, offers of employment or substantial gifts or entertainment, to any person in an attempt to influence any decision-making process which may affect our organisation or our industry.
- ✓ We have a zero-tolerance approach to any form of harassment, intimidation or threatening behaviour in all dealings with current and past customers, members of the public, and other stakeholders including NFRC staff.

- ✓ We have a zero-tolerance approach to modern slavery and are committed to acting ethically and with integrity in all our business dealings and relationships and implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our UK business operations or in any of our Company's supply chains.
- ✓ We will adhere to the highest levels of professionalism in all our business communications across all channels, including but not limited to, communications by email, social media or in person.

Discriminatory conduct

- ✓ We will strive to take reasonable care that all professional duties are conducted without causing offence on the grounds of gender, race, religion, disability or any other form of discrimination or unacceptable reference.

Competition

- ✓ We agree to conduct our operations with the principles of fair competition and all applicable regulations.



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NFRC

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