



# Code of Conduct

## Scope

This Code of Conduct covers activities which may be undertaken during the survey, design and/or installation of supplied or manufactured products by those operating in the fenestration sector. It includes, but is not limited to:

- Windows, roof windows, roof lights
- Doors
- Roof lanterns
- Conservatories
- Orangeries
- Glass extensions
- Garden rooms
- Tiled roof extensions
- Replacement conservatory roofs
- Porches
- Shop fronts
- Curtain walls
- Facia, bargeboard, cladding, soffits, windowsills, guttering and downpipes

## Definitions

For the purpose of this code the following definitions apply:

**“Fenestration”:** The design and disposition of windows and other exterior openings of a building.

**“Fenestration Products”:** Windows, roof windows, roof lights, doors, roof lanterns, conservatories, orangeries, glass extensions, garden rooms, tiled roof extensions, replacement conservatory roofs, porches, shop fronts, curtain walls, facia, bargeboard, cladding, soffits, windowsills, guttering and downpipes.

**“Retail”:** An installation based on a B2C contractual arrangement.

**“Commercial”:** An installation based on a B2B contractual arrangement.

**“Registered Company”:** A business which is registered with the scheme.

## Code of Conduct

This Code of Conduct sets out the professional standards required by the **CORGI Fenestration** Scheme as a condition of registration. The Code applies to all Registered Companies.

## Code Requirements

### Advertising

Registered Companies and Registered Installers shall:

- at all times comply with the requirements of the Advertising Standards Authority, the Unfair Contract Terms provisions of the Consumer Rights Act, the Companies (Trading Disclosures) Regulations 2008 and the Consumer Credit (Advertisements) Regulations 2004 (as amended)
- ensure that all advertising materials, including electronic media, contain correct and accurate information

### Customer information

Registered Companies and Registered Installers shall:

- provide information to the customer that clearly explains what the customer can expect if they enter into a contract with the company
- provide literature that clearly defines the operational features and limitations of their products. For commercial customers the completion of tender documents may satisfy this requirement

## Communications

Registered Companies and Registered Installers shall:

- undertake telephone canvassing to retail customers that ensures that such calls are not made to consumers registered with the Telephone Preference Scheme and shall be able to demonstrate that they have methods in place to prevent such contact, unless explicitly invited to call by a retail customer
- provide a valid telephone number (which is not premium rate) to which the customer may make a return call
- not send unsolicited one-to-one marketing emails and/or SMS communications unless they comply with the rules of PECR and related guidance
- operate and maintain an in-house record of the names and contact details of customers who have indicated they do not wish to receive commercial communications via all or a particular means of communication
- ensure that lists containing names and contact details are not used for marketing purposes unless the list has been cleaned against the relevant preference services – TPS, MPS, CTPS, BMPS, FPS and Your Choice
- screen data to remove details of deceased people so that they are not used for marketing
- not undertake random number or sequential dialling, whether manually or by computer, or any number scanning activities (any activity designed to establish the validity of telephone numbers)
- provide a valid address on any marketing communication, through which the consumer can opt out of future communications
- not adopt high-pressure selling techniques in the course of any contact with any consumer or business

## Use of Data

Registered Companies and Registered Installers shall:

- comply with all legislation relating to the processing of data, including the Data Protection Act 1998 and the Privacy and Electronic Communications Regulations 2003
- make sure any personal data collected should be adequate, relevant and not excessive for the purpose for which it has been collected
- ensure personal data should be accurate and up to date and should not be kept for longer than necessary for the purpose for which it has been collected
- when processing retail data for marketing purposes, Registered Companies should process that data in accordance with the rights of the consumer
- ensure that they have appropriate technical and organisational measures to ensure data is not processed unlawfully or without authority and is protected from accidental loss, destruction or damage
- ensure that if they transfer personal data outside the EEA, there are adequate levels of protection for the rights of the consumer
- if it acts as a data processor and collects data on behalf of a data controller, this must be carried out under contract
- not use 'sensitive' personal data for marketing purposes without the explicit consent of the consumer concerned
- when buying or renting personal data, members must satisfy themselves that the data has been properly sourced, permissioned and cleaned

## Doorstep Canvassing

Registered Companies and Registered Installers shall:

- abide by the Trading Standards "no cold calling stickers" initiative
- abide by any statement by retail customers not to be door canvassed
- abide by established "no cold calling zones" or "cold calling control zones"
- if a door canvasser inadvertently enters a "no cold calling zone" and this is pointed out then they should apologise and leave immediately

## Vulnerable Customers

Registered Companies and Registered Installers shall ensure that vulnerable customers are considered and that they understand all aspects of signing a contract for goods and services. It may be appropriate to include the involvement of a trusted friend or relative or other authorised person.

Vulnerable customers are those whose circumstances put them at risk of making an incorrect or inappropriate decision, or who are at risk of receiving inferior goods or services. Vulnerable customers include but are not limited to those who:

- have a disability or chronic health problems
- are of pensionable age
- are on low incomes
- are purchasing something at a time of particular stress or distress
- whose first language is not English

## Contracts and Service Agreement

Registered Companies and Registered Installers shall provide a written contract that shall clearly define the products and services being provided which shall include:

- the specific location of the building in which the product is to be installed
- details of any access constraints and instructions
- any assumptions on which the design is based
- details of any known defects that have been identified
- confirmation of the compliance of the design with the relevant standards, and identification of any standards that have been deemed irrelevant
- specification of the products and systems to be used, and where they are to be installed
- provision or identification of any bespoke construction details to be used
- details of any testing requirements
- the right to cancel without charge within 7 calendar days from the date of contract
- agreed access requirements and dates for conducting the work
- informing the occupier of the expected timescale for delivery and completion
- advising of any inconvenience that may be incurred by any occupier
- providing details of the individuals that will be carrying out the work
- providing company contact details
- providing deposit protection to cover any deposit or stage payments taken

## Safe and Considerate Working Practices

The Registered Installer shall:

- advise the occupier of any restrictions in use of the work area during the installation period
- ensure that work is carried out in accordance with the company's health and safety policy
- take care to ensure that occupiers, their children, other family members and pets, and/or other members of the public are not exposed to any form of hazards generated during any works controlled by the company
- use signs and barriers to identify any hazards
- not smoke in or within the grounds of the property, eat and drink or play the radio without first seeking permission from the occupier
- ensure glass shall be stored in a secure manner
- avoid or gain permission to move the occupier's personal property to gain access to the work
- remove all waste from the work area regularly and at the end of the day
- leave the property in a clean and tidy condition

## Hand Over Documentation

When the product is fully installed and commissioned, and with any operationally material defects corrected, the Registered Company shall undertake a handover procedure with the customer. The handover process shall where practicable, involve a physical viewing of the installed products and an explanation of their function and operation, including where appropriate:

- demonstration of the operation of components, devices and controls. Wherever practicable, the handover shall include a visual check that the person receiving the instruction is able to operate components and controls.
- the use of any user guides, maintenance manuals and other documents necessary for the safe, efficient and effective care, operation and maintenance of the installed products.
- all guides, manuals and other relevant documentation
- guarantee and warranty documents
- specific requirements in respect of the maintenance/improvement of ventilation

The Registered Company shall retain, or ensure access to, copies of these documents for future reference.

## Sustainability

The Registered Company shall take a sustainable approach that takes account of the need for the company to prosper in business, without seeking profitability at the expense of the environment or society. It shall recognise that decisions made now will have long term as well as short-term impacts. Sustainability is sometimes termed the 'triple bottom line', because it involves a commitment to economic, environmental and social objectives:

- economic sustainability: increasing profitability by making more efficient use of resources including labour, materials, energy and water
- environmental sustainability: protecting the environment from the impact of emissions, effluent and waste and where possible, enhancing it and using natural resources, carefully
- social sustainability: recognising the needs of everyone impacted by construction, from inception of a project to demolition The list will include construction site workers, local communities, the supply chain and people that will use the finished product.

The adoption of sustainable construction takes account of these objectives in a balanced way at all stages of a construction project. Sustainability should be considered when first deciding whether a new building or piece of infrastructure is needed, throughout the specification and design, on the construction site, in operation (including maintenance and refurbishment), and ultimately in deconstruction or demolition.

## Waste disposal

Registered Companies shall comply with the EU Waste Framework Directive and shall make themselves familiar with any local authority requirements relevant to the place of work and/or installation of fenestration products.



CORGI Fenestration is part of the CORGI Services portfolio which, building on its gas safety heritage, provides a wide range of trusted, professional, quality services to the heating and plumbing industry. For the full range of CORGI services see: [www.corgiservices.com](http://www.corgiservices.com)

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