



The ceda Code of Practice

Members of ceda shall conduct their business in a manner that will encourage the respect of customers, fellow members, suppliers and the wider industry.

This Code is based on best practice in all commercial operations and adherence to legal and ethical standards and guidelines.

It is the individual responsibility of every ceda Member and their employees to abide by this Code of Practice.

Acceptance of the Code of Practice is a pre-requisite of ceda membership and must be signed by a Director of any company applying for membership prior to its acceptance and annually thereafter.

Being ceda **must** mean:

- Customers and suppliers have confidence in the ability of Members to meet their obligations and operate at and exceed the required standards
- Delivering the highest levels of service to customers and potential customers
- Being aware of obligations with regards to upholding the reputation and good name of the Association and fellow members

ceda may, on request, require each year, prior to the renewal of membership, updated information of the member's status with regard to financial results, accreditations and changes in the company structure and ultimate shareholders/beneficial owners, ensuring that they continue to meet the criteria for membership.

Should a client consider that the performance of a member falls below the standards required by the Code of Practice, the ceda Secretariat can be approached for consultation. In circumstances where it is concluded a breach of the Code may have occurred the Secretariat will take the matter for consideration by the Board of Directors. If the Board judges that the Code of Conduct has been breached, membership can be withdrawn.



1. Being Credible

- 1.1 Members are required to conduct their financial affairs in a legal and ethical manner in accordance with local and international requirements. Accounts and returns to Companies House should be completed on time
- 1.2 Members will operate within the requirements of UK legislation and within the Insolvency Act 1986
- 1.3 Members shall settle all debts properly due without any undue delay or within any credit period agreed with the creditor
- 1.4 Members shall carry appropriate levels of insurance cover with insurers authorised to conduct insurance business in the Members' geographical area of operation so as to comply with; their statutory obligations to insure in respect of Employer's Liability, prudent risk assessment principles in respect of public liability, occupiers' liabilities, product liabilities and bailee's liabilities.
- 1.5 Members should have the following registered with ceda at the time of membership application and may be required to update this on request – 2 client references for projects and services completed within the last 12 months, 2 supplier references from current suppliers, one supporting reference from a current ceda member and an up to date set of accounts in electronic format should be lodged with the Association secretary annually
- 1.6 Members will ensure that employees and sub-contractors have the appropriate levels of skill and qualification for the efficient, legal and safe implementation of tasks related to their jobs and where necessary will provide training to employees to achieve this.

2. Being Responsible

- 2.1 All products and services supplied to the market must conform fully with the legal standards required for the territory into which they are directly supplied. It is for the member to understand these requirements
- 2.2 Technical Standards are norms set by industry authorities and public bodies and accepted as requirements. The list of Standards is extensive and is all in the public domain. Members must not knowingly supply products and services that do not meet these standards.
- 2.3 Members will be aware of all Health and Safety requirement which affect their commercial activities and will ensure that all employees, third-party sub-contractors and clients are aware and will comply with all legal requirements. All details of Health and Safety procedures should be fully documented.



- 2.4 Conformance to all applicable UK legislation covering Employment, Equal Opportunities and Diversity is mandatory.
- 2.5 Members will be committed to providing equal opportunities in all aspects of employment and will not tolerate any illegal discrimination or harassment whatsoever, including (but not limited to) sexuality, race, colour, disability, religion, sex or national origin
- 2.6 Members will adhere to legal and ethical guidelines for the use of advertising, social media and the ceda Logo

3. Being Moral

- 3.1 All members will have in place a documented customer service policy that is communicated to employees and will include all procedures for handling customer complaints
- 3.2 Members will have a legal set of Conditions of Sale and these should be available with all quotations and invoices. A ceda Conditions of Sale is available to all members
- 3.3 Product warranties and service agreements should be clearly stated in the member's Condition of Sale. Extended or special warranties should be made in writing to the client. As a minimum all products must be guaranteed for a minimum of one year
- 3.4 Members will be committed to the environment and operate in accordance with the ceda Sustainability Pledge
- 3.5 Members will approach recruitment of staff in an ethical manner this includes not knowingly making unsolicited approaches to employed individuals, either directly or via a third party.
- 3.6 Members will provide information relating to the sustainability or energy efficiency of a product or service, allowing the customer to make an informed decision

