



PO Box 770
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SL7 2SH

CODE OF PRACTICE

The eligibility criteria for membership of the Cleaning and Hygiene Suppliers Association, as set out in its Articles of Association, require a member to be “well established in the cleaning and hygiene industry and to maintain a high standard in the conduct of its business”. By adhering to this Code of Practice members demonstrate their high standards in the conduct of their businesses and their continuing eligibility for membership of CHSA. Failure to observe the Code of Practice may cause the member to be expelled from membership.

All members of the Cleaning and Hygiene Suppliers’ Association accept this Code of Practice and agree: –

1. To conduct business dealings in a fair and proper manner.
2. Not knowingly, recklessly or negligently to be party to any improper business practices of any customer or supplier.
3. To offer for sale sound quality cleaning materials, chemicals, specialist machinery equipment to enable customers to achieve their required levels of hygiene and cleanliness.
4. To stock a comprehensive range of materials and equipment in sufficient quantities to meet reasonable short notice requirements.
5. To provide proper training for sales and back-up staff to enable them to give professional advice on the use of materials and equipment offered for sale.
6. To take all reasonable care to avoid false or exaggerated claims verbally, in literature or in any other way.
7. To take all reasonable care to procure that the packaging of products supplied by the member (whether as a manufacturer or a distributor) contains accurate and permanent labelling as to the quantity and dimensions of the contents.
8. To refrain from making inaccurate, misleading or deliberately malicious statements concerning a competitive product or service.
9. To ensure that customers are kept advised of the effect of changes in product formulations likely to lead to different in-use handling or Health and Safety instructions.
10. To investigate any complaint raised by a customer and if the complaint is justified to take all necessary action required to rectify the situation.
11. To accept the Council of the Association, or suitable person appointed by Council, as arbitrator when so requested and to abide by the decision of such arbitration.
12. To maintain adequate insurance cover for Product and Public Liability.
13. To observe this Code of Practice.

I agree to abide by the CHSA Code of Practice

Signed

Company

Date