



MEMBERSHIP APPLICATION FORM

We, the undersigned do hereby make application for membership of the Thermal Panel Manufacturers Association, in the following category:-

- 1. MEMBER – (Associate Member/Contractor) (√ tick) _____
- 2. MEMBER – (Manufacturer) (√ tick) _____

3. DETAILS OF APPLICANT

- 3.1 Trade Name:
- 3.2 Physical Address
- 3.3 Postal Address:
- 3.4 Telephone: Cell:
- 3.5 Email Address:
- 3.6 Website Address:
- 3.7 Name of representative to whom correspondence should be directed:
- 3.8 Number of years engaged in the industry:

4. REFERENCES

- 4.1 Bank:
- 4.2 Branch:
- 4.3 Bank Code: Account No:

5. TRADE REFERENCES

- 5.1
- 5.2

6. GENERAL INFORMATION

- 6.1 Name and addresses of Directors/Members/Partners Proprietary: Personal Industry Experience
- 6.2 Number of employees (Including Directors/Members)
Monthly paid:
Weekly paid:





6.3 Registered:

6.3.1 Company Registration Number:

6.3.2 Tax Registration Number:

6.3.3 VAT Registration Number:

6.3.4 Workmen's Compensation Number:

6.3.5 Public Liability Insurance Cover: Insurance Company:

Amount of Cover:

7. JUDICIAL MANAGEMENT OF LIQUIDATION

Have any of the Directors/Members/Partners/Proprietors/Shareholders been involved in any company Partnership/Business which has been placed under Judicial Management or Liquidation?

Yes / No (If yes, please supply full information under separate cover)

We agree when admitted as a Member/Associate Member/Corporate Member to uphold and abide by the Memorandum and Articles of Association (available upon request), Code of Ethical Practice (enclosed) and any decisions of the Association from time to time in force and further undertake to acquaint ourselves with all existing provisions.

We hereby declare that the information provided in this application is true and correct to the best of our knowledge and belief.

Applicant:	(Company applying for membership)	
Signed:		Designation:
Print name:		Date:

Proposer:	(Must be an TPMA member)	
Signed:		Designation:
Print name:		Date:

Regional Chairman:		
Signed:		Designation:
Print name:		Date:



CODE OF ETHICAL PRACTICE

AIMS AND OBJECTIVES

The overall aims and objectives of TPMA are set out in the following Mission Statement:

MISSION STATEMENT

TPMA will at all times endeavor to:

Develop and expand the Thermal Insulated Panel market by coordinated promotion of Thermal Insulated Panels in the building and transport industry and TPMA as the guardian of standards.

Set and maintain appropriate standards of commercial conduct and quality in the interest of both the industry and its customers.

Educate members and specifiers in the development, manufacture, and use of Thermal Insulated Panels products through publications, lectures, and seminars.

Encourage mutual support, respect, and fair dealings amongst members in all matters affecting their interest.

THE CODE DEALS WITH:

1. Promotions and Advertising
2. The Product/s
3. The Sale
4. Handling of Complaints
5. Requirements of Business Operations
6. Mutual Respect
7. General
8. Enforcement

1. PROMOTIONS AND ADVERTISING

1.1 PROMOTION LEVY

All Thermal Insulated Panel Manufacturers shall pay a promotion levy of not less than R1.00 (excl. VAT) per square meter of manufactured panel monthly to TPMA.

Panel material produced for laminating with outer laminates having a thickness of less than 0.25mm are to be excluded from the levy.

Panel manufacturers to declare Sq.m under three sections namely:

- (1) Expanded Polystyrene
- (2) Urethane and
- (3) Other

Members to supply Audited Certificate of Sq.m production on 6-monthly bases.

1.2 SALES PROMOTION AND ADVERTISING

This section covers all forms of sales promotion, including exhibitions, retail displays, literature, samples, discussion groups and advertising.

1.2.1 Product samples should always be representative of the actual product/s.

1.2.2 All printing and advertising should not include exaggerated claims and should be legal, decent, truthful, and not misleading.

2. THE PRODUCT/S

2.1 Products should be fit for the purpose for which they are bought.



3. THE SALE

Member shall ensure that their sales personnel always treat a customer with courtesy and respect; moreover, it is incumbent upon employers to see that their staff is well trained, advise customers correctly and do not knowingly disseminate false or misleading information concerning the product/s or service they sell.

4. HANDLING OF COMPLAINTS

- 4.1 Complaints about delivery and quality however minor should be dealt with promptly and not be allowed to develop into major issues through failure to respond, broken promises, vague assurances and defensive or evasive attitudes.
- 4.2 Members should take particular care to settle quickly disputes over quality as these can bring the entire industry into disrepute. Complaints should be investigated promptly by members and if substantiated, settled quickly, efficiently, and courteously. All responses, offers, comments and remedies should be made in writing. If it is felt that the customer does not have justifiable complaint the member should explain why this is felt to be the case.
- 4.3 If the member's remedies or explanations do not satisfy the customer, the Association may be approached, in which case the Executive Director may appoint an ad hoc committee to give an independent expert opinion.
- 4.4 Such opinions should only be given in good faith to give a recommendation to remedy the situation and the Association shall in every case state that:
 - 4.4.1 There is to be no suggestion that the parties concerned will have any claim against the Association arising out of the opinion and advice given.
 - 4.4.2 The Association's intervention is not to involve the Association in any expense or liability and, accordingly, it is deemed that the parties to the dispute shall specifically hold the Association harmless against any claims or actions by themselves and/or any other party arising out of this opinion and advice in regard thereto, whether such claim may arise out of breach of any contractual obligation or as a result of negligence or in respect of any defamatory statement contained in our report or otherwise made.
 - 4.4.3 The Association's sole obligation is to investigate the matter as it sees best, report its bona fide opinion, and make whatever recommendations it considers appropriate to remedy the matter.

5. REQUIREMENTS FOR BUSINESS OPERATIONS

- 5.1 Members are expected to ensure their business operations are always carried out in a completely professional manner, to be seen as a business of repute and at all times upholding the aims and objectives of TPMA.

6. MUTUAL RESPECT

- 6.1 Members shall at all times have mutual respect for one another and their respective organizations.

7. GENERAL

- 7.1 Notwithstanding the foregoing the Association reserves the right to amend or add to these rules as may be required from time to time.

8. ENFORCEMENT OF THE CODE

- 8.1 It is a condition of Membership of this Association that this Code of Ethical Practice is accepted in its entirety. In the event of an alleged infringement of the Code the matter will be placed for adjudication before an ad hoc disciplinary committee consisting of the Chairmen and two co-opted members.

It shall be obligatory for a member to serve on the disciplinary committee if requested to do so. The disciplinary committee is empowered to impose penalties on the member which may include suspension or expulsion from the Association. The member may appeal against any penalty to a general TPMA meeting whose decision, however, shall be final and binding.



THERMAL PANEL MANUFACTURERS ASSOCIATION

SECRETARY'S COPY

I/We hereby agree to subscribe to the Code of Ethical Practice of this Association dated July 2005 in its entirety.

Company Name:	
Duly Authorized to be represented by:	Name:
Signed:	Designation:
	Date:

NOTE: Please return this section to:

Michelle Gilligan
michelle@aaamsa.co.za