



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 endeavour 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

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

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

1.1.3 Panel manufacturers to declare sq.m under three sections namely:

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

1.1.4 Members to supply Audited Certificate of sq.m production on 6 monthly basis.

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 treat a customer with courtesy and respect at all times; moreover it is incumbent upon employers to see that their staff are 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 investigate 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 in order 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 carried out in a completely professional manner at all times, 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 organisations.



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.

