



## CLEANING AND HYGIENE SUPPLIERS' ASSOCIATION

### CODE OF PRACTICE

**Industrial Cleaning Supplies (Liverpool) Ltd** as a member of the Cleaning and Hygiene Suppliers' Association accepts 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 product.
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.