

# Code of Practice for DrainSafe Approved Contractors

## Aims and Objectives

This Code:

- provides protection for consumers, commercial entities, public sector organisations and any other party (collectively called 'customers' in this document) who contract with (or have a relevant commercial relationship with) a DrainSafe Approved Contractor within the United Kingdom and the Republic of Ireland
- sets out minimum standards which DrainSafe Approved Contractors have to meet when providing services to customers
- promotes best practice and quality standards within the drainage industry for the benefit of any customer using the products or services supplied to them by a DrainSafe Approved Contractor
- enables any customer using the services of a DrainSafe Approved Contractor to have confidence in their products and services.

It is a Condition of being a Drainsafe Approved Contractor that the contractor must subscribe to this Code of Practice (the Code). A register of all DrainSafe Approved Contractors is maintained by DrainSafe and can be viewed on the DrainSafe website - <https://drainsafe.org/>

## Core Principles

DrainSafe Approved Contractors who subscribe to this Code will:

1. display the DrainSafe Approved Contractors Logo (The Logo) prominently on their websites, their trucks and vans (as appropriate), any marketing and promotional material and all and any other public facing materials (such as terms of business, contract documents etc)
2. act with integrity and carry out work with due skill, care and diligence
3. be competent to undertake any work for which they are contracted and carry the correct certification to prove this
4. at all times maintain adequate and appropriate insurance in accordance with the current DrainSafe schedule to protect customers
5. conduct business in an honest, fair and professional manner
6. handle complaints speedily and fairly
7. ensure that products and services comply with the Drainsafe rules and standards and relevant laws

8. monitor their compliance with the Code
9. allow DrainSafe full access to monitor and inspect business processes and compliance with this Code

## Applying the Core Principles

These notes describe the minimum standards to which DrainSafe registered contractors will perform in order to comply with the above core principles.

They are the DrainSafe Approved Contractors commitment to you their customer to provide a high quality service. In complying with the Code, they will seek to abide by its spirit as well as its express provisions. In doing so, they will:

### 1. **Display The Logo prominently on all vehicles and public facing materials**

- clearly display The Logo and any relevant trade body logos (such as the National Association of Drainage Contractors logo) on their websites, trucks and vans, any marketing and promotional material and all and any other public facing materials (such as terms of business, contract documents etc)

### 2. **Act with integrity, and carry out work with due skill, care and diligence**

- make compliance with this Code a condition within the terms and conditions under which they provide drainage products and services
- only contract with third party contractors who adhere to the principles of this Code
- use certified operatives to carry out the work for which they are being contracted as required under the Drainsafe Approved Contractor Scheme
- ensure their operatives carry a valid Certification ID card on site at all times to evidence that they have been trained and are qualified and certified by DrainSafe to undertake the work for which they have been contracted.
- ensure that all data and information is handled with integrity, in accordance with data protection legislation and protecting copyright and intellectual property rights
- train their colleagues and operatives to meet the requirements of this Code and monitor their performance
- maintain their Approved Contractor registration with DrainSafe

### 3. **Maintain adequate and appropriate insurance to protect consumers**

- maintain Professional Indemnity insurance as well as Public and Employers liability insurance to protect both customers and employees to a value commensurate with the work we are undertaking.
- ensure a minimum of 6 years insurance run off cover is in place in the event that we cease to trade

#### **4. Conduct business in an honest, fair and professional manner**

- ensure that the terms and conditions and marketing materials relating to our services (whether in printed or electronic form) are clear, fair, reasonable and not misleading.
- tell you the charges (and payment terms) in writing (whether by electronic or paper means) for any service before it is provided and at any time you ask
- advise you of any additional charges which may become payable and the exact work that they will cover
- provide you with appointment times promptly and advise you with as much notice as possible if any delay occurs in meeting an agreed appointment
- respond to any queries within 5 working days in writing, via telephone or e-mail.

#### **5. Handle complaints speedily and fairly**

- produce a formal written complaints procedure and tell you what this is
- acknowledge a complaint within 5 working days of its receipt
- normally deal with a complaint fully and in writing within 20 working days of receipt
- keep you informed by letter, telephone or e-mail, as you prefer, if they need more time
- provide a final written response at the latest within 40 days of receipt
- liaise, at your request, with anyone acting formally on your behalf

If you are not satisfied with their final response, you may refer the complaint to the Appeals Panel. DrainSafe contractors will co-operate fully with the Appeals Panel during an investigation and comply with their final decision.

#### **6. Ensure that all works comply with professional registration rules, standards and relevant laws**

- comply with all relevant legislation in the supply of goods and services
- comply with guidance issued under the Code as well as registration rules and industry standards specified by DrainSafe
- report to DrainSafe any breach of this Code or related legislation of which we become aware and which to our knowledge has been perpetrated by a Code subscriber

#### **7. Monitor compliance with the Code**

- nominate a Code Compliance Officer
- formally audit compliance with the Code at least once a year
- submit a copy of this annual audit and statement of compliance to DrainSafe on the anniversary of registration
- readily facilitate and comply fully with any compliance activity undertaken by DrainSafe

## NOTES

- This Code is owned and maintained by NADC
1. The Code is monitored and enforced by the Compliance Committee of DrainSafe, which is independent of NADC which owns the Code and is funded by registered firms. The Compliance Committee of DrainSafe comprises independent experts and stakeholders and has a majority of consumer interest members. Complaints concerning the general operation of the Code can be made to [complaints@drainsafe.org](mailto:complaints@drainsafe.org)
  2. This Code will be reviewed at regular intervals with key industry bodies, to ensure best practice by Code subscribers is maintained