

## **Code of Professional Conduct for Members (2023)**

All SAPCA members are bound by this Code of Professional Conduct, as well as the Rules of the Association.

### **1. Membership Criteria**

All members must meet the required standards of experience, technical competence, workmanship and financial status appropriate to their category of membership.

Companies are required to demonstrate that they continue to comply with SAPCA's membership criteria through the Association's ongoing Quality Assurance system, including, as appropriate, the monitoring of members' Experian Risk Reports to ensure compliance with the minimum standards of financial stability that are required at the time of SAPCA membership renewal each year.

### **2. SAPCA Membership**

#### **2.1 Use of SAPCA logos**

SAPCA members are encouraged to promote their membership of the Association through the use of the appropriate SAPCA logo on all printed and electronic documents, stationery and promotional materials, including web sites. Members must only use the SAPCA logo(s) for the membership Group(s) to which they belong, and should abide by the current guidelines for the correct use of the SAPCA logo.

#### **2.2 Categories of membership**

Members should not claim, infer or imply that they belong to any other membership Groups or Divisions for which they have not been accepted, nor should they claim to have been approved by the Association for areas of activity outside the scope of their current membership.

Members seeking to expand their business activities who would consequently become eligible for membership of other categories of membership must notify the Association prior to engaging in that activity. In order to join a new Group or Division the member will be required to follow the Association's admission procedures.

### **3. Professionalism, Customer Care and Service**

Members of SAPCA are committed to maintain high standards of professionalism and customer service at all times.

Staff within member companies should be aware of the requirements contained within the Association's Code of Professional Conduct to provide a superior service to clients, in addition to their legal responsibilities.

Members should seek to enhance the reputation of SAPCA within the industry and not act in any way that would bring the Association or the industry into disrepute.

### **4. Marketing and Promotion**

All marketing and promotional materials produced by members of SAPCA should be truthful.

Members should only use the logos of, and make reference to, any sports governing bodies and other organisations strictly in accordance with the terms of any such official authorisation.

### **5. Competition Law and Competitiveness**

The essence of a trade association is that all member companies should behave towards each other in a spirit of mutual respect. While fully observing the requirements of current competition law, member companies and all their employees and representatives should respect the commercial and professional integrity of fellow SAPCA members at all times, and not denigrate any fellow member in the interests of gaining commercial advantage.

### **6. Pre-contractual Information and Tendering**

Quotations, specifications and other pre-contractual information provided to clients should be clear and helpful.

When tendering, members should only submit a tender if they have the necessary technical expertise, resources and financial capability to complete the contract under the terms set out in the tender documentation. At no time should members initiate

post tender negotiations in a manner that undermines the integrity of the tender process.

## **7. Contracts**

Contracts between members and their clients should be clear and fair to both parties.

## **8. Standards of Construction**

All members are required to comply with the minimum standards of design, construction and installation as laid down by the Association in its Codes of Practice.

In exceptional circumstances, where an aspect of construction within a specification provided by a member does not meet the minimum standards or recommendations contained within a Code of Practice, the member company is required to notify the client, in writing, of the non-compliance.

## **9. Complaint Mediation and Advisory Service**

SAPCA operates a Complaint Mediation and Advisory Service to provide impartial assistance in the resolution of disputes between Principal Contractors / Surfacing Contractors and their customers, should the need arise. This Service is restricted to the technical, rather than contractual, aspects of a dispute.

All member companies are strongly encouraged to resolve any complaints without the involvement of SAPCA and shall therefore operate an effective complaints handling system. However, a dissatisfied customer who cannot resolve a dispute with a Principal Contractor or a Surfacing Contractor may submit details of the complaint to the Association. Should it prove necessary, as a result of mediation, for SAPCA to issue a ruling on a case, the member company concerned will be bound by the findings of the Association. The costs of mediation are to be met by the member company; the Complaint Mediation and Advisory Service is free-of-charge to customers.

## **10. Training and Education**

Members are strongly encouraged and expected to support the training activities for the industry that are developed and provided by the Association. These include: National Vocational Qualifications (NVQs) for sports and play installation; the SAPCA

Conference and Technical Meeting; and the programme of training seminars, workshops and meetings.

### **11. Health and Safety Regulations**

Members must comply fully with current Health & Safety Regulations, including the current Construction (Design & Management) Regulations, CDM.

### **12. Environmental Policy**

Members are expected and encouraged to follow an appropriate environmental policy to ensure that all due care is taken to minimise the impact of the activities and operations on the environment.

### **13. Annual Return**

Members are required to submit to SAPCA, on a confidential basis, the following information:

- Renewal of the member company's agreement to abide by the Code of Professional Conduct.
- Any changes to the member company's details for inclusion in SAPCA's membership database and on SAPCA website.
- An Annual Statistical Return when requested.

### **14. Disciplinary procedure**

Breaches of any aspects of the Code of Professional Conduct, including failure to abide by rulings of the Technical Mediation Service, or failure to maintain the required standards of performance, may be referred to the Association's Disciplinary Panel.

Breaches of the Code of Professional Conduct will result in disciplinary action being taken. A member company committing a serious breach of the Code of Professional Conduct will be liable to expulsion from the Association.

## Code of Professional Conduct for Members (2023)

### Declaration

We agree to abide by SAPCA's Code of Professional Conduct for 2023.

*Please print and sign:*

Company: .....

Name of signatory\*: .....

Position: .....

Signed: .....

Date: .....

*\* the person signing must be a person authorised to enter binding agreements on behalf of the member company.*

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### Renewal of Agreement

In order for members to renew their membership of the Association each year, a signed copy of this declaration must be returned to SAPCA to confirm their agreement to abide by the above Code of Professional Conduct

Copies of this page may be returned to SAPCA by post or e-mail:

The Sports and Play Construction Association  
The Hexangle  
Stoneleigh Park  
Warwickshire  
CV8 2LG

E-mail: [info@sapca.org.uk](mailto:info@sapca.org.uk)