



Membership Criteria, Codes of Practice & Association Rules

Revision 4

FeRFA is The Resin Flooring Association

We are a trade association representing the leading manufacturers, specialist contractors, raw material suppliers and specialist service providers involved in industrial and commercial resin flooring, screeding and surface preparation. FeRFA is *the* training provider for resin flooring, surface preparation and screeding and has been promoting the benefits of resin flooring and representing companies involved in the industry for over 50 years.

What FeRFA stands for

UNIQUE	The only organisation dedicated solely to industrial & commercial resin flooring, screeding and surface preparation.
LEADERSHIP	The leading authority for over 50 years on resin flooring systems. FeRFA has led the way in promoting the benefits of resin flooring as a high performance solution for industrial and commercial applications.
AUTHORITY	FeRFA is recognised as the voice of the resin flooring industry by leading bodies such as BSI, BBA, CITB, CSCS, RIBA, NBS and Build UK
BEST PRACTICE	Members subscribe to the FeRFA Codes of Practice setting out standards of operation, management, technical service, training, health & safety and business integrity.
TRAINING	FeRFA endorses and actively promotes qualifying and upskilling the workforce through the provision of NVQ/SVQs, SAPs and upskilling courses. Members employ highly trained and qualified operatives with extensive experience in their specialist field.
STANDARDS	FeRFA continues to take a leading role in developing national and international standards for resin flooring, screeding and surface preparation.
INFORMATIVE	The FeRFA series of guidance notes provide information and advice on the specification, performance and properties of resin flooring and screeds, and include assessed material in accordance with RIBA CPD Providers Network.
INNOVATIVE	FeRFA encourages the development of technically advanced products and processes in resin flooring and rewards success in these areas
SUSTAINABLE	FeRFA requires its members to operate a clear and concise environmental policy, in accordance with current legislation and statutory requirements.

Member Benefits

- Use of the FeRFA logo
- FeRFA website directory listing
- Monthly e-newsletters and bulletins
- Subsidised training through e-learning, upskilling courses and our N/SVQ Level 2 schemes
- Access to our wealth of technical knowledge and documents
- Marketing services through the monthly e-newsletter, web site and social media
- Discounted insurance scheme through our partner, PIB Insurance Brokers
- UK credit checking
- Access to a range of support, campaigns and helplines via FeRFA's membership of Build UK
- Compliance health check through our partner Stallard Kane Associates to highlight any potential threats from Health & Safety and Employment law issues
- Vote at meetings and sit on committees
- Access to the Members Only area on our website

Membership Fees

- Full annual membership subscription is £945 + VAT invoiced annually on 1st October. The first year's membership is charged on a pro-rata basis for remaining full months only.
- Fees may be paid in full or by monthly standing order at £94.50 per month + VAT (no extra cost).

Application Process

- Complete and return a signed application form. We will send you an acknowledgement email and follow up your references.
- Return any documentary evidence as requested on the application form.
- Upon approval of membership, we will issue an invoice for your subscription fee. A Certificate of Membership is issued following receipt of full payment or first monthly instalment.
- We will send you a FeRFA Web Data form to gather information for your entry on the 'Find a FeRFA Company' section of our website.
- An Annual Return Form must be submitted to FeRFA each year.
- Invoices are sent in October each year with the option to pay in one lump sum or in twelve equal payments at no extra cost. Invoices must be paid promptly to ensure continued membership.

Rules for Using the FeRFA Logo

By joining FeRFA, members are demonstrating their commitment to best practice, collaboration and improving the quality and understanding of the value of in-situ resin flooring for their customers across the UK.

A great way to show that the supply chain is working collectively and is more joined up than ever before is for members to display the FeRFA logo on their company literature, advertisements, websites, products, premises and vehicles.

Together we can present a strong industry voice and influence government, policymakers and standards to help create the conditions for our members to thrive and transform the industry.

Only FeRFA members can use the FeRFA branding

- The FeRFA logo may only be used by current FeRFA members.
- Using the FeRFA logo without permission is considered an extremely serious matter by FeRFA and our Council. The FeRFA logo is a **registered trademark** and using it without the authority of FeRFA is unlawful.
- Any company or person who has previously been found to use the FeRFA logo without the right to do so will not be eligible to join FeRFA for a period of 12 months from the date the logo has been removed from all areas of its business including but not limited to its vehicle livery, marketing materials, stationary, business cards, website, social media, emails etc.
- The FeRFA logo may not be used to promote domestic works (industrial & commercial only).
- If a company's membership ceases, it must cease using the logo in all circumstances with immediate effect.
- The FeRFA logo may not be altered in any way and must maintain its shape and relative dimensions. Never, under any circumstances, should the logo artwork be altered or re-created. Only use the approved files when reproducing and applying the FeRFA brand.
- The FeRFA logo must not be placed in a sentence, boxed or otherwise confined within a border, rotated or placed on an angle.
- The FeRFA logo should always be surrounded by a minimum of 5 mm clear space to ensure its legibility and impact on the page. This isolates the logo and protects it from competing visual elements such as text and supporting graphics.
- Low resolution format FeRFA logos may only be used on the internet and should not be used for printing purposes.

Minimum size usage

At extremely small sizes, the readability of the logo becomes compromised due to the size of the strapline text. To ensure that the logo is always legible, it should never be reproduced in its full form any smaller than 40 mm in width.

Mini logo (no strapline)

There is a mini logo which can be used where reproduction is required on very small items and the strapline would not be legible (i.e. below 40 mm logo width but no smaller than 20 mm). This is shown here and should only ever be used in extreme cases.

40 mm (including white border)



below 40 mm (no smaller than 20 mm)



Membership Criteria

All Members

All FeRFA members must comply with the following criteria in addition to those specific to their category of membership

- Office or an agent located in the UK
- Agree to hold adequate levels of insurance as appropriate
- Submission of an Annual Membership Return Form
- Payment of the annual FeRFA membership fee
- Agree to comply with the relevant FeRFA Code of Practice, Articles of Association, Bye Laws, Complaints Procedure and Association Rules (as amended from time to time)
- Agree to support the activities of the Association
- Be committed to training its workforce
- In the event of a take-over or acquisition, the member must notify FeRFA immediately to enable a further assessment and recommendation to the Council to ensure continued compliance.

New applicants must also comply with the following:

- Complete the Association's Membership Application Form
- Minimum trading period of one year
- Submission of latest set of trading accounts
- Company must not, in the reasonable view of FeRFA, be or likely to become financially insolvent (all applicants are credit checked)
- Signed Health & Safety Policy (template available here <https://www.hse.gov.uk/toolbox/managing/writing.htm>)
- Signed Environmental Policy
- Signed Quality Policy
- Interviewed by the Chief Executive Officer & approved by the board of directors

Contractor Membership

For resin flooring, screeding & surface preparation contractors.

- Provide an annual accident return to FeRFA (for submission to Build UK)
- Provide industrial and/or commercial (not domestic) job references from three different clients completed within the last two years > 100 m² each using FeRFA Type 1-8 products (new resin flooring contractor applicants)
- Provide two trade supplier references (new applicants)
- The majority of the company's works should be in the industrial and commercial sector (not domestic)

Manufacturer Membership

For manufacturers of synthetic resin flooring products (FeRFA types 1 - 8), sub-floor screeds and levelling screeds.

- Proposed by a current FeRFA contractor member (new applicants)
- In-scope ISO 9001 certification
- Provide three different industrial or commercial contract references where manufactured products have been used within the last two years (new applicants)
- Provide product training to Contractor members
- A company incorporated in the UK whose products are manufactured by their parent company inside or outside of the UK may apply providing that all other criteria are met
- Products must be manufactured under a factory production control system conforming with the requirements of ISO 9001 certified by an independent organisation and conformity assessed and marked as required by the applicable construction products regulations

Associate Membership

For companies involved indirectly with the manufacture, application and maintenance of resin flooring e.g. tool & plant suppliers, raw material suppliers to manufacturer members, sub-floor material suppliers, floor cleaning machinery or chemical suppliers, floor cleaning contractors, test houses etc.

- Proposed by a current FeRFA Contractor or Manufacturer member or endorsed by FeRFA Council (new applicants)
- Products/services comply with industry standards
- Provide training & support for the use of its products/services

Code of Practice for Associate Members

This Code of Practice represents a binding commitment on the part of each Associate member of FeRFA to the highest standards of quality, integrity, safety and reliability consistent with the aims of FeRFA. Every Associate member shall observe and comply with the following requirements in its work:

1. Product/Service Standard

The member shall ensure that all products/services supplied comply with its own specifications as well as any independent assessments and test results it uses to promote its products/services. The member shall be able to validate this by providing full technical data and records of tests. Test results shall be determined by recognised standards and methods wherever appropriate. In other cases, the method of test shall be clearly identified. The member shall issue certificates of conformity when asked to do so by the client or its representative.

2. Quality Policy

The member shall provide a signed Quality Policy statement.

3. Technical Service

The member shall maintain services both for the provision of advice to customers on the use and performance of their products/services and for investigating and acting upon customer complaints. The member shall have facilities and technical staff to demonstrate the effective use of their products/services and to provide on-site technical support (where applicable).

4. Training

The member shall ensure that all personnel concerned with the process of inspection and testing and with providing technical advice shall have the appropriate experience and training. The member shall provide training support so that Contractor members may have their operatives trained in the use of their products/services.

5. Health, Safety and Environment

The member shall fulfil all obligations under the Control of Substances Hazardous to Health (COSHH) Regulations, the Consumer Protection Act and the Health and Safety at Work etc. Act. It shall ensure that its products/services are correctly packaged, labelled and supplied in accordance with all relevant legislation and statutory requirements. The member shall have a clear and concise environmental policy, preferably ISO 14001, and shall commit to sustainable best practice in its area of operation.

6. Employment

The member shall take reasonably practical steps to ensure the welfare and wellbeing of its employees and shall fulfil its legal duties as an employer. The company shall not discriminate unlawfully or improperly in respect of employment.

7. Business Integrity

The member shall observe a high standard of integrity in its business dealings and shall only offer product/service solutions which are cost effective and best meet the needs of the client. The member shall take all means possible to ensure that any contractor, whether FeRFA member or not, shall have received adequate training for the use of its products on any particular job site.

8. Domestic Works

The FeRFA logo is a registered trademark and may only be used with the permission of FeRFA. The FeRFA logo or membership of FeRFA **may not** be used to promote domestic works.

9. Complaint Handling

The member shall operate an effective complaint handling process. In the event of a customer notifying a member of a complaint, whether verbally or in writing, the member shall acknowledge the complaint and endeavour to resolve the matter quickly and efficiently.

10. Breach of the Code of Practice

In the event of a complaint arising out of an alleged breach of the Code of Practice by a member of FeRFA, formal written notice of the complaint should be sent to FeRFA's Company Secretary, who will arrange for the matter to be investigated. If it is found to be justified, the matter will be brought to the attention of the Council for consideration and action. If, after proper investigation of a complaint, it is found that a member has failed to comply with FeRFA's Code of Practice, the member shall receive a warning together with the appropriate advice on compliance with the Code of Practice. In the event of gross misconduct or negligence or proven repeated failure to comply with the Code of Practice, the member shall be suspended or expelled from FeRFA by a decision of the FeRFA Council.

Code of Practice for Contractor Members

1. Introduction

1.1 FeRFA Contractor members must agree to observe and comply with this Code of Conduct which represents a binding commitment to achieve agreed standards of quality, integrity, safety and training consistent with the aims of FeRFA.

1.2 Contractor members are expected to:

- a) operate an effective quality management system.
- b) implement training arrangements to ensure that their workforce is competent.
- c) ensure that, where applicable, design processes are carried out effectively.
- d) operate in a spirit of co-operation, designed to prevent or reduce discord and dispute.
- e) operate in a manner designed to ensure the safety and welfare of their workforce.
- f) operate in a manner designed to minimise how their operations negatively affect the environment.

1.3 In cases of dispute, FeRFA members will be expected to provide evidence of their compliance with this Code of Conduct.

2. Quality Policy

(third party certification of compliance with BS EN ISO 9001 will be deemed to satisfy this requirement)

2.1 Senior management shall establish, implement and maintain a documented quality policy that is relevant to the nature and scale of the work undertaken, provides a framework for setting quality objectives and includes a commitment to continual improvement of the quality management system.

2.2 The policy shall be periodically reviewed at senior management level and communicated within the organisation.

2.3 The Contractor shall ensure that responsibilities and authorities for relevant roles are assigned for contracts and for quality management throughout the organisation.

2.4 The Contractor's quality documentation shall be made available for inspection by FeRFA on request.

2.5 The Contractor shall ensure traceability during and after the work of all products used including:

- a) the location of products within the structure.
- b) date and time of construction and prevailing weather conditions.
- c) details of any delays or disruptions to the flooring installation.
- d) any variation orders received from the client or his agent.

2.6 The Contractor shall have arrangements to ensure that suppliers of goods and services apply quality management measures that are appropriate to the work for which they are being used and ensuring that quality performance is delivered throughout the whole supply chain, including sub-contractors.

2.7 Where the Contractor takes responsibility for the design of the floor and the selection of products to be used, the works shall, unless otherwise provided for in the particular contract documents, be designed in accordance with functional and performance requirements, statutory and regulatory requirements and any relevant national and international standards and codes of practice.

2.8 The Contractor shall have processes in place for the receipt, handling, storage, inspection and testing of products for incorporation into the flooring works including:

- a) the method of handling products to prevent damage or deterioration.
- b) the method of storage to ensure proper segregation and the prevention of contamination.
- c) the method of inspection of goods on delivery to ensure they comply with the specification.
- d) measuring, testing and calibration of equipment.
- e) the procedures used to ensure correct selection and rotation of materials.
- f) the method of control of non-conforming or out-dated materials.

2.9 The Contractor shall operate an effective complaints handling process. In the event of a customer notifying a member of a complaint, whether verbally or in writing, the member shall acknowledge the complaint and endeavour to resolve the matter quickly and efficiently.

2.10 The Contractor shall plan, implement and control the processes and resources needed to meet the requirements for the provision of products and services, general operations and specific site requirements to ensure that customer and applicable statutory and regulatory requirements are determined, understood and met. The plan should include the following:

- a) definition and identification of contract specific requirements and related documents.
- b) definition of organisational responsibilities and authorities.
- c) identification and status of site personnel.
- d) approval and means of verification of purchased services and material.
- e) a procedure for work programme review, adjustment and record keeping.
- f) a method statement relating to site operations, including work instructions, quality control procedures, inspection and testing arrangements and work acceptance procedures.
- g) procedures for administration and document control.
- h) procedures to identify training needs and records to demonstrate that all personnel are adequately and appropriately trained.
- i) the employment of sub-contractors, the verification of their insurance cover, and the monitoring of the quality of their work.

2.11 The Contractor shall ensure that the works are inspected during progress and after completion and appropriate tests carried out in accordance with relevant British and international standards e.g. BS 8204 parts 1,2,3,6 and 7.

3. Training, Competence & On-site Identification

(Successful assessment by a registered Safety Schemes in Procurement Forum (SSIP) member will be deemed to satisfy this requirement)

3.1 General

FeRFA members are expected to be committed to training its workforce. The Contractor shall identify training needs and provide appropriate training for personnel at all levels of the organisation to ensure that employees have the skills, knowledge, training and experience

necessary to discharge their duties e.g. S/NVQ, Directors Role for Health & Safety, NEBOSH, SMSTS, SSSTS, professional institute membership & company-based training programmes. A programme shall be in place for refresher training and training as required by Health & Safety legislation or approved codes of practice e.g. asbestos awareness. The Contractor shall:

- a) determine the necessary skills, knowledge, training and experience required of each person doing work under its control based on their role.
- b) ensure that these persons are competent based on appropriate education, training or experience.
- c) identify the training requirements for each person and take actions to acquire the necessary competence through training.
- d) evaluate the effectiveness of the training.
- e) retain appropriate records as evidence of competence.

3.2 On-site Training Requirements

Contractors shall ensure that any individual they employ or appoint to work on a construction site has the necessary skills, knowledge, training and experience to carry out the tasks allocated to that person and in a way that secures the health & safety of themselves and others. This should be assessed and managed appropriately to ensure that individuals are undertaking the appropriate occupation at the appropriate level i.e. trainee, skilled, supervisory, managerial. Trainees shall not carry out any critical activities unless under controlled and competent supervision.

3.3 On-site Identification

Contractors shall ensure that any operative carrying out construction operations hold the appropriate CSCS card(s) for the occupation being undertaken and have the necessary health & safety training required for their level i.e. Director, Manager, Supervisor, Operative/Trainee. Contractors should also ensure that individuals who need to have undertaken supplementary training to operate specific machinery, plant or tools carry the relevant card(s). Contractors shall ensure that employees who need to access site to perform non-construction occupations or activities e.g. delivery of materials to site, site visitors etc. who are not expected to carry a CSCS card are able to carry out their tasks safely and are provided with any necessary risk assessment(s) and additional supervision as required.

4. Health & Safety

(Successful assessment by a registered Safety Schemes in Procurement Forum (SSIP) member will be deemed to satisfy this requirement)

4.1 General

The Contractor shall have and implement an appropriate Health & Safety policy which is regularly reviewed and endorsed by senior management. This policy should:

- a) include a statement of general policy on health and safety at work and include a commitment to managing health and safety effectively and set out the organisation's health & safety objectives.
- b) be signed, include the date of last review and by whose authority it is published.
- c) set out the responsibilities for health & safety management at all levels of the organisation.
- d) describe how the organisation will achieve the aims set out in the statement of health & safety policy.

4.2 Organisation

The Contractor shall appoint a senior management representative to have responsibility and authority for ensuring that the health & safety policy is properly implemented throughout the organisation. The Contractor shall:

- a) ensure that the organisation and employees have ready access to competent health & safety advice, knowledge, skills and experience to manage its activities safely and in accordance with statutory legal requirements.
- b) ensure people have the necessary authority to carry out their responsibilities.
- c) allocate adequate resources commensurate with its size and nature.
- d) have in place and implement training arrangements at all levels of the organisation to ensure that employees have the skills and understanding necessary to discharge their duties.
- e) plan for the effective and open communication of health & safety arrangements within the workforce.
- f) have arrangements in place for appointing competent sub-contractors and consultants and have arrangements for monitoring sub-contractors and consultant performance.

The Contractor shall maintain any records necessary including training records to demonstrate full compliance with statutory requirements and with its own health & safety policy. These records shall be made available to FeRFA for inspection on request.

4.3 Risk Assessment

The Contractor shall have procedures in place for carrying out risk assessments and for developing and implementing safe systems of work and method statements. This should include the identification of occupational health issues.

4.4 Accident Reporting

The Contractor shall keep records of all RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences regulations) reportable events for at least the last three years. The Contractor should have a system in place for reviewing all incidents and recording any actions taken as a result.

4.5 Management Review

The Contractor shall carry out a periodic review of the Health & Safety management system on an ongoing basis.

5. Technical Capability & Service

5.1 Capability

The Contractor shall maintain records of all completed contracts including details of all products applied such as product name and manufacturer, the type of installation and conditions of service, names of client's personnel and architects, engineers, etc associated with the work.

5.2 Technical Service

The Contractor shall nominate personnel who are trained and experienced in investigating problems and who can assist clients in preparing specifications for new work or provide effective solutions to problems met on site either during application of the flooring or subsequently.

6. Environmental Policy

(third party certification of compliance with BS EN ISO 14001 will be deemed to satisfy this requirement)

Senior management shall establish, implement and maintain a documented environmental policy that is communicated within the organisation, available to all interested parties and:

- a) provides a framework for setting environmental objectives and targets.
- b) includes a commitment to the protection of the environment including prevention of pollution.
- c) includes a commitment to fulfil the organisation's compliance obligations.
- d) includes a commitment to continual improvement in environmental performance.

7. Domestic Works

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8. Breach of the Code of Conduct

In the event of a complaint arising out of an alleged breach of the Code of Conduct by a FeRFA Member, formal written notice of the complaint should be sent to FeRFA's Company Secretary, who will arrange for the matter to be investigated. If it is found to be justified, the matter will be brought to the attention of the Council for consideration and action. If, after proper investigation of a complaint, it is found that a member has failed to comply with FeRFA's Code of Conduct, the member shall receive a warning together with the appropriate advice on compliance with the Code of Conduct. In the event of gross misconduct or negligence or proven repeated failure to comply with the Code of Conduct, the member shall be suspended or expelled from FeRFA by a decision of the FeRFA Council.

Code of Practice for Manufacturer Members

This Code of Practice represents a binding commitment on the part of each Manufacturing company member of FeRFA to the highest standard of quality, integrity, safety and reliability consistent with the aims of FeRFA.

In this Code of Practice, “manufacturer” means any company who manufactures synthetic resin flooring products (as classified as FeRFA Types 1 - 8), sub-floor screeds or levelling screeds or has such a product manufactured by a third party to their requirements.

Each manufacturer member shall observe and comply with the following requirements in its work:

1. Product Standard

The member shall ensure that all products supplied comply with its own specifications as well as any independent assessments and test results it uses to promote its products. The member shall be able to validate this by providing full technical data and records of tests. Test results shall be determined by recognised standards and methods wherever appropriate. In other cases, the method of test shall be clearly identified. The member shall issue certificates of conformity when asked to do so by the client or its representative.

2. Quality Management

The member shall operate an independently certified formal quality management system in accordance with ISO 9001. Products must be manufactured under a factory production control system conforming with the requirements of ISO 9001 certified by an independent organisation and conformity assessed and marked as required by the applicable construction products regulations.

3. Technical Service

The member shall maintain services both for the provision of advice to customers on the use and performance of their products and for investigating and acting upon customer complaints. The member shall have facilities and technical staff to demonstrate the effective use of their products and to provide on-site technical support.

4. Training

The member shall ensure that all personnel concerned with the process of manufacture, inspection and testing and with giving technical advice shall have had the appropriate experience and training. The member shall set up and maintain training facilities so that Contractor members may have their operatives trained in the use of their products. The training programme must include the preparation, mixing and installation of each individual product as well as classroom instruction.

5. Health, Safety and Environment

The member shall fulfil all obligations under the Control of Substances Hazardous to Health (COSHH) Regulations, the Consumer Protection Act and the Health and Safety at Work etc. Act. It shall ensure that its products are correctly packaged, labelled and supplied in accordance with all relevant legislation and statutory requirements. The member shall have a clear and concise environmental policy and shall commit to sustainable best practice in its area of operation.

6. Employment

The member shall take reasonably practical steps to ensure the welfare and wellbeing of its employees and shall fulfil its legal duties as an employer. The company shall not discriminate unlawfully or improperly in respect of employment.

7. Business Integrity

The member shall observe a high standard of integrity in its business dealings and shall only offer product solutions which are cost effective and best meet the needs of the client. The member shall only nominate contractors to carry out the application work whose operatives have been on its training course and whenever possible give priority to FeRFA Contractor members who have received such training. The member shall take all means possible to ensure that any contractor, whether FeRFA member or not, shall have received adequate training for the use of its products on any particular job site.

8. Complaint Handling

The member shall operate an effective complaints handling process. In the event of a customer notifying a member of a complaint, whether verbally or in writing, the member shall acknowledge the complaint and endeavour to resolve the matter quickly and efficiently.

9. Breach of the Code of Practice

In the event of a complaint arising out of an alleged breach of the Code of Practice by a FeRFA Member, formal written notice of the complaint should be sent to FeRFA's Company Secretary, who will arrange for the matter to be investigated. If it is found to be justified, the matter will be brought to the attention of the Council for consideration and action. If, after proper investigation of a complaint, it is found that a member has failed to comply with FeRFA's Code of Practice, the member shall receive a warning together with the appropriate advice on compliance with the Code of Practice. In the event of gross misconduct or negligence or proven repeated failure to comply with the Code of Practice, the member shall be suspended or expelled from FeRFA by a decision of the FeRFA Council.