



Composite Prime Limited has developed a programme to provide training and accreditation to landscape/decking installers and their companies, forming our nationwide **PRO Installer Programme**.



PRO Installers are trained on the correct product and installation of our premium Composite Prime Wood Plastic Composite (WPC) product range and to meet the requirements in fulfilling decking and cladding installation and maintenance services to residential clients whilst adhering to our Code of Practice.

The Code of Practice applies to the installer who in turn is responsible in ensuring that any employees or subcontractors for their companies also adhere to the Composite Prime Code of Practice.

Each member of Composite Prime PRO Installer Programme shall subscribe on an annual basis to the terms of the Code of Practice, which aims to:

- Establish high standards for the conduct of the work undertaken

- Lay out clearly for customers, not normally covered by forms of contract, the terms under which registered contractors shall operate
- Provide a clear and visible process for management of complaints
- Ensure good Health & Safety practices are in place

All members of Composite Prime PRO Installer Programme agree to follow the Code of Practice terms and are subject to our disciplinary code, which is designed to ensure that our standards and consumer confidence are maintained. For example, PRO Installer status may be suspended at any time if serious detrimental information against a member is received (from any source), pending a full investigation.

1. Customer Service and Conduct

- 1.1 Doorstep selling (cold calling) is not allowed by our PRO Installers. Homeowners must instigate the request to call or visit our website to express an interest.
- 1.2 No visit should be undertaken without first arranging a mutually convenient appointment time.
- 1.3 Our PRO Installer must confirm appointment times as 'am' or 'pm', preferably within a 2-hour time slot.
- 1.4 Initial contact from our PRO Installer (acknowledgement) must be made to the homeowner within 48 hours of original contact or within 48 hours of the lead referral made by Composite Prime.
- 1.5 PRO Installers must arrive at the time agreed. In the event that a PRO Installer is running late for an appointment they must inform the customer accordingly. Any such telephone call to the customer must not be made by the PRO Installer while driving a vehicle. PRO Installers must keep the customer informed of any updates or changes to their revised and newly estimated time of arrival.
- 1.6 PRO Installers must be smart in appearance, friendly but in a professional manner.
- 1.7 Our PRO Installers must be non-aggressive or argumentative, or it may lead to the loss of the PRO Installer status. In such cases this will be strictly at the discretion of Composite Prime.
- 1.8 If requested by the homeowner at initial contact for an estimate, a guide should be given and also an explanation that once on site, the exact nature of the work and materials required and also an appropriate estimate or quotation will be given.
- 1.9 Composite Prime reserves the right to conduct feedback interviews with clients generated by Composite Prime to evaluate PRO Installers performance and customer Service interaction.

2. Pricing

- 2.1 All quotations and estimates must be in writing; however, these can be incorporated into a specification.
- 2.2 It must be clear whether a quote or an estimate is being supplied. Note: a quotation is a binding agreement as to the price; an estimate is subject to confirmation or change.
- 2.3 Payment terms must be made clear by the PRO Installers to the homeowner before work is undertaken.
- 2.4 All prices must clearly include any call out charges, mileage charges, travel time and material costs. There must be no additional or hidden costs applied.
- 2.5 Advance payment or deposit must be limited to cover the purchase of materials or other services and must not be to cover the PRO Installer labour until the work has been completed to the homeowner's satisfaction.
- 2.6 The PRO Installer shall repay any deposits and prepayments promptly and in full should a contract be cancelled through no fault of the homeowner, less any direct costs incurred.

- 2.7 When a job has been agreed to be undertaken within 14 days, the customer's rights of the '14 day cooling off period' must be respected unless a 'right to cancel' clause has been inserted in any quotation or estimate, and the homeowner has waived their rights by signing a 'notice of right to cancel' form.

3. Workmanship/Job Completion

- 3.1 PRO Installers must have sight of listed building consent before commencing work on a listed building.
- 3.2 All work must be started at the time agreed with the homeowner.
- 3.3 All work must be completed on time and in full.
- 3.4 All work must be installed as per Composite Prime installation instructions.
- 3.5 All work undertaken must meet the specification and be fit for purpose and be fulfilled or supervised by a competent person.
- 3.6 Adequate protection of the homeowner's garden, landscaping and other property by the use of dust sheets or similar, should apply to all areas surrounding the work.
- 3.7 Preparatory work should be to the highest standard to ensure durability and functionality of decking or cladding installations. The finish must have longevity and good aesthetic appearance.
- 3.8 On completion of the job, a joint inspection of the work with the homeowner must be undertaken.
- 3.9 On completion of the job, the area of work, access routes etc. must be left in a clean and tidy condition and all furniture, fixtures and fittings to be reinstated in their original location and to the homeowner's satisfaction.
- 3.10 PRO Installers must have a waste carrier's license where required by law.
- 3.11 PRO Installers will at all times undertake the work in accordance with best practice that would be recognised by independent assessment to be of a high industry standard.
- 3.12 All work undertaken must be by using the appropriate tools for the job and under the guidance of Composite Prime Installation instructions.
- 3.13 Any product failure will require the PRO Installers to pursue the normal complaints process of the supplier. Any remedial work that is carried out by the PRO Installer should be agreed with the supplier, and any remedial work carried out by the supplier should be arranged in cooperation with the PRO Installer. No cost for any remedial work or burden of liaison with the supplier should be borne by the homeowner.
- 3.14 PRO Installers must strive to exceed homeowners' expectations.

4. Insurance and Guarantees

- 4.1 PRO Installers must ensure that they have in place at all times adequate public liability insurance and employer's liability insurance, if applicable, to cover the work that they are undertaking. Current copies must be supplied to the Composite Prime upon renewal.
- 4.2 Composite Prime do not guarantee the quality of the PRO Installer's work, however, from the initial application and assessment and periodic reassessment and the monitoring of homeowner feedback, we will constantly measure the standard of each PRO Installer.

5. Complaints

- 5.1 Complaints will be categorised upon receipt according to the severity of the complaint and follow the joint Composite Prime PRO Installers Complaints Procedure which will span from simple acknowledgement and rectification, through to a potential full site visit by an external Assessor and further arbitration if required.
- 5.2 All complaints will be confidentially recorded by the scheme operator and reviewed at time of membership renewal.
- 5.3 The PRO Installer will endeavour to conclude any complaints promptly and in a proactive and friendly manner.

6. Removal from the PRO Installer Programme

PRO Installers may be removed from the scheme when:

- 6.1 They have been abusive, threatening or disrespectful to a homeowner.
- 6.2 The PRO Installer fails to maintain and provide proof of the required insurance.
- 6.3 The PRO Installer fails to carry out remedial work if instructed to do so to resolve a complaint.
- 6.4 Consistently breaching the Code of Practice.
- 6.5 The decision of Composite Prime to remove a PRO Installer from the PRO Installer Programme is at their discretion and is binding on the PRO Installer.
- 6.6 The PRO Installer refuses to issue copies of insurance documentation or other details required by the PRO Installer Programme to manage their membership.
- 6.7 The PRO Installers does not agree to a re-assessment on a 3-year cycle.

7. Removal Obligation

- 7.1 If a PRO Installer is removed from the PRO Installer Programme, Composite Prime logos must be removed with immediate effect from all and any materials, clothing, websites and vehicles, with no exceptions.
- 7.2 The PRO Installers must return all materials that apply to them as part of their licence agreement.

8. Appeals Procedure

- 8.1 If the PRO Installer does not accept the decision of removal from the PRO Installer Programme by Composite Prime Ltd, they may appeal. This appeal and all the appropriate documentation will be forwarded to an external arbitrator for a second opinion, whereupon Composite Prime and the PRO Installer will be bound by the decision of the arbitrator whether to uphold the removal or to reinstate the PRO Installers.

9. Health, Safety and the Environment

- 9.1 It is the responsibility of the PRO Installer to ensure that waste disposal is in line with current legislation.
- 9.2 It is the responsibility of the PRO Installer that Health & Safety for themselves, employees and the homeowner, in relation to the work being undertaken, is in line with current legislation.
- 9.3 It is the responsibility of the PRO Installer to ensure (if applicable) that there is adequate site safety for the general public.

10. Marketing and Promotions

- 10.1 The PRO Installer must ensure that they comply with the Data Protection Act at all times.
- 10.2 Use of logos must be adhered to as laid out in the Composite Prime PRO Installer Programme Agreement.
- 10.3 Composite Prime accepts no responsibility or liability for advertising undertaken by the PRO Installer.
- 10.4 If the PRO Installer leaves or is removed from the scheme, the use of the logo will terminate immediately as laid down in the PRO Installer Programme Agreement.

PRO Installer Programme operated by

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LS29 9EG

www.composite-prime/install

