



ATLAS

ATLAS CODE OF CONDUCT

Membership to ATLAS is not given automatically.

On application each company is required to supply three references. Applicants are visited by the Association's membership committee to ensure they meet requirements. These include a comprehensive health and safety policy, public liability insurance and records of accidents and training given.

Full members must have been trading for minimum of two years and are asked to comply with the following code of conduct.

- 1 Conduct their business lawfully, comply with all relevant legislation and trade fairly and responsibly
- 2 As assurance of the best possible service to all customers.
- 3 To offer products and services within relevant British, European and International Standards.
- 4 An assurance of fully trained staff and operatives within the business.
- 5 An assurance that advertising/sales promotions/public relations should comply with current advertising standards.
- 6 Information relating to products, services and prices should be displayed in an easy to understand form complying with current price legislation.
- 7 An assurance that all information given to customers should accurate, truthful and based on full product knowledge.
- 8 The company should carry out all work to the best of their ability advising the customer of any delay or problems.
- 9 An assurance that services should be undertaken at an agreed time and date.

10 The customer should receive adequate guidance on the use, care and maintenance of products.

11 In the event of a complaint the customer should be dealt with quickly and courteously by the contractor and their staff.