



CODE OF PRACTICE FOR INDUSTRIAL TEXTILE MANUFACTURERS

INTRODUCTION

The purpose of this Code of Practice is to provide members of the Association with practical guidelines aimed at improving the quality of the service given by member companies to their customers.

In drawing up the Code of Practice, the Association has paid particular attention to the recommendations of the Office of Fair Trading.

The Association, since its formation in 1919, has always actively encouraged the highest standards of workmanship combined with professional integrity of conduct and trading. The products supplied and/or hired by MUTA members engaged in processing heavy textiles include tarpaulins, tilt covers, tents, awnings, banners, load restraint equipment and covers and shelters of all kinds.

The Association recommends most strongly to clients that they only employ the services of reputable, well established manufacturers; the Association places very great emphasis on its membership selection procedure.

MEMBERSHIP SELECTION PROCEDURE

All applicants for membership of the manufacturer section of the Association must have been in the business of manufacturing or processing heavy textiles for a minimum of two years at the time of application. Applicants must have the support of at least two members of the Association both of whom must make confidential reports to the Association on the applicant's suitability for membership.

The applicant's details are also circulated to all existing members to ensure the widest scrutiny before the application can be considered by the Association's Executive Committee who must be entirely satisfied of the applicant's suitability. In cases where there is insufficient information the Council can and does conduct further investigation.

CODE OF PRACTICE

1. ADVERTISING

(a) All advertising shall be in compliance with the Advertising Standards Authority's British Code of Advertising Practice (see appendix). All advertising should therefore be legal, decent, honest and truthful.

(b) Advertisements should not unfairly attack or discredit other products and advertisers or advertisements directly or by implication.

(c) Prices or discounts quoted by the member shall be in no way misleading.

2. LAW

All transactions must be conducted in accordance with statutory and common law requirements, in particular the Sale of Goods Act 1979, regarding the quality of products and services and their fitness for purpose.

3. STANDARD OF WORKMANSHIP

The manufacturing company shall observe a good standard of workmanship and any goods or materials supplied or hired by it shall be of appropriate quality. All workmanship and materials shall comply with the requirements of the contract and shall be to the reasonable satisfaction of the client for whom the work is performed.

The manufacturing company shall check all of its own work and shall ensure that all work is of a professional standard and carried out in a safe and timely manner (subject to the constraints of weather). When agreed between the supplier and customer, the goods shall be supplied in accordance with the relevant British, European and International Standards.

4. SUB-CONTRACTING

Where the manufacturing company sub-contracts any of its work it shall ensure that its sub-contractor is a competent and bona fide firm with all appropriate insurance cover and shall also ensure that the sub-contractor complies with this Code of Practice. The manufacturer shall act with fairness and integrity in all of its dealings with its sub-contractors.

5. PRODUCT INFORMATION

Like advertising, all product information shall be truthful and accurate. Manufacturers will on request provide information and advice to clients concerning the suitability of the goods for the purpose.

6. PUBLIC LIABILITY

Manufacturers shall maintain public liability insurance of at least £1 million.

7. COMPLAINTS

Whilst the contents of this Code of Practice are intended to avoid the possibility of there being cause for complaint against a manufacturer, there may occasionally be a time when such a situation does arise. If so the following procedure should be adopted.

(a) In the case of any complaint it is most important that the client first approaches the manufacturer concerned, as soon as possible. (The client's contract is always with the manufacturer even though assistance may be sought from other parties in resolving the dispute.) The manufacturer shall ensure that any such complaint is investigated promptly to assess its validity and, if substantiated, is settled efficiently, quickly and courteously. If it is felt that the client does not have a justifiable complaint, it should be explained politely why this is so.

(b) If the client is unsuccessful in resolving a complaint relating to an alleged breach of this Code of Practice, then he or she may refer the matter in writing to MUTA. The Secretariat shall make such enquiries as are felt to be necessary and practicable.

Depending upon the outcome of the complaint, the Association reserves the right to impose a charge on either or both the parties concerned to cover all or part of the costs (if any) of the investigation.

(c) If, following the report of the Secretariat, the matter is still not resolved, the MUTA Council shall consider the complaint at their next meeting. As far as MUTA is concerned the decision of Council will be final.

If, in the opinion of Council, the member concerned has been in breach of the Association's Memorandum and Articles of Association or has otherwise conducted business in a manner considered inappropriate to membership, then that member may be subject to the Association's disciplinary procedures.

(d) The above complaint procedure shall in no way affect the client's legal or statutory rights.

8. ENFORCEMENT OF THE CODE

It is a condition of membership of MUTA that this Code of Practice is accepted in its entirety and in the event of a proven breach of the Code of Practice the member concerned may be penalised as decided by the Association in accordance with the Association's Memorandum and Articles of Association.

APPENDIX

The British Code of Advertising, Sales Promotion and Direct Marketing is available from the Advertising Standards Authority at <http://bcap.org.uk/The-Codes.aspx>

BSI Publications can be obtained from BSI Customer Services, BSI Standards, 389 Chiswick High Road, London W4 4AL or <http://www.bsigroup.com>

MUTA, Luther Pendragon, Priory Court, Pilgrim Street, London EC4V 6DR