



CODE OF PROFESSIONAL PRACTICE

OF

INSULATED RENDER AND CLADDING ASSOCIATION LIMITED ("INCA")

The primary purpose of this Code of Professional Practice ("**Code**") is to engender and maintain high standards of conduct and use of sound, compliant systems and quality of installation in the Industry, so avoiding bad practice in tendering and reduction of quality in order to gain custom. For the purposes of the Code, a "compliant system" is one that complies with INCA's membership criteria from time to time.

1. Each INCA member ("**Member**") is obliged to adhere to technical standards, covering systems, including its component parts, and workmanship, as laid down for the Industry by independent testing authorities and by INCA.
2. A System Designer Member should only appoint installers experienced in insulated render and cladding works (who may be Members) to apply its products and who at all material times are able to achieve a good standard of work and fulfil their full financial and contractual obligations at any given time, have proper regard to the health and safety and training of their operatives, operate an effective H&S policy, are able to develop and maintain the good name of INCA and its Members, and conduct their business with integrity and honesty. Where a non-Member installer is appointed by it, the System Designer Member should require the same high standards to be maintained as are expected of Member installers.
3. In order to further the use of compliant systems, a Contractor Member (including Provisional Members) should only apply compliant systems that take account of UK weather conditions unless the specification dictates otherwise. Where non-Member systems are used, the Contractor Member involved should make every endeavour to ensure that the said system is technically appropriate to the work, specification and tender.
4. Adequate levels of insurance are to be held, as appropriate.
5. An Associate Member shall work to promote compliant and reliable systems and installers (who may be Members).
6. All Members are to be committed to training their respective workforces.
7. A Member has a duty to be fair and honest in dealing with customers, past and present, and with others within the Industry. It shall respect the public interest, and the dignity of the individual.
8. A Member shall not intentionally impart false or misleading information concerning any of its products or services, or those of its competitors, to its customers, orally, in literature, or in any other way, and is under an obligation to use all reasonable care to avoid doing so. This includes the registering and holding of domain names based on the trading names of others within or serving the Industry.

9. A Member shall not knowingly or deliberately injure the professional reputation or business of another business within the Industry, whether a Member or not.
10. A Member shall not engage in any practice or conduct that may be detrimental to the reputation of INCA, or against the interests and reputation of the Industry.
11. A Member shall investigate any complaint made to it by a customer, and if the complaint is justified, use all reasonable endeavours to take any action necessary to rectify it.
12. Members will not attempt to circumvent the Code by operating associated businesses which are not Members.
13. Any query raised by a Member about the Code may be referred to a sub-committee of Members appointed by the Board for a decision or guidance to which the Member shall abide.
14. Members shall uphold the Code and assist INCA in its implementation.
15. Each Member shall comply with all applicable laws, regulations, technical rules and accepted professional standards, including (without prejudice to the generality of the foregoing, and where applicable) with the UK Construction Industry Competition Law Code of Conduct, and not accept contracts or instructions incompatible with any of the foregoing.
16. Unless otherwise indicated all defined terms used in the Code bear the respective definitions given in the Articles, Rules and Bye-Laws and Complaints Procedure of INCA.

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