

CARPET CLEANERS ASSOCIATION OF NEW ZEALAND

CODE OF PRACTICE

<u>CODE OF PRACTICE</u>	<u>MEANS OF COMPLIANCE</u>
Members of the Carpet Cleaners Association of NZ are committed to:	Members will be required to:
<p><u>1. Quality Service</u></p> <p>a. Maintaining a high standard of technical performance to meet or exceed customers' expectations by providing:</p> <ul style="list-style-type: none"> • Ongoing education and training programmes for all employees to encourage a skilled and motivated workforce. • Quality materials and equipment and ensuring all equipment is maintained in safe working condition. • Adequate training and supervision <p>b. Exceeding Customers' Quality expectations by taking positive action to provide Quality Service</p> <ul style="list-style-type: none"> • Providing customers with accurate quotations or estimates taking into account all known factors relevant to the specific contract. • Recognising and respecting customers' rights including providing prompt and courteous handling of all service enquiries and requests. 	<p>Demonstrate their support for training:</p> <p>Only employ persons who are prepared to and are capable of upholding the Association's standards.</p> <p>Participate in IICRC or ACCI training schools to become certified technicians and maintain current membership with the same.</p> <p>Purchase materials and equipment from reputable suppliers who have Health & Safety Procedures.</p> <p>Encourage staff to obtain qualifications specified by CCANZ.</p> <p>Demonstrate support for Quality Service by instituting a Quality Assurance Programme - either by achieving ISO, Q-Base or similar accreditation, or by following an in-house Quality Assurance policy.</p> <p>Ensure quality procedures are in place to react to customer enquiries, requests or complaints.</p>
<p><u>2. Health and Safety</u></p> <p>a. Taking positive action to protect the environment by using environmentally safe chemicals and ensuring the safe disposal of all chemical wastes.</p> <p>b. Maintaining safe and healthy workplaces for customers and staff.</p>	<p>Purchase chemicals from recognised suppliers, making MSDS's available to all staff and providing training in the safe disposal of waste products.</p> <p>Work within the Health and Safety in Employment Act and provide training in the safe use and handling of all chemicals and equipment used in the workplace.</p> <p>Provide a copy of their Safety Policy annually.</p>

<p>3. Legal Requirements</p> <p>a. Complying with all legislation pertaining to the operation of the industry including (but not limited to):</p> <ul style="list-style-type: none"> • Health and Safety in Employment Act • Consumers Guarantees Act • Employment Contracts Act • Fair Trading Act • Resource Management Act <p>b. Keeping proper accounts records and conducting affairs in accordance with accepted business practice.</p>	<p>Keep up to date with relevant developments in the Law</p> <p>Comply with legal requirements and standards of good business practice.</p>
<p>4. Insurance</p> <p>a. Providing suitable Public Liability Insurance in order to protect customers' property.</p>	<p>Provide a copy of Public Liability Cover to the Association annually.</p>
<p>5. Arbitration</p> <p>a. Submit to arbitration by the Association in the event of a request by the Association to do so.</p>	

Members are to provide the following information annually to comply with the Code of Practice:

Mandatory

1. Public Liability Insurance verification
2. Copy of Health and Safety Policy

Optional

3. Copy of Quality Assurance accreditation or Quality Assurance policy

I/We agree to abide by the CCANZ Code of Practice

Signed for and on behalf of _____
(Company Name)

By: _____ Date: _____