



Code of Practice

An agreement between Marshalls Ltd, the proprietor of The National Register of Approved Landscape Contractors & Driveway Installers, and

‘The Contractor’

This document, when signed by both parties, confirms that an agreement has been entered into on all matters listed below and to which both parties will adhere. On behalf of our mutual customers and suppliers we each agree:

- To acknowledge the individual responsibility that we carry for the high standing and reputation of The Marshalls Register and to ensure consumer confidence is enhanced and maintained.
- To conduct every aspect of our business, including sales, advertising and installation in an efficient, ethical and professional manner.
- To provide only first quality materials for all installations, (unless reclaimed or previously used materials are specified by the customer), manufactured to the applicable British or European standards.
- That the results obtained from regular customer satisfaction surveys and skills assessment will be the means by which register membership is maintained.
- That this code of practice, the members handbook, the Marshalls contract, the Marshalls guarantee and any other documentation raised by Marshalls in relation to The Marshalls Register are all integral elements of our agreement with our members and customers. Fraudulent, misleading or unauthorised use of any Marshalls Register materials will be advised to the trading standards authority.
- To uphold and maintain a mutual policy of continuous improvement.

The Marshalls Register is an entirely voluntary operation, dedicated to raising standards, promoting professionalism and improving customer satisfaction. There is no obligation placed upon the contractor to use Marshalls products, however for those that use Marshalls products for domestic patio, path and driveway installations, Marshalls agrees;

- To make available a written guarantee to the members customer guaranteeing the members workmanship for a period of 5 years, in conjunction with a 10 guarantee on the Marshalls products used within the installation.
- To refund the members customer in the event of loss of deposit due to the member failing to undertake the contracted work, as defined within the terms and conditions of the Marshalls guarantee.
- To advertise on behalf of the member, in order to generate consumer enquiries through national, regional or internet based advertising campaigns.
- To provide technical manuals, training seminars and supporting documentation, in conjunction with regular site visits to assist in skills development, problem solving and the prevention of customer disputes.
- To keep members abreast of any legal or legislative issues that are likely to impact on their business.

As a Marshalls Registered Contractor, the member agrees;

- To deal with all customers and suppliers in a professional, lawful and ethical manner, maintaining the highest levels of customer service and after sales care at all times.
- To maintain all necessary work-skills and knowledge, accepting responsibility for the actions of employees, sub-contractors and other appointed representatives.
- To maintain all necessary registrations, licences, insurances and consents for the performance of the works, and third party public liability insurance cover of at least £2,000,000.
- To offer to all customers, for their own consideration, the various products and services provided by Marshalls. These include the Marshalls Guarantee, the Marshalls Contract and the Marshalls Flexible Payment Plan.
- To construct all installations in accordance with the manufacturers installation practice working competently & responsibly throughout the duration of all consumer contracts.
- To provide customers with clear and accurate information on contract price, installation specification, payment terms and contract duration, all of which can be professionally addressed by utilising the free Marshalls Contract document.
- To deal with all customer requests promptly and efficiently, placing particular importance on after sales care, thereby ensuring that any complaints are dealt with expediently and brought to an amicable resolution.
- To maintain a clearly defined and documented procedure for handling any complaints that may arise.
- To undertake, as quickly and expediently as is reasonably possible, all remedial or rectification works arising from a valid consumer complaint, particularly, (but not exclusively), on projects that are covered by the Marshalls Guarantee.
- To keep adequate records of previous customers, providing details to Marshalls as requested and to permit or procure permission for Marshalls to routinely inspect previous installations in order to ascertain that the terms of membership are being complied with.
- To uphold the principles of The Marshalls Register, as detailed within the members handbook, and not do anything which may bring The Marshalls Register, its members, any Marshalls company or any of its associates into disrepute.
- To maintain a documented health & safety policy that is read and understood by all employees, sub-contractors and other appointed representatives and to ensure that a responsible person is identified to undertake formal risk assessments in order to minimise the risk of accidents in the workplace.
- To minimise the impact of his operations on the wider community and the environment, ensuring that the disposal of all waste conforms to statutory regulations.

Signed on behalf of Marshalls:Date:.....

Signed on behalf of Registered Contractor:Date:.....