



19 Omega Business Village  
Thurston Road  
Northallerton  
North Yorkshire  
DL6 2NJ

**Email** [info@afiorg.uk](mailto:info@afiorg.uk)  
**Tel** 020 8253 4516

### **AFI Code of Practice**

Each AFI member agrees to:

1. Comply with the law.
2. Comply with the Health and Safety at Work Act 1974 and have a written H&S Policy (or Policy Statement if fewer than 5 employees).
3. Have a written Environmental Policy which includes provisions for the safe and legal disposal of waste materials.
4. Hold public and employers liability insurance appropriate to the size of business and nature of operations.
5. Provide high quality goods and services, managed and administered professionally (ideally meeting or based upon the requirements of ISO 9001).
6. Maintain good financial standing.
7. Provide their clients with a clear specification of the services and products offered, the price and payment terms, and a timetable for the works.
8. Demonstrate an appropriate system for the responsible management of contract variations.
9. Demonstrate an appropriate system for the responsible management of customer complaints.
10. Operate ethically, competing and selling fairly and avoiding unfair terms and conditions (as defined by the Office of Fair Trading).
11. Comply with all current employment legislation.
12. Act in a professional and courteous manner at all times.
13. Ensure that all staff are trained and competent in their roles, maintaining and updating skills and knowledge of industry requirements and best-practice, e.g. FISS/CSCS.
14. Maintain the standing of the AFI and this Code of Practice.