



**BFM LTD CODE OF PRACTICE – Furniture Manufacturers Only
(Not Associates)**

Introduction

The BFM is the leading trade association for British furniture manufacturing companies. A principle objective of the BFM is to encourage all members to adopt good trading practices and to promote high standards of furniture quality, construction and design.

Each member is governed by the BFM Articles & Memorandum of Association and membership is only with approval of the BFM Board of Directors.

The purpose of this Code of Practice is to:

- Promote the integrity of BFM members to customers and consumers by subscribing and conforming to the standards defined within the code.
- Promote the BFM and its members to the wider industry and consumers, at home and overseas.
- Promote best practice by BFM members.

It should be noted that this Code of Practice reflects the minimum standard expected of BFM members.

Each member company must undertake a self-certified audit to establish that it abides by the BFM code of practice as a condition of membership. However if you have been audited by a leading retailer or buying group this will fastrack your audit, therefore please evidence below:-

PREVIOUS AUDITS

PLEASE LIST THE ORGANISATIONS THAT HAVE AUDITED YOUR BUSINESS

Association / Company Name	Date of Audit
e.g. John Lewis / AIS	



Please name any other Buying Group or Trade Association that you are an approved supplier/member of:

Buying Group / Trade Association	Member since

MEMBER KEY CRITERIA

The member attests that the company:

1. Manufactures furniture output in the UK (at least 50% of furniture output by volume). Exceptions to this are at the discretion of the BFM Board of Directors.
2. Is a business of good standing, a tax paying entity and registered in the UK.
3. Products placed on the market meet the relevant legal standard, and technical specification of the country of sale (for export purposes), are of proper quality and meet the relevant regulations for the end user, including and not limited to:
 - Health and safety: in accordance with the Health and Safety at work act 1974 (as amended)
 - Flammability: in accordance with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended) for all products
 - Timber: in accordance with the European Timber Regulation 2010
 - Environmental: in accordance with the Environmental Protection Act 1990
4. Respects the intellectual property of others.
5. Holds customers in high esteem, provides a high standard of customer service and has a documented procedure in place that deals with customer complaints fairly and promptly.
6. Legally compliant

Holds insurance of at least the minimum required by law

- Operates within financial legislation and the Insolvency Act 1986 (as amended)
- Compliant with Data Protection
- Advertises clearly, honestly and in accordance with Advertising Standards Authority Guidelines



- 7. HR practices are in accordance with UK Employment Law
- 8. Provides and delivers training and education to employees as appropriate for job requirements. Supports on the job training
- 9. Will keep confidential, information provided by the BFM to its members
- 10. The member must advise if they are not compliant with any of the above.

Do you need any assistance with any of the above points? YES / NO (Please circle as appropriate)

AGREEMENT

Each Company agrees to provide evidence as and when necessary to demonstrate compliance with the BFM Ltd Code of Practice as outlined above. The company also agrees it will work with BFM Limited if any issues arise to resolve them within 3 days.

All employees of the company will keep information provided by the BFM Ltd confidential and will not disseminate outside of the company.

Are you compliant with all of the above criteria? YES / NO (Please circle as appropriate).

The member must advise if they are not compliant with any of the above.

Company

Signature

Position in Company

Date

This form to be returned to:

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 The Clare Centre
 Wycombe Road
 Saunderton
 Buckinghamshire HP14 4BF