

CHSA

Cleaning and Hygiene
Suppliers Association



CHSA Code of Practice

Our Code of Practice

The eligibility criteria for membership of the Cleaning and Hygiene Suppliers Association (CHSA), as set out in its Articles of Association, require a member to be “well established” in the cleaning and hygiene industry and to maintain a high standard in the conduct of its business. By adhering to this Code of Practice members demonstrate their high standards in the conduct of their businesses and their continuing eligibility for membership of CHSA. Failure to observe the Code of Practice and associated Articles of Association may cause the member to have their membership terminated.



Members of the CHSA accept this Code of Practice and agree:

1. To observe this Code of Practice and to comply with the terms of all CHSA Accreditation Schemes as applicable and to comply with any changes to this Code of Practice as notified to them from time to time.
2. To comply with the ethical principles and legal practices set out by the Competition & Markets Authority for making environmental claims on goods and services <https://bit.ly/3tfxLR>. The principles are summarised as:
 - Claims must be truthful and accurate
 - Claims must be clear and unambiguous
 - Claims must not omit or hide important relevant information
 - Comparisons must be fair and meaningful
 - Claims must consider the full life cycle of the product or service
 - Claims must be substantiated.
3. To conduct business dealings in an open, honest, fair and proper manner and in accordance with the laws, rules and regulations of the UK and EU.
4. Not knowingly, recklessly or negligently to be party to any improper business practices of any customer or supplier.
5. To ensure all public statements made by and on behalf of the Member are decent, honest and truthful and in the spirit of the Association.
6. To ensure no false or exaggerated claims are made verbally, in literature, electronically or in any other way.
7. To apply the highest ethical standards and never knowingly operate business or communicate in such a way as to bring the Cleaning and Hygiene Industry or the CHSA into disrepute.
8. To hold and provide evidence on request for product and service claims, particularly with reference to legislation, certifications and accreditations.
9. To ensure that customers are kept advised of the effect of changes in legislation and product specifications likely to lead to different in-use handling or Health and Safety implications.
10. To offer for sale sound quality cleaning materials, chemicals, specialist machinery equipment to enable customers to achieve their required levels of hygiene and cleanliness and to take all reasonable care to ensure that the packaging of products supplied by the member (whether as a manufacturer or a distributor) contains accurate and permanent labelling of the contents, as to the quantity, dimensions and other information required by the relevant CHSA Accreditation Scheme Standards.
11. To provide proper training for sales and support staff to enable them to give professional advice on the use of materials and equipment offered for sale.
12. To refrain from making inaccurate, misleading or malicious statements, whether deliberate or not, concerning a Competitor, product or service.
13. Not to discuss at any CHSA event, or any other time, any item that might be construed as a breach of UK or EU competition law nor to collude with other member or members in a way that breaches, or may breach UK or EU competition regulations.
14. To investigate in a reasonable timeframe any complaint raised by a customer and if the complaint is justified to take all necessary action required to rectify the situation with the minimum of delay.
15. In the event of a dispute with CHSA about the relevant Standards, Regulations or this Code of Practice, to accept the decision of the Council, or failing resolution by the Council to accept the decision of an independent arbiter, currently the British Cleaning Council.
16. To maintain adequate insurance cover for Product and Public Liability.
17. To pay all membership fees (including those applicable to any accreditation scheme to which the member is a party) as and when requested by the CHSA.
18. That the CHSA may publicise details of the expulsion of any member of CHSA, should that occur.

**Code of Practice:
members
should always
demonstrate
high standards.**

Our Standards. Your Guarantee