

FIRESA

Fire & Rescue Suppliers Association

LEADERSHIP STATEMENT

FIRESA

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FIRESA Leadership Statement

All FIRESA member companies must abide by the Leadership Statement's principal aims:

- To safeguard the interests of consumers in the UK of fire and rescue products and services provided by FIRESA members
- To act with integrity and ethical behaviour in all matters relating to their business and the environment
- To indicate clearly the binding principles by which FIRESA members must conduct their business in order to maintain the highest standards of customer service
- To provide a transparent framework for corrective action should members not adhere to the Leadership Statement leading, if necessary, to the expulsion of a member
- To provide guidelines for FIRESA members to ensure that their organisations have the best possible impact on customers, suppliers, employees, the environment and the community at large

This leadership Statement is published on the FIRESA web site. Further copies are available from:

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www.firesa.org.uk

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1. Economic Principles

1.1 Management Systems

Ensure that effective management systems are in place which will carry out the economic, human resources, quality, social and environmental objectives of the member.

1.2 Sustainable Profitability and Development

Generate sustainable profits to satisfy proprietors and shareholders and enable investment in the future through research and development, capital expenditure and employee development.

1.3 Innovation

Research and develop new products and business practices to contribute to business development, economic progress and quality of life.

2. Employee Principles

2.1 Training and Development

Recognise that the involvement and commitment of employees are essential to the achievement of business objectives. Members will be expected to employ effective communications and training in order to achieve this. Evidence of attaining this goal would be the achievement of 'Investors in People' accreditation or similar.

2.2 Employee Involvement

Provide the necessary information for employees to do their jobs, consult them about matters which affect them, and allow appropriate participation in the organisation of the company.

2.3 Equality of Treatment and Opportunity

Ensure that all employees and job applicants are free from discrimination whether on the grounds of race, gender, age, disability, religion or sexual preference.

2.4 Employee Satisfaction

Encourage employees to balance the requirements of their work and life outside work to enhance work effectiveness and personal well-being.

3. Quality Principles

3.1 Pursuit of Excellence

Recognise that the pursuit of excellence is the only guarantee of sustainable success. Continuous improvement must be integral to all business activities.

3.2 Quality Accreditation

Bearing in mind the need for companies and directors to demonstrate their organisation's competence, members should provide evidence of having a commitment to quality which will normally be accreditation to ISO 9001:2000 or equivalent. Members will be expected to have this accreditation or demonstrate their serious intent to achieve it.

3.3 Customer Satisfaction

Although members will usually deal with complaints through their own procedures, there will be occasions when disputes cannot be resolved amicably. FIRESA has a complaint procedure which provides independent help and advice for the complainant [Appendix 6.2]

3.4 Experience Sharing

Recognise that the best way to be exposed to best practice is to share experiences with industry colleagues and to contribute actively to the work of the Association on matters of common interest. FIRESA is ideally placed to provide this forum.

4. Environmental Principles

4.1 Environmental Responsibility

Recognise that environmental consideration is an increasingly important part of commercial activity. This will be pursued not just for reasons of social responsibility but also as a positive business benefit.

4.2 Environmental Accreditation

Provide evidence of increasing commitment to environmental responsibility by accepting the principle of, and gaining accreditation to, ISO 14000 or by introducing an environmental management system within three years of the adoption of this Leadership Statement.

4.3 Resource Efficiency

Use resources as efficiently as possible whether it is energy, water, land, or raw materials and minimise any polluting activities whether to land, water or air. Electronic communication will be used where possible.

4.4 Waste Management

Aim to reduce waste in all activities, recycle waste where possible and ensure that unavoidable waste is disposed of legally, considerately and effectively. Control and reduce noise pollution and emissions to land, water and air

5. Social Responsibility

5.1 Health and Safety

Make health and safety principles integral to all aspects of business in the broadest sense, from manual handling and the safety of our products and processes through to the way employees drive. OHSAS [Occupational Health & Safety Series] 18000 or similar registration will be a guide.

5.2 Community

Seek to understand the effect of this business on the wider community and become involved wherever possible in disseminating information through links with schools, local organisations and other bodies.

5.3 Legislators and Regulators

Foster close links directly or via FIRESA with local legislators and regulators as well as the DCLG, Members of Parliament, Firebuy, CFOA, the Fire and Rescue Services and others as appropriate in order that the collective FIRESA voice will be a positive influence.

Ethical Practices

To demonstrate high ethical standards through their business practices including the use of sub-contractors and suppliers. These standards should include the use of nationally-approved employment conditions and practices, the avoidance of exploitative and/or under-age labour practices and using suppliers and sub-contractors promoting social welfare policies for their employees.

6. Appendices

6.1 Membership Requirements

- Commit to the requirements of the Leadership Statement both in letter and in spirit. After due consultation, failure to do so may result in termination of membership. Such termination will be reported to the FIRESA membership.
- Conduct all activities with the highest degree of professionalism and integrity.
- Work in accordance with recognised applicable Standards and other recognised technical and commercial specifications relevant to their commercial activities. Third party accreditation must be a commitment which will normally be ISO 9001:2000 [or equivalent] for quality, ISO 14000 for environmental management systems and relevant British, European or International Standards and recognised specifications for products and services.
- Comply with the British Codes of Advertising and Sales Promotion.
- Maintain product and public liability insurance with a minimum cover of £2 m.
- Recognise customers' statutory rights, provide a suitable guarantee on all new equipment covering faulty equipment and quality of work, make available spares for a minimum of five years from equipment manufacture and undertake to remedy faults within seven days of notification by the customer, any reasonable deviations from these to be agreed with the customer.
- Undertake maintenance in accordance with the appropriate British Standard and manufacturers' recommendations and guarantee repairs and spare parts for a minimum of one year, any reasonable deviations from these to be agreed with the customer.
- Deal with complaints of whatever nature speedily and sympathetically, taking decisive action if justification is established.
- Ensure that all correspondence including quotations, invoices and terms and conditions of contract is clear and unambiguous, including additional costs such as delivery charges or installation and commissioning costs.
- Supply equipment ready for operation where completed units are supplied. This will be supplied with relevant installation, handling, storage, and maintenance instructions as appropriate and with relevant Material Safety Data Sheets provided to the end user.

Complaints procedure

Complainant	Asked by FIRESA to put the complaint in writing to the Secretariat.
FIRESA	Reply within seven days and record the complaint in the Complaints Register. The complainant will be encouraged to contact the member concerned and advised to return to FIRESA if they are not satisfied. A copy of the letter will be sent to the Member concerned.
Member	Undertakes to deal with the complaint in accordance with the Leadership Statement.
Complainant	Complainant not satisfied
FIRESA	Refer to the Chair of the Complaints Committee who will attempt to resolve the issue informing both parties by letter of his/her decision within seven days.
Member	Undertakes to carry out the decision of the Chair of the Complaints Committee within seven days of receipt, provided the complainant agrees.
Complainant	Complainant still not satisfied
FIRESA	Invites both parties to a meeting of the Complaints Committee.
Member	Undertakes to carry out the decision of the Complaints Committee within seven days of that decision, provided the complainant agrees.
Complainant	Complainant still not satisfied
FIRESA	The Complaints Committee may refer the complaint to the Chartered Institute of Arbitrators [CIA]. The complainant must be willing to meet the costs if the Institute rules against them. The decision of the CIA is binding on Members of the Association and on the complainant.
Member	Undertakes to abide by the ruling of the CIA.

Each FIRESA Council meeting will be provided with the details of complaints received since the last meeting. Should a member not abide to the foregoing procedure, this may lead to expulsion of the member.