

# Delivering Quality and Service.

The Timber Trade Federation **Conduct Assurance Scheme**



Timber Trade Federation

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## Our Commitment

The Timber Trade Federation is the voice of the UK timber industry and its Members are committed to delivering quality and service to their customers. One of the ways Members demonstrate this is through our Conduct Assurance Scheme and its associated Code of Conduct and Codes of Practice.

## What is the Code of Conduct?

All Timber Trade Federation Members agree to abide by the Code of Conduct. The Code of Conduct sets out the principles by which Members agree to behave. This involves a commitment to trading fairly and responsibly. Members will not knowingly misrepresent facts or mislead any customer or supplier concerning any aspects of the goods and services they provide. They also agree to abide by specific codes of practice relevant to their business.

## The Codes of Practice

Members are committed to conducting business in a professional manner, selling their services and products in accordance with the relevant Codes of Practice, which cover softwood, hardwood and panel products. They aim to assist Members in the promotion of their company's efforts to correctly supply accurately marked and labelled products.

## Our Commitment to the Environment

All Members aim to ensure that they are taking all possible steps to minimise their impact on the environment and source their timber and timber products responsibly.

## Complaints under the Code

All our Members are committed to providing clear, responsive and user-friendly procedures in dealing with complaints. Should this fail to deal with a problem then a customer can initiate a complaints procedure, which operates in association with the Chartered Institute of Arbitrators. This ensures a fully independent procedure for investigating any complaints lodged under the Code of Conduct.

**For further information either call our Code of Conduct hotline on 020 7389 0137 or visit our website at [www.ttf.co.uk](http://www.ttf.co.uk)**

