



# The BMF Merchant Member Charter Guidance

Your promise to your customers





# Merchant Member Charter Guidance

**As a member of the Builders Merchants Federation we promise to:**

## **1. Deal with our customers promptly and fairly**

For example:-

- We will provide written quotations to customers promptly, with appropriate supporting documentation. Quotations should state clearly, in language which is unambiguous, relevant prices and rates, extras and options. Care will be taken to state exactly what is included and what might be excluded
- We will have written conditions of sale which are made available to customers in hard copy or digital form. Where appropriate, these shall be different and suitable for either retail customers or trade customers. Conditions will cover both collected and delivered sales and those ordered over the counter, by email or fax, or through a company web site
- Our prices will be clearly displayed.

## **2. Ensure that any complaints are handled equitably**

For example:-

- We will have clear policies defining how we deal with faulty goods, returns, re-stocking and complaints
- We will have a written complaints procedure which seeks to resolve issues promptly, fairly and amicably
- In the event that complaints cannot be resolved by the Member, the BMF Charter Advisory Service can be called on to reach a satisfactory solution or compromise.

## **3. Hold comprehensive and quality stock**

For example:-

- We will work with our Suppliers to ensure that the range of materials stocked is appropriate to the needs of our customers
- We will work with our Suppliers to develop the market for the range of materials stocked.

## **4. Promote sustainable products and materials wherever appropriate**

For example:-

- We will seek to know the origins of materials and products purchased, both domestically as well as imported. This would cover the circumstances in which they are produced, with particular reference to local environmental and social impacts
- For wood and wood-based products we will work with our Suppliers to ensure we meet our obligations under the EU Timber Regulation
- We will seek to purchase wood and wood-based products from sources which are certified as legal and sustainable. The best evidence of this is to seek evidence of Suppliers having FSC or PEFC Chain of Custody certification.



## **5. Offer product advice from experienced teams**

For example:-

- We will commit to the professional development of all staff
- We will train our staff to ensure that they have the appropriate levels of product knowledge to ensure sales opportunities are increased to the benefit of customers
- We will review the training needs of all staff periodically and maintain records of their achievements.

## **6. Provide prompt deliveries**

We will provide delivery services with clearly described charges where appropriate and clear statements of delivery criteria, such as curbside off-loading and designated delivery times and dates.

## **7. Provide structured credit facilities**

Credit facilities will be clearly defined with account criteria for trade customers and compliance where appropriate with the Consumer Credit Act 1974 for consumers.

## **8. Commit to best standards of Health & Safety**

For example:-

- If we employ five or more people we will comply with the legal requirements for a written Health and Safety Policy, written risk assessments and for the display of the 'Health and Safety Law' poster
- We will carry out risk assessments covering the activities regularly undertaken, for example, yard operations, warehouse, the office, showroom and counter, transport and materials handling, identifying where Personal Protective Equipment (PPE) is required and ensure it is used by staff
- We will ensure we have a thorough understanding of those substances which we use or sell, which can be hazardous to health. A register of such substances will be maintained with appropriate guidance in use
- We will be aware of any materials on site which contain asbestos and prepare a management plan to minimise risk
- We will check Local Exhaust Ventilation (LEV) every 14 months and records maintained. Portable appliances and equipment will be tested (PAT) periodically
- We will have a fire risk assessment, with appropriate warning systems, extinguishers and evacuation plans
- We will ensure that customers and other visitors remain safe at all times. Plans will cover safe movement of pedestrians and vehicles around the site and all staff must understand how this is to be done
- We will ensure that contractors working on site are managed to ensure they are safe and the work they are doing does not endanger others.



## **9. Minimise any adverse effects which our operations might have on our surroundings and neighbours**

For example:-

- We will have a written Environmental Policy and communicate it to all staff
- We will assess the environmental impact when planning all business operations
- We will comply with all local authority or Environment Agency regulations
- We will use storage facilities for materials which prevent adverse effects on the environment
- We will seek to minimise water and energy consumption
- We will comply with legislation or regulations for the operation of our vehicles and any regulation which is specific to the materials they carry
- We will monitor fuel consumption of company vehicles as an indicator of transport efficiency and, where appropriate, as part of a full Energy Savings Opportunity Scheme (ESOS) audit.

## **10. Minimise and recycle waste and manage waste disposal in a safe and controlled manner**

For example:-

- We will have a written Waste Management Policy and communicate it to all staff
- Our storage facilities and stock management will aim to avoid damage or excessive waste
- Our customers will be encouraged to return pallets, bulk bags and other containers back to site for re-use, wherever possible
- When products reach the end of their useful life, recycling facilities will be provided, for example, for wood, packaging, paper, electrical products, metals, liquids
- We will only allow materials to be taken off-site for disposal by licensed waste contractors.

## **Overall we work to improve the image of the building materials industry and support the objectives of the Builders Merchants Federation.**

For example:-

- We will constantly seek to improve the operation of our company
- We will work with Suppliers to improve the effectiveness of the building materials supply chain
- We will use our best endeavours to give customers a value for money service.



1180 Elliott Court, Coventry Business Park  
Herald Avenue, Coventry CV5 6UB  
**Tel:** 02476 854980 **Fax:** 02476 854981  
**Email:** info@bmf.org.uk