

# CODE OF PRACTICE

Furniture  
Manufacturers

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# Introduction

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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.

The Association Code of Practice together with the 'Approved' member logo has been designed to meet this objective.

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 standards expected of BFM members. The Code is not intended to be legally enforceable, to create any legal obligations or right, or to take precedence over the jurisdiction and rulings of courts or other legal or regulatory institutions.

## Qualifying members

To become an 'Approved member' – unless the BFM Board of Directors grant an exception - a company should demonstrate that at least 50% by output of its sales volume are UK manufactured products. If output falls below this level, the member must inform the BFM immediately and stop using the 'Approved member' logo.

## Self-certification

Each member company must undertake a self-certified audit to establish that it abides by the BFM code of practice as a condition of 'Approved' membership. However, if you have been audited by a leading retailer or buying group this will fast-track your audit, therefore please give details below. If you have failed an audit then this must also be stated 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 that you are an approved supplier 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 (including GDPR)
  - 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

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

# Complaints

## **Complaints regarding failure to comply with the Code of Practice**

Upon receipt of a complaint from a consumer, another company, the trading standards department of any local authority, a third party or of its own volition, the member must inform BFM of the alleged failure. Should BFM be informed of the alleged failure by a third party it shall notify the member.

If the failure is clear then BFM will request that the member immediately conforms to these regulations.

If the alleged failure is not clear, then the BFM may investigate the allegation and in this respect will give the member the opportunity to be heard in writing or in person according to the seriousness of the allegation. In some instances, BFM may ask the member to undertake a compliance audit by an independent body. If the BFM finds there is a failure then it may take the following steps:

- Suspend the right of the member to use the 'Approved logo' period until fully to compliance with these Regulations; and/or

- Terminate the member's right to use the 'Approved' logo, requiring the member to remove all images or reference it from all areas, including letterhead, stationery, BFM Approved member certificates etc.; and/or
- Provide guidance in respect of a minor breach to the member to avoid future breaches of these Regulations

Members should be aware that a serious breach or persistent minor breaches of these regulations may, in addition to the above, result in termination of membership of the BFM.

## **Indemnity**

The BFM is not responsible for any third-party claims, threats of action, costs and proceedings taken against a member in relation to use of Code of Practice/Approved logo, as well as against any damages awarded or other penalties where such claims arise from the misuse by the member of aforesaid material.

# Agreement

On behalf of the company, I confirm that:

- It is compliant with the BFM Code of Practice
- Will provide evidence as and when necessary to demonstrate compliance
- If at any time the Company fails to be compliant with the Code in any respect, BFM will be advised immediately
- The company will work with BFM if any issues arise with a view to resolving them within 7 days

Company .....

Signature .....

Position in company .....

Date .....

# Contact

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