

# Code of Practice





## **Introduction**

SELECT is the trade organisation for the electrotechnical industry in Scotland.

This Code of Practice aims to ensure the best possible relationship between SELECT Members and their customers.

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## Work

The Code covers all electrotechnical work undertaken by SELECT Members in the disciplines in which they have been satisfactorily assessed by SELECT. The Code is in addition to the customer's statutory rights.

All work carried out by SELECT Members is required to comply with relevant British or European Standards, the Building (Scotland) Regulations or other relevant

regulations including Health and Safety legislation.

SELECT Members will use their skill and knowledge to complete their work in the most efficient, timeous and economical manner and in accordance with the terms and conditions of the contract used.



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## Quotations/estimates and tendering

Wherever possible, quotations/estimates and the scope of work given by SELECT Members shall be in writing and include any qualifications, charges imposed and programme of work, and state clearly when payments are due to be made by the customer.

Where, during the course of work being carried out, changes are sought, the charges for the amended work should be agreed and customers kept informed, whenever possible, of costs and work programme.

Prior to starting work, SELECT Members are urged to request acceptance of a quotation/estimate by the customer, in writing.

Where, because of the nature of the task in hand, it is not possible to agree a price

before work starts, it should be made clear to the customer that charges will be on a labour and materials basis. Both parties should agree the hourly labour charge that will be made together with any incidental costs, such as travel and accommodation costs, where appropriate.

SELECT Members should keep accurate records of work carried out, labour and materials used and all related expenses.

SELECT Members are required to comply with tendering procedures that conform to current recognised Industry Codes.

SELECT Members are required to use fair conditions of contract and promote the usage of standard forms of contract.



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## Advertising

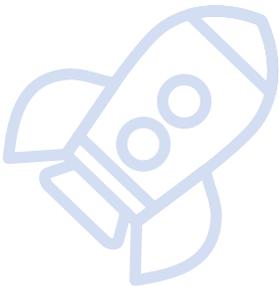
All promotion and advertising is required to comply with the current British Code of Advertising Practice and Sales Promotion.

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## Guarantees

SELECT Members shall carry all relevant insurance, including professional indemnity insurance, as necessary.

SELECT Members shall provide customers with the terms and duration of any guarantee with the quotation/estimate and pass benefits of separate manufacturers' guarantees for material used (if available) to the customer. When the operation of a guarantee is conditional on the appropriate use or maintenance of an installation by the customer, this should be brought to the customer's attention.



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## Customer complaints procedure

In the event of any complaint about the standard of work carried out by a SELECT Member, customers are advised to first raise the matter with the Member and give them full opportunity to rectify any alleged faults, defects or deviations from current standards. The Member is required to investigate any complaint made and take the necessary action to resolve it within a reasonable time.

SELECT will assist if the matter cannot be brought to a satisfactory conclusion. The customer will be requested to complete and forward a complaint form providing details of the complaint, including any relevant documentation to SELECT. SELECT will contact both parties and, if necessary,

arrange to inspect the work in question. If defects are identified, SELECT will liaise with the Member and the customer in order to reach agreement on any required rectification work and, once agreed, the Member will be provided with a detailed report to action. On completion of the necessary work, SELECT will seek confirmation of the satisfactory resolution of the complaint from the customer.

Where it is not possible to involve the Member that carried out the original work, SELECT will deal with the complaint in its entirety and, if required, employ another SELECT Member to assist.



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## Monitoring and compliance

An independent Registration Board will monitor compliance with this Code of Practice. Any decision by SELECT can be appealed with the Registration Board.

SELECT can take disciplinary action if a Member does not comply with SELECT's Constitution and Rules.





Founded in 1900, SELECT is Scotland's largest trade association.

It has nearly 1,250 member businesses who collectively have an annual turnover of around £1 billion and employ over 15,000 people and 3,500 apprentices.

SELECT also delivers training courses to more than 3,500 electricians each year and is committed to regulation of the industry for a safer Scotland.

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