Member Code of Conduct

Light Steel Frame Association (LSFA)

Version 2.0 | Adopted: 06/11/2026| Next review: 03/12/2027 | Approved by: LSFA Steering Group

1. Purpose and Scope

1.1 This Code of Conduct sets out the standards of professional and ethical behaviour expected of every Member of the Light Steel Frame Association ("the Association"). It exists to protect the safety of people who build and live in light steel frame (LSF) structures, to maintain confidence in the technology, and to uphold the reputation of the Association and the steel construction industry.

1.2 The Code applies to all categories of Membership, namely:

- companies or practices engaged in the design and marketing of Light Steel Frame systems;
- companies supplying Light Steel Frame erection services to industry standards;
- organisations supplying goods or services to the Light Steel Frame industry;
- practices providing the Light Steel Frame industry with a specific professional service;
- companies using Light Steel Frame components in the course of their business; and
- trade associations that are recognised bodies with links to the Light Steel Frame industry or its supply chain.

1.3 The Code applies to Members' directors, employees, agents and subcontractors when acting in connection with their Membership or the Association's activities.

1.4 This Code forms part of, and should be read alongside, the Association's Membership Rules. Members must comply with it in addition to, and not in place of, all applicable laws, regulations and contractual obligations. If this Code conflicts with the Membership Rules, the Rules prevail.

2. Core Principles

Members agree to:

- act with honesty, integrity and fairness in all dealings;
- put health, safety and structural integrity before commercial considerations;
- be competent and work only within the limits of their knowledge, skill and experience;
- be transparent and accurate in how they describe their products, services and qualifications;

- treat colleagues, clients, competitors and the public with respect; and
- act in a way that protects and enhances the reputation of the Association and the LSF industry and never bring either into disrepute.

3. Health, Safety, Structural Integrity and Regulatory Compliance

3.1 Members shall comply with all applicable health and safety legislation and shall maintain safe systems of work, including in the manufacture, transport, handling, lifting and erection of steel components and panels.

3.2 Members shall maintain strict compliance with:

- relevant British and European standards, including (where applicable) Eurocode 3 and BS EN 1993-1-3 for cold-formed steel and BS EN 1090 execution requirements;
- NHBC Standards, LABC technical requirements, or the technical standards of another warranty provider, whichever is appropriate; and
- the Building Regulations (England & Wales), the Building (Scotland) Regulations and the Building Regulations (Northern Ireland), whichever is appropriate.
- the requirements of the Building Safety Act and Building Safety Regulator.

3.3 Members shall not knowingly specify, supply or install components, fixings or systems that are unfit for purpose, untested for the intended application, or outside their certified performance range.

3.4 Members shall give proper consideration to fire safety, including fire resistance, compartmentation, cavity barriers and the combustibility of associated materials, and shall not misrepresent the fire performance of any product or build-up.

3.5 Members shall provide for appropriate temporary stability and bracing during construction, and for corrosion protection suited to the exposure conditions and design life.

3.6 Members must promptly report to the relevant authority and, where appropriate, to the Association any serious defect, structural failure or safety-critical non-conformity of which they become aware.

4. Professional Competence and Quality

4.1 Members shall ensure that people carrying out design, supervision, fabrication or installation work are suitably trained, qualified and, where required, registered or certified.

4.2 Members shall maintain and, on request, be able to evidence a quality management system appropriate to their size and activities (for example ISO 9001, Factory Production Control under EN 1090, or equivalent).

4.3 Members shall keep up to date with developments in standards, regulation and good practice, and shall support continuing professional development for their staff.

4.4 Members shall not undertake work they are not competent to perform and shall seek appropriate expert input when a project falls outside their experience.

4.5 Members shall retain records of design calculations, material certificates, traceability data, inspection and test results, and as-built information for the period required by law, warranty provider or contract.

5. Honesty in Marketing and Use of the Association's Name and Logo

5.1 Members shall ensure that all technical data, test results, certifications, performance claims and marketing statements are accurate, current, substantiated and not misleading.

5.2 Members shall not claim third-party approval, certification, test results or Association endorsement that they do not hold.

5.3 Members are encouraged to use the Association's name and logo in advertisements and company literature, subject to the following conditions:

- the name and logo may be used only to designate Membership of the Association;
- they must not be used in connection with a specific product, service or project endorsement, or in any way that implies the Association has approved or guaranteed it;
- Members must not give the Association's address on such material or use it for business purposes.

5.4 Members shall not disparage competitors with false or unsubstantiated statements.

5.5 Where Membership is suspended or ends, the Member must remove all references to the Association from marketing materials and websites.

6. Fair Competition, Integrity and Legal Compliance

6.1 Members shall comply with all applicable competition law. Association meetings, committees and communications must not be used to discuss or agree prices, margins, discounts, tender submissions, market or customer allocation, production levels, or any other commercially sensitive information.

6.2 Members shall comply with all applicable laws on anti-bribery and corruption, fraud, money laundering and sanctions. Members shall not offer, give, solicit or accept bribes or improper inducements, and shall record and declare gifts and hospitality in line with a proportionate internal policy.

6.3 Members shall not infringe any patent, copyright, design, trademark or other intellectual property right, including those relating to designs, software, test data and proprietary systems of other parties.

6.4 If a claim is made against the Association arising from a Member's breach of clause 6.3, that Member shall indemnify the Association against all loss, damages, costs and expenses awarded against or incurred by the Association in connection with the claim, or paid or agreed to be paid in settlement of it.

6.5 No Member shall, other than for professional services rendered at the request of the Directors, receive any profit, salary or emolument from the funds or transactions of the Association.

7. Data Protection and Confidentiality

7.1 Members shall comply with data protection and privacy law when handling personal data of clients, employees and others.

7.2 Members shall ensure that they have the relevant individual's consent, or another legal basis, for sharing with the Association any personal data about people for whom the Member is responsible (such as directors, shareholders and staff). The Association's use of personal data is governed by Clause 9 of the Membership Rules and its Privacy Policy located on the LSFA website here: lsf-association.co.uk/membership-rules/

7.3 Where the Association seeks commercially sensitive statistical information from Members for research, lobbying or promotional purposes, it will make the confidential terms of use clear at the time. Members shall provide such information accurately.

7.4 Members shall respect the confidentiality of Association business, Member information and any information designated as confidential, and shall not use it for personal or commercial advantage.

8. Conflicts of Interest and Governance

8.1 Members must declare any actual or potential conflict of interest that arises in connection with Association activities, including Board and committee work, technical working groups, standards development and certification or assessment schemes.

8.2 Directors and committee members shall act in the interests of the Association and the wider industry rather than their own company's commercial advantage and shall withdraw from discussions or decisions where a conflict exists.

8.3 Directors must be full-time employees of a Member company and shall comply with the Membership Rules on election, term of office and re-election.

9. Contracts, Clients and Supply Chain

9.1 Members shall deal fairly and transparently with clients, main contractors, designers and suppliers, and shall honour their contractual commitments.

9.2 Members shall pay supply chain partners in accordance with agreed terms and applicable prompt-payment legislation.

9.3 Members shall provide clear, accurate quotations and shall communicate openly about scope, variations, programme risks and limitations of their systems.

9.4 Members shall handle complaints promptly, courteously and in good faith, and shall maintain a documented complaints procedure.

9.5 Members shall provide clients with relevant warranties, guarantees, operation and maintenance information, and building safety information as required by law or contract.

10. Sustainability and Environmental Responsibility

10.1 Members shall comply with environmental legislation and are encouraged to minimise waste, energy use and embodied carbon, to make use of recycled steel content and recyclability where practicable, and to provide accurate environmental data (such as Environmental Product Declarations) where claims are made.

10.2 Members shall not make unsubstantiated or misleading environmental or "green" claims.

11. Respect, Diversity and Ethical Employment

11.1 Members shall treat all people with dignity and respect, and shall not tolerate discrimination, harassment, bullying or victimisation (whether physical or verbal) on any grounds, including race, sex, gender identity, sexual orientation, age, disability, religion or belief. This includes the treatment of Association employees and officers.

11.2 Members shall comply with employment law and shall not use forced, bonded or child labour, nor knowingly engage suppliers or subcontractors that do so. Members shall take reasonable steps to prevent modern slavery in their operations and supply chains.

11.3 Members are encouraged to promote training, apprenticeships, inclusion and well-being within their workforce, and to support mental health and a safe working culture on site and in the factory.

12. Conduct Within the Association and Membership Obligations

12.1 Members shall behave courteously and professionally at all Association meetings, events, online forums and social media channels.

12.2 Members shall provide accurate and complete information on application and renewal. Failure to disclose relevant information, or giving wrongful information, may invalidate an application or Membership.

12.3 Members shall notify the Company Secretary of their registered office, principal place of business and main contact details (name, telephone and email), and of any changes.

12.4 Members shall promptly notify the Association of changes to ownership, name, or contact details, of any insolvency event, and of any material legal proceedings. In particular:

- a corporate Member must not be in Receivership or Liquidation, and must notify the Association if a Receiver, Liquidator or Provisional Liquidator is appointed; and
- where 50% or more of the voting rights of a Member are sold or transferred to a third party, the sale or transfer must be notified to and approved by the Directors for Membership to continue.

12.5 Members shall pay subscriptions and fees on time by the method notified on the invoice. Non-payment is addressed in Section 14.

12.6 Members shall cooperate with Association audits, technical reviews, surveys and investigations conducted under this Code.

12.7 Members wishing to resign must give three months' written notice by email to the Board at info@lsf-association.co.uk, in accordance with Clause 8 of the Membership Rules.

13. Reporting Concerns and Complaints

13.1 Anyone who believes that this Code or the Membership Rules have been breached may raise a written concern with the Association's Company Secretary at info@lsf-association.co.uk.

13.2 Concerns will be treated confidentially to the extent possible and consistent with fairness and legal obligations. The Association will not tolerate retaliation against anyone who raises a concern in good faith.

13.3 Matters involving imminent danger, criminal activity or regulatory breaches should also be reported to the appropriate authority.

14. Investigation, Disciplinary Procedure and Sanctions

14.1 **Receipt and screening.** The Directors will investigate any written, bona fide complaint that a Member has failed to comply with this Code or the criteria of Membership. Complaints will be acknowledged within 10 working days and screened to determine whether they fall within scope.

14.2 **Investigation.** The Member concerned will be informed of the allegation, given a reasonable opportunity to respond in writing within 20 working days, and may be asked to provide supporting evidence. Investigations will be conducted impartially, and any Director with a conflict of interest will take no part.

14.3 **Decision.** The Directors will decide whether a breach has occurred on the balance of probabilities and will give the Member written reasons.

14.4 **Sanctions.** Depending on seriousness, sanctions may include:

- a written warning or reminder of obligations;
- a requirement to take corrective action within a set period;

- suspension of Membership benefits, including use of the Association's name and logo, for a defined period;
- notice of withdrawal from Membership, whereupon the Member is deemed to have withdrawn and its name is removed from the list of Members, which will be made known to all Members; and/or
- referral to a regulator, certification body or law enforcement where appropriate.

14.5 **Grounds for withdrawal.** Membership may be withdrawn where the Directors consider that a Member has acted, or is likely to act, in a way that could bring the name of the Association or the steel construction industry into disrepute, has been guilty of misconduct, or has harassed or victimised (physically or verbally) an employee of the Association. A Member who fails to take corrective action within the time allowed after a warning will be served with notice of withdrawal.

14.6 **Costs.** Where a complaint is upheld, the Member concerned will be charged with and accept liability for any costs properly incurred by the Association in investigating it.

14.7 **Interim measures.** In urgent cases involving serious risk to safety, the Directors may impose interim suspension pending the outcome of an investigation.

14.8 **Review.** A Member may ask the Directors in writing, within 20 working days of the decision, to review it. Any Director involved in the original decision who has a conflict of interest will not take part. Subject to this, the Directors' decision is final and binding, in accordance with Clause 10 of the Membership Rules.

14.9 **Non-payment of subscriptions.** Where an annual subscription remains unpaid after notice has been sent and 30 days have passed from posting, the Directors may terminate Membership. A Member whose subscription remains unpaid, and who is not in an agreed payment plan, after three months may be suspended, which entails removal of all Association references from marketing collateral and company websites, and notification of appropriate stakeholders of the Membership withdrawal.

15. Member Declaration

On joining Members will be asked to confirm:

We, [Company Name], confirm that we have read, understood and will comply with the Light Steel Frame Association Member Code of Conduct and Membership Rules. We will ensure that our directors, employees and subcontractors are aware of its requirements, and we accept that breach of the Code may result in disciplinary action, including termination of Membership.

Company name

Authorised signatory (name and position)

Signature

Date

16. Interpretation, Amendment and Review

16.1 The Directors are the sole authority for the interpretation of this Code, and their decision on any question of interpretation is final and binding on Members.

16.2 This Code will be reviewed at least every two years, or sooner if there are significant changes in legislation, standards or industry practice. Members will be consulted on material changes, and updated versions will be published on the Association's website at www.lsf-association.co.uk.

This Code is provided for general guidance and should be reviewed by a qualified legal adviser, particularly on competition law, governance and disciplinary procedures, before adoption.