



1. AIMS OF THE CODE

1.1 **Purpose** This Code of Practice (the "Code") is established to:

- Provide a framework to FER members to ensure consistent delivery of high-quality service to customers.
- Ensure that all work delivered by members reflects the high standards expected by the FER.
- Maintain and enhance the reputation and standing of the FER and its members.
- Guarantee that all work undertaken and re-manufactured engines supplied comply with the British Standard for the Remanufacture of Spark and Compression Engines BS AU 257:2002.
- Encourage the development and growth of the engine repair and re-manufacturing industry by adhering to the aims of this Code.
- Guide the resolution of complaints courteously, speedily, and satisfactorily, providing a clear procedure for conciliation and arbitration when complaints remain unresolved between a member and a customer.
- Promote transparency, accountability, and fair dealing in all interactions between members and customers.

1.2 Nothing in this Code gives rise or is intended to give rise to acceptance by FER of any liability of FER Members to their individual customers.

2. FER MEMBERS' RESPONSIBILITIES

YOUR RESPONSIBILITY TO THE FER

2.1 **Adherence to the Code** Members must accept and comply with this Code in its entirety and submit a declaration of conformity as part of their annual renewal.

2.2 **Display of FER Logo** Members must display the FER logo on their premises and in all their business documentation and communication with the customers, including but not limited to invoices, emails, letters, websites, and other relevant materials, to inform customers of their adherence to the Code.

2.3 **Familiarity with the Code** Members and their staff must familiarize themselves with all provisions of this Code and ensure understanding and implementation in daily operations.



2.4 Observance of the Code Members and their staff must observe both the letter and spirit of this Code to uphold the FER's commitment to raising industry standards.

YOUR RESPONSIBILITY TO YOUR BUSINESS

2.5 Workplace Environment Members must maintain a clean and professional workplace, considering factors such as temperature, ventilation, lighting, space, and safe walkways to ensure a healthy and productive environment for employees and a positive customer experience.

2.6 Insurance Members must maintain current insurance, including public liability insurance, to ensure adequate coverage for all business activities.

2.7 Health and Safety Members must conduct health and safety risk assessments and adhere to all relevant legislation and regulations, including fire safety, first aid, lifting procedures, and equipment use. Health and safety practices must be regularly reviewed and updated.

2.8 Employee Training Members should ensure that in all cases (even when not legally required) employees are properly trained in the use of equipment, especially when used unattended. Training programs should be updated regularly to reflect new equipment and procedures.

2.9 Continuous Improvement Members should continuously review and improve workplace practices to stay relevant in a changing marketplace. This includes investing in new technologies, updating processes, and adopting industry best practices.

2.10 Equipment Maintenance Members are responsible for maintaining all equipment correctly. Machinery and equipment should be checked for calibration and performance according to the manufacturer's schedules. Evidence of maintenance, such as service records and calibration certifications, should be retained for the lifetime of the equipment.

2.11 Legal Compliance Members must adhere to all relevant legal requirements, including those related to the customers' rights (Consumer Rights Act 2015, Sale of Goods Act 1979 and Supply of Goods and Service Act 1982 with corresponding amendments) and data protection (Data Protection Act 2018, UK GDPR). Compliance with all applicable regulations and standards is mandatory.



2.12 Code Display A copy of this Code must be prominently displayed and easily accessible for reference by members, their staff, and customers.

YOUR RESPONSIBILITY TO YOUR CUSTOMERS

2.13 Quotation and Estimates Members should provide a written quotation upon request and an estimate of the cost of any work. Customers must give express written permission for any increase in the agreed estimate. Quotations should be clear and detailed to avoid misunderstandings.

2.14 Completion Time Members should provide an estimated time for the completion of work and make every effort to work within the estimated time. Delays should be communicated promptly with reasons and revised completion dates.

2.15 Standards Compliance All work must be performed with reasonable care and skill and must conform to the British Standard for the Remanufacture of Spark and Compression Engines BS AU 257:2002. Members must ensure that their work meets these standards.

2.16 Dimensional Tolerances Members must ensure that machining repair and assembly work adhere to the dimensional tolerances specified by the original equipment manufacturer or aftermarket parts supplier. Deviations requested by the customer must be clearly recorded in writing, including the reasons for deviation and possible consequences.

2.17 Detailed Invoices Members must provide a detailed invoice for all work carried out and materials supplied. Records should be kept of all services, work done and parts supplied. The invoice should include all relevant details, and deviations from the member's advice must be recorded in writing.

2.18 Re-manufactured Engines For re-manufactured engines or exchange re-manufactured engines, invoices and/or warranties should include details of the date supplied and odometer readings where applicable. Arrangements should be made with fitting stations if the unit is not fitted by an FER member.

2.19 Contract Conditions Members must clearly communicate their terms of business, including payment terms, to the customer before any order is accepted. Customers should be informed of all terms and conditions in writing.



2.20 Subcontracted Work The FER Member will remain responsible for ensuring the quality of any subcontracted work.

2.21 Vulnerable Customers A vulnerable customer is an individual consumer whose circumstances put this consumer at risk of making an incorrect or inappropriate decision or of receiving inferior goods or services. The FER Members at all times should be attentive to the needs of vulnerable customers ensuring that the needs of a vulnerable customer are met.

2.20 Customer Property Members should exercise reasonable care in protecting customer property and possessions while in their charge. Adequate insurance to cover legal liability is required, and members must have procedures in place for handling and protecting customer property. If a storage charge applies for any of the customer's property left on the FER member's premises, this should be clearly stated in the FER Member's terms of business and the terms should be communicated to the customer as required by the Code.

3. DEALING WITH COMPLAINTS

3.1 Complaint Handling Members are responsible for addressing complaints promptly, purposefully, and fairly. Staff should be trained to handle complaints avoiding defensive, aggressive or evasive attitudes to maintain customer goodwill.

3.2 Third-Party Complaints When complaints are raised through an authorised third party, members should guide the party and seek to re-establish direct communication with the complainant to resolve the issue.

3.3 Complaint Reception Members must establish an easily identifiable and accessible arrangement for receiving and handling complaints. A complaint should be acknowledged as soon as possible.

3.3 Time To Respond The FER Members should make all reasonable effort to provide an initial response to a complaint within 14 days of receipt and inform the complainant of this time frame. In exceptional case or if the complaint requires further investigation which is likely to delay response, the complainant should be notified accordingly with a time estimate for the response.



3.4 Referral to FER Office If discussions with a customer do not resolve the matter, the dispute may be referred to the FER Office according to the Complaints Handling Procedure.

3.5 Cooperation with Investigations Members must fully cooperate with the FER or any independent engineer appointed to investigate a complaint.

4. ADVERTISING

4.1 Advertising Standards All claims, descriptions, and advertisements made by FER members must be legal, honest, and truthful. Members must comply with:

- The **Consumer Protection from Unfair Trading Regulations 2008**, which prohibit unfair commercial practices and require that all advertising is not misleading.
- The **Trade Descriptions Act 1968**, ensuring that all representations made are accurate and not deceptive.
- The **Business Protection from Misleading Marketing Regulations 2008**, which regulate comparative advertising and prevent misleading or aggressive marketing practices.
- The **Advertising Standards Authority (ASA) Codes of Practice**, which provide detailed guidelines on responsible advertising and marketing practices.
- The **UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (CAP Code)**, which governs the content of all non-broadcast advertising and direct marketing.
- The **UK Code of Broadcast Advertising (BCAP Code)**, which sets the standards for TV and radio advertising.

4.2 All advertising must be clear, substantiated, and not misrepresent the services provided. This includes ensuring that any claims about services, quality, or benefits are supported by evidence and reflect the true nature of what is offered.

4.3 Members should avoid exaggerations or ambiguous statements that could mislead consumers about the quality or scope of their services. Any comparisons made with competitors must be fair, accurate, and substantiated to avoid misleading implications.

4.4 In addition to complying with the above regulations, members are encouraged to adhere to the principles of good practice as outlined by the **Office of Communications (Ofcom)** and



other relevant industry bodies to ensure transparency and integrity in all marketing activities.

5. DISCIPLINARY POWERS

5.1 Enforcement and Penalties The FER Board of Directors will enforce this Code. Members who fail to meet the standards may receive a reprimand or their membership may be terminated in case of persistent breaches or an isolated serious breach as will determined by the Board and at its sole discretion. Penalties or expulsion may be published in the FER newsletter, website, or other periodicals.

5.2 Complaint Record A record and analysis of formal complaints against FER members will be maintained and published in the minutes of the Annual General Meeting.