



## 11. Self-monitoring and reporting breaches

- 11.1 The Registered Installer shall monitor its compliance with the Code and shall report any breaches (actual or suspected) of this Code as soon as possible to Schlüter in writing to sri@schluter.co.uk
- 11.2 The Registered Installer shall not retaliate or take disciplinary action against any worker that has, in good faith, reported breaches of this Code or questionable behaviour, or who has sought advice regarding this Code.

## 12. Breach, remediation and termination

- 12.1 Where Schlüter becomes aware of a breach of this Code by the Registered Installer or its workers, Schlüter may either:
- (a) immediately terminate its business relationship with the Registered Installer (including any contracts); or
  - (b) require the Registered Installer to produce a remediation plan specifying the actions that the Registered Installer will take that will lead to compliance with the Code, and present it to Schlüter within 30 days of being requested to do so. If the Registered Installer fails to produce the remediation plan within this timeframe or fails to implement it within a reasonable time, Schlüter may immediately terminate its business relationship with the Registered Installer (including any contracts). Schlüter may in its absolute discretion provide the Registered Installer with support and resources to assist with remediation. Schlüter may also suspend the business relationship with the Registered Installer while remediation is ongoing.
- 12.2 Where Schlüter becomes aware that a Representative has been involved in an incident (or incidents) that would constitute a breach of any of the requirements under this Code, were they bound directly by it, Schlüter may either:
- (a) terminate its business relationship with the Registered Installer (including any contracts); or
  - (b) require the Registered Installer to remedy that incident (or incidents) with that Representative. If the Registered Installer is not able to remedy such incident with that Representative within a reasonable time, Schlüter may immediately terminate its business relationship with the Registered Installer (including any contracts). Schlüter may in its absolute discretion provide the Registered Installer and Representative with support and resources to assist with remediation. Schlüter may also suspend the business relationship with the Registered Installer while remediation is ongoing.

## Confirmation of compliance

As required by Schlüter Systems Limited's Registered Installer Code of Conduct (Code), [REDACTED] hereby agrees and certifies that:

- We have reviewed and understood the Code.
- We are complying with the requirements in the Code as of the date below.
- We have appropriate systems in place to ensure our own and our suppliers' continued compliance with the Code.

## Signed by

As required by Schlüter Systems Limited's Registered Installer Code of Conduct (Code),



CHRIS WOOLLEY [REDACTED] for and on behalf of Woolley Kitchens & Bathrooms LTD

Date 27<sup>th</sup> AUGUST 2024

Please send a copy of this certificate to Schlüter-Systemd Limited:

Schlüter-Systems Ltd, Units 3-6 Bardon 22 Industrial Estate, Bardon Hill, Coalville, Leicestershire, LE67 1TE

☎ +44 (0) 1530 813396

✉ sri@schluter.co.uk

Please note that this certificate expires on the training renewal date.