



UK WEIGHING FEDERATION

2006

THIS IS TO CERTIFY THAT

AWM Ltd

**IS A MEMBER OF THE
UK WEIGHING FEDERATION
AND BOUND BY ITS
CODES OF PRACTICE**

D. J. Libinatio

UKWF President

GENERAL CODE OF PRACTICE

1. The Object of the Federation is to foster the welfare of the UK Scale & Weighing Machine Industry by:
 - a. Representing the interests of all Members in negotiations with both Government Departments and Associations representing National Trade Sectors.
 - b. Providing a medium for keeping Members informed of the latest developments with regard to laws, regulations and proposed legislation both in the UK and EEC and items emanating from the International Organisation of Legal Metrology (OIML). Collating and disseminating details of the activities of official committees and other bodies which might be expected to affect the interests of Members. Providing facilities for discussion and interchange of ideas and opinions on such matters in so far as they relate to the manufacture, maintenance and repair of Weighing Machines.
 - c. Securing the observance by members of the Memorandum & Articles of Association of the Federation and to support any decisions made by the elected Members of the Federation's Board of Directors.
2. The Weighing Machine Industry enjoys a reputation for providing a high standard of service to the customer. The purpose of the Code of Practice is to provide practical guidance to the Industry with the aim of maintaining this high standard of service.
3. The following general principles apply:
 - a. **STANDARD OF SERVICE**
Members undertake to maintain the highest standards of service to weighing machine users.
 - b. **FACILITIES**
Members must have adequate facilities to receive and handle promptly all requests for services and information. These facilities should include permanent workshops capable of carrying out overhauls to the re-verification standards, adequate loan scales, and the capability of operating with service and maintenance in this field.
 - c. **RELATIONSHIP BETWEEN OTHER MEMBERS AND THEIR CUSTOMERS**
Members shall at all times in their relationship with other members and their Customers observe the principles of good faith and fair competition.
 - d. **RELATIONSHIP BETWEEN MEMBERS, TRADING STANDARDS DEPARTMENTS AND CONSUMER SERVICES**
Members will use their best endeavours to co-operate with Trading Standards Departments and Associated Consumer Protection Services.
 - e. **COMPLAINTS**
The member will attempt to resolve any dispute between himself and another member or between himself and the customer, but failing agreement, he may apply

UK WEIGHING FEDERATION LIMITED - A COMPANY LIMITED BY GUARANTEE -
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