

### What is the DHF?

DHF was established in 1940 and currently has over 200 members spread amongst seven individual focus groups. It is the leading trade association for the following industries:

- industrial door & shutter manufacturers (**Industrial Door Group**)
  - manufacturers of architectural ironmongery, builders' hardware and fittings for doors & windows (**Building Hardware Group**)
  - garage door manufacturers (**Garage Door Manufacturers' Group**)
  - garage door installers & distributors (**Garage Door Installer & Distributor Group**)
  - powered gate manufacturers & installers (**Powered Gate Group**)
  - metal doorset manufacturers (**Metal Doorset Forum**)
  - timber doorset manufacturers (**Timber Doorset Group**)
  - component and service industry suppliers to the trade
  - certification and test houses, including the notified bodies for CE marking of doors & hardware
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### What are the benefits of DHF membership?

#### Technical

We have information and offer advice on:

- European standards
- health & safety legislation
- building regulations
- Machinery Directive
- Construction Products Directive
- Construction Products Regulation

We represent the industry on:

- standards committees
- government bodies
- other trade bodies, eg Passive Fire Protection Federation, National Specialist Contractors Council
- Construction Products Association, National Building Specification Limited
- Certification bodies, eg LPCB, Exova Warrington Fire, Chiltern International Fire

We also hold regular meetings and work in conjunction with other bodies/associations, eg:

- Secured by Design
- British Standards Institution (BSI)
- Guild of Architectural Ironmongers (GAI)
- Master Locksmiths Association (MLA)
- National House Building Council (NHBC)
- Health & Safety Executive (HSE)

## Commercial

- codes of practice & standards for products and services
- specially negotiated membership fee to Confederation of Construction Specialists
- cost effective DHF member insurance scheme from Towergate, including employees liability of risks and public & product liability
- DHF newsletter – Inside Track
- DHF publication - The Door Industry Journal
- group membership of Construction Products Association and the National Specialist Contractors Council
- access to over 600 exclusive business and lifestyle discounts with LogBuy, the Benefits People
- AA Fleetwide membership at competitive rates
- as an approved supplier of the DHF, Citation plc, a leading Health & Safety and Employment Law provider, can offer members a sector specific package

## Promotion of members' interests

- use of the DHF logo
- training and professional development for architects and specifiers
- promotion of installation NVQ
- site safety recommendations
- promotion of the benefits of doing business with a DHF member to purchasers & specifiers
- hot links from the DHF website to members' own sites
- promotion of Federation through press releases
- the CE marked fire products database on the DHF website

## Focus Groups

All members are urged to join whichever of the DHF focus groups are appropriate to their business. DHF encourages networking amongst the individual groups and, where appropriate, arranges joint meetings, eg between garage door manufacturers and garage door installers.

All groups consider technical, commercial and promotional matters specific to the particular group at each quarterly meeting.

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## What are the criteria for membership?

1. **Your business must be within the scope of the federation** ie, including any of the following activities: manufacture; installation; repair; maintenance; marketing; component supply; testing; certification; distribution; other professional advice or service in relation to any of the following products:
  - industrial doors, shutters & barriers
  - domestic garage doors
  - architectural ironmongery, builders' hardware and fittings for doors & windows
  - metal & timber doorsets
  - powered gates

2. **Your company must be technically competent** ie, must comply with the minimum technical standards:

DHF has introduced new membership minimum technical standards in order to give members commercial benefits over non member competitors. These came into place on 1 April 2012 as shown on the attached chart.

3. **Your company must be financially stable** ie,
- in possession of a tax exemption certificate (where relevant)
  - a satisfactory credit check is carried out
  - must be able to provide satisfactory evidence of financial trading

On acceptance into membership, all members shall comply with requirements of the Federation's Code of Conduct at all times

*NB If you cannot fully comply with these requirements, you may consider applying for affiliate membership (see below)*

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### **We can't meet the criteria for membership. What else can you offer?**

The DHF has recently introduced a new category of affiliate membership which is designed to benefit applicants who are currently unable to meet the new minimum technical standards and/or provide evidence of satisfactory financial performance, eg a new company.

Affiliate members are able to attend meetings and generally have the same benefits as full members EXCEPT that an affiliate member will not be able to use the DHF logo and will not be included on the DHF website. It should also be noted that a company can only be an affiliate member for a maximum of three years. During this time, DHF will give every technical assistance in helping a company achieve full membership. Affiliate membership fees are the same as for full members.

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### **How much does membership of the DHF cost?**

Please see the attached subscription chart for detailed costs.

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### **I want to apply for membership. What happens next?**

Simply complete the application form and return to us by email, fax or post at 42 Heath Street, Tamworth, Staffordshire. B79 7JH (do not send any payment at this stage).

In line with normal procedure, details of your application will be circulated to all current DHF members. In the event that any substantiated adverse comments are received, a visit by a member of our Executive Committee will be arranged prior to admission.

If there are no adverse comments, the application will be approved without a visit and we will send you a copy of our code of conduct as a reminder of your membership obligations, together with a current annual membership subscription invoice.

Following receipt of payment and the signed declaration that you will abide by the Federation's code of conduct, we will then send you a full membership package and you will be entitled to use our logo on your letterheading, literature, vehicles, etc, etc.

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# CODE OF CONDUCT

This CODE OF CONDUCT represents a binding commitment on the part of each DHF member engaged in the manufacture, installation, distribution, maintenance and repair of doors, building hardware and their components to achieve a high standard of quality, safety and reliability.

Each member shall observe and comply with the following requirements at all times:

## **1. STANDARD OF WORKMANSHIP**

The member shall observe a high standard of workmanship and any goods or materials supplied by the member shall be fit for the purpose for which they are intended.

The member shall not enter into contracts without being able to comply with the technical and programme requirements, having access to sufficient resources and adequate documentation to fulfil all contract criteria.

All goods, materials and workmanship shall comply with relevant statutory requirements.

The member shall consistently check all of its own work and remedy all defects and shall ensure that all finished work is of a good standard. The member undertakes to follow up and resolve all customers' complaints, of whatever nature, promptly and courteously.

## **2. PRODUCTS**

All products sold by the member shall have been thoroughly tested and manufactured according to the published specification. All products will meet statutory requirements and shall carry a minimum twelve months warranty.

## **3. QUALITY ASSURANCE**

The member shall have a fully documented quality management system, hold regular reviews and audits of its system and undertake corrective actions to remedy non conformities. This may take the form of BS EN ISO 9001 : 2008 quality assurance certification or manufacturer's own factory production control to an acceptable level relating to the business concerned.

## **4. TRAINING**

The member shall have documented training records and shall take active steps to ensure that all operatives, supervisors, office staff and managers receive proper and continuing training to ensure that all personnel have the necessary skills to perform their allotted tasks to the required standards.

## **5. SAFETY**

The member shall continually monitor its practices with regard to health and safety issues and shall do all that is practicable to prevent personal injury by protecting its employees and all others who may be affected by its work from all foreseeable hazards which could arise from such work.

The member shall be able to provide a written health and safety policy and evidence that it has taken all practicable steps to ensure adherence to the policy.

## **6. EMPLOYMENT**

The member shall take all reasonably practicable steps to ensure the welfare and stability of employment of all its employees and shall fulfil all of its legal and other duties as an employer.

The member shall not discriminate unlawfully or improperly in respect of employment.

## **7. BUSINESS INTEGRITY**

The member shall observe a high standard of business integrity in all aspects of its business dealings. The members shall represent its product and services in an accurate and honest manner and shall not mislead its customers or suppliers in respect of its dealings with that company or any other party.

The member shall accept fair and reasonable terms and conditions in contracts with customers, suppliers or sub-contractors and shall not exercise unlawful or improper leverage or incentive in the negotiation of such contracts.

## **8. INSURANCE**

The member shall maintain a minimum of £2 million public liability and product liability insurance.

## **9. TAX CERTIFICATE**

Where relevant, the member is required to be in possession of the relevant sub-contractors tax certificate.

## **10. DISPUTE RESOLUTION**

DHF acts as a facilitator to promote the resolution of contentious issues by creating a climate in which to reach an amicable solution; the member shall co-operate in the resolution of disputes by providing any information in its possession which may reasonably be requested by DHF

## **11. TECHNICAL STANDARDS**

All full members shall comply, as a condition of membership, with the minimum technical standards published from time to time by DHF. Other technical documentation published by DHF is, unless otherwise stated, advisory in nature.

# **ENFORCEMENT OF THE CODE OF CONDUCT**

In the event that any member fails to comply with the code of conduct, the member shall receive a warning, together with appropriate advice on compliance with the code of conduct and, in the event of further failure to comply with the code of conduct, the member may be suspended or expelled from DHF by decision of the Executive Committee.

In the event of any complaint arising out of an alleged breach of this code of conduct by a member of the DHF, formal written notice of the complaint should be sent to the Secretariat of the DHF who will arrange for the matter to be investigated factually and brought to the attention of the Executive Committee for consideration and appropriate action.

# Application for Membership

**1. YOUR COMPANY:**

Company name:

Address:   
  
 Post code:

Telephone:	Fax:	Website:
		E-mail:

Company registration no:  Date commenced trading in the industry:

Date of registration:  Date commenced manufacturing: *(if relevant)*

Directors, partners or proprietors:	Name(s):	Qualifications:	Years experience in industry:

Please list any directorships the above has held during their involvement in the appropriate industry (continue on a separate sheet if necessary):

Company Name	Company Registration No	Date commencing trading

**Name of parent company (if any):**

**Assoc/subsidiary companies:**

**In the case of a non-limited company, name & address of proprietor(s):**

	<b>Post code:</b>

**Areas covered:**

*(Please tick areas in which your company has significant trade)*

Yorkshire	<input type="checkbox"/>	North East	<input type="checkbox"/>
South West	<input type="checkbox"/>	London	<input type="checkbox"/>
East Midlands	<input type="checkbox"/>	Northern Ireland	<input type="checkbox"/>
North West	<input type="checkbox"/>	Scotland	<input type="checkbox"/>
East Anglia	<input type="checkbox"/>	Wales	<input type="checkbox"/>
South East	<input type="checkbox"/>	Overseas	<input type="checkbox"/>
West Midlands	<input type="checkbox"/>		

**2. YOUR PRODUCTS AND SERVICES:**

**Products and services offered:**

*(for products, please indicate whether manufactured or factored, and whether covered by a third party test such as a BS476 fire test)*

Product/service:	Manufactured : (Y/N)	Test standard: (if any)

**Which group(s) would you be interested in?**

Industrial Door Group	<input type="checkbox"/>
Garage Door Manufacturers' Group	<input type="checkbox"/>
Garage Door Installer & Distributor Group	<input type="checkbox"/>
Metal Doorset Forum	<input type="checkbox"/>
Building Hardware Group	<input type="checkbox"/>
Timber Doorset Group	<input type="checkbox"/>
Powered Gate Group	<input type="checkbox"/>



**4. DECLARATION**

I/we\* hereby apply for membership of DHF.

If elected, I/we\* hereby agree to abide by DHF's Memorandum & Articles of Association and any DHF codes of conduct from time to time in force.

I/we\* certify that we maintain a minimum of £2 million insurance cover against risks associated with the design, manufacture, installation, distribution, maintenance and repair of industrial and commercial doors and garage doors, building hardware and their components.

I/we\* undertake to pay membership subscriptions and other moneys due to DHF immediately they become due.

I/we\* also confirm that I/we will comply with all EU product directives so far as they apply to my/our business, including the Machinery Directive (2006/42/EC)\*\*

I/we\* enclose copies of the following documents:

Relevant subcontractors tax certificate (if applicable)

BS EN ISO 9000 part 1 or part 2 certificate (where applicable)

Fire test certificates (if relevant)

Number of any county court judgements


*\* delete as applicable*

*\*\*the relevant UK legislation is the Supply of Machinery (Safety) Regulations 2008*

Please note that an incorrect declaration may result in rejection of an application or expulsion from membership if discovered at a later date

All applications will be subject to a credit reference search

Signed ..... Position in company .....

Date .....

## SUBSCRIPTIONS 2012/13

### RELEVANT PRODUCTS FOR TURNOVER CALCULATIONS

The annual turnover declaration should cover all door and shutter and/or building hardware products, including supply, installation and repairs and maintenance. In the case of companies supplying goods and services (including professional services) rather than finished products, the relevant value is that of goods and services supplied to the door and shutter or building hardware industries, not total company turnover

- industrial doors & shutters
- timber doorsets
- metal doorsets
- domestic garage doors
- powered gates
- building hardware

<b>Annual turnover</b>	<b>£</b>
Up to £½ million	445
£½ million - £1 million	730
£1 - £3 million	1690
£3 - £7 million	3010
Over £7 million	4810

Companies who only supply goods and/or services to the door or building hardware manufacturing industries - and who do not supply any of the products listed above – pay the appropriate band, subject to a minimum of £730

*(ALL THE ABOVE ARE SUBJECT TO VAT AT THE CURRENT RATE)*

## DHF MEMBERSHIP MINIMUM TECHNICAL STANDARDS

Requirement	Manufacture <sup>i</sup>	Installation	Service & Repair	Distribution
3 <sup>rd</sup> party audited FPC <sup>ii</sup>	Yes	No	No	No
Compliance with harmonised standards <sup>iii</sup>	Only compliant products to be manufactured	Only compliant products to be installed	N/A	Only compliant products to be supplied
Machinery Directive ( <i>existing legal requirement</i> )	Issue declaration of incorporation	Issue declaration of conformity and CE marking	N/A	Pass on relevant declarations and instructions
Training	Provide training where appropriate	Audit fitters, undertake training where necessary and maintain records. For fire products, training by either the manufacturer or a 3 <sup>rd</sup> party certification body is a requirement	Audit fitters, undertake training where necessary and maintain records. For fire products, training by either the manufacturer or a 3 <sup>rd</sup> party certification body is a requirement	Undertake training where necessary and maintain records
DHF TS 004 ( <i>repair &amp; service</i> )	No	No	Yes	No
DHF TS 005 ( <i>installation</i> )	No	Yes	No	No
Fire resisting doorsets <sup>iv v</sup>	Manufacture only 3 <sup>rd</sup> party certified products	Install only 3 <sup>rd</sup> party certified products	Maintain certification of product by appropriate maintenance	Supply only 3 <sup>rd</sup> party certified products
Fire resisting roller shutters <sup>vii</sup>	Manufacture products that are:- 1. 3 <sup>rd</sup> party certified <sup>vi</sup> , OR 2. tested to BS 476-22 or BS EN 1634 -1, supported by an assessment from a recognised body and be covered by either ISO 9001 or 3 <sup>rd</sup> party audited FPC <sup>iv</sup>	Install only products that meet the requirements indicated in the Manufacturing column	Maintain products in accordance with the requirements indicated in the Manufacturing column by appropriate maintenance	Supply only products that meet the requirements indicated in the Manufacturing column

<sup>i</sup> "Manufacture" includes the placing on the market of an "own brand" product and/or directly importing any product from outside the European Economic Area

<sup>ii</sup> While compliance with ISO 9001, audited by a UKAS-approved certification body, will satisfy this requirement, an alternative is to comply with the DHF factory production control system, audited annually by a third party acceptable to DHF. Details of this system are available from the DHF website or the secretariat

<sup>iii</sup> This applies only where the product and its intended application are covered by a harmonised European standard

<sup>iv</sup> Certification by a UKAS-approved certification body. Examples include Certifire, LPCB and Q-Mark

<sup>vii</sup> Will be replaced by CE marking in accordance with BS EN 16034 when CE marking of fire doors becomes a legal requirement (the earliest this could happen is 1 July 2013)