

Height Safety Group

Code of Conduct - 2025

For the purposes of this document “member or provider” may refer to a supplier, manufacturer and/or fabricator, designer, installer, inspector, contractor, consultant & trainer who are members of the BSIF Height Safety Group (BSIF-HSG).

All members or providers shall:

1. only offer services where they have sufficient resources and competence to discharge their duties professionally with integrity and fairness;
2. reject bribery and all forms of corrupt behaviour – Ref to Bribery Act 2010;
3. have full regard for the public interest, particularly with regard to the health and safety implications of their activities;
4. undertake only work that they are competent and equipped to do so safely, and provide sufficiently competent persons including means of suitably trained personnel in particular products, application and operational experience in accordance with regulations, technical standards and BSIF – HSG guidance;
5. ensure products are designed with sufficient operational knowledge, established engineering practices, suitable test specifications, clear operational & design parameters, installation guides, technical advice, training and support;
6. provide such information to end users and clients where required;
7. work in accordance with the relevant standards and regulations when procuring, designing, manufacturing, fabricating, installing, inspecting, and training of products & services;
8. work within an appropriate and demonstrable quality management system and maintain records for traceability of all work they undertake;
9. in the event of an established inherent fault with a product or installation, remedy the fault, at no cost to the client, with minimal disruption and be completed within a reasonable time frame unless the product is no longer supported by the manufacturer;
10. ensure that they only use and/ or supply products which have been proven by suitable tests and/or design calculations and shown to perform safely for their intended application, with regard to foreseeable misuse;
11. accept appropriate responsibility for work and/or equipment they have designed, specified, supplied, installed and/ or examined, in accordance with BS 7883 & BS 8681;
12. facilitate reasonable requests for information to assist others using, inspecting and remediating their systems;
13. work with the client to adopt cost-effective solutions and not seek unreasonable commercial benefit from completing reviews and quality checking of their own work;
14. ensure any known defects in their work shall be communicated to clients by means of a suitable recall or alert process, corrective action in a reasonable time frame;
15. be competent to, and shall clearly state any inspection criteria (including manufacturer and installer specific requirements), adjustment, testing or maintenance for safe use of the system and is required under BS7883:2019;
16. hold relevant and appropriate insurance policies for all types of services they provide, including design. Design warranties and defect periods to be clearly stated on products and system installations, including service life. Design responsibility for each element should be clearly stated;
17. produce suitable and sufficient documentation, and information, compiled by a competent person. As a minimum this should include; product specification, design risk assessments, risk assessments and method statements, calculations, drawings and photographs as appropriate. This information is to be recorded and communicated formally to all relevant parties and evidenced within the system technical file;

Height Safety Group

18. undertake the design and selection of safe work at height systems to minimise the residual risk to the user, so far as is reasonably practicable and considering the anticipated competencies of potential users, in the use of such systems;
19. not provide advice on products and/or systems which they are not competent to design, install, inspect, use or repair as appropriate, allowing the client to seek alternative solutions or work with them to provide a suitable solution e.g. possibly engaging with another provider;
20. complete due diligence on manufacturers/fabricators and products prior to selecting & engaging (Certs of conformity & performance limitations);
21. complete due diligence on any sub-contractors to ensure competence, resources and capability of completing the required works as appropriate;
22. endeavour to continuously broaden their competence and knowledge and also assist others in doing so;
23. accept and implement any general or specific technical guidance formally given by BSIF-HSG;
24. agree to abide by this; this Code of Conduct and the Procedure for Alleged Breaches of the Code of Conduct and any other relevant BSIF-HSG procedures;
25. assist and support other members who are formally reviewing alleged breaches of this Code of Conduct. Including, but not limited to, the provision of design, manufacture/fabrication, installation, inspection and management records relevant to any formal review;
26. uphold the reputation of the industry and of BSIF-HSG;
27. not maliciously or recklessly injure or attempt to injure the reputation of other members;
28. formally notify the BSIF if they;
 - a. are subject to any formal action by HSE, Trading Standards or other authority in product safety or health and safety enforcement;
 - b. become aware of any significant breach of this Code of Conduct by another member;
29. to actively participate in the work of the BSIF – HSG in driving improvements in the work at height sector, by;
 - a. attending at least 50% of BSIF – HSG meetings in any rolling 12 month period, and
 - b. being an active member of at least 1 sub work group at all times.

Note:- Client may refer to an owner/duty holder/manager/operator – not necessarily the contractual client of the provider.

Note:- Due diligence – for further information please refer to BS 8681:2024