



BCAS Member Obligations

BCAS members recognise that customers may find themselves in difficult and unfamiliar circumstances when requiring advice on purchasing and or the provision of services for their compressed air or vacuum systems. The information and the procedures set out in this document are intended to help avoid any misunderstandings between the customer and the supplier.

The BCAS philosophy is that a member should act conduct business lawfully, honestly and with complete integrity. They will see safety and quality as non-negotiable in their efforts to exceed the needs and expectations of their customers. They will create a relationship of trust, uphold and maintain the best interests of the compressed air and vacuum industry and its users. They understand that it is not always convenient to 'do the right thing' but will consider it fundamental to do so and essential in maintaining their culture of integrity. They accept that no policy or issued piece of paper can guarantee good ethical business behaviour on its own.

The CoP incorporates information and procedures that have been established to assist the compressed air user in selecting a supplier with complete confidence and one that is able to offer all the necessary information and assistance to be able to provide the necessary levels of service and advice. He will ensure there is clear information readily available regarding the terms and conditions on which the services are undertaken, including performance, pricing, payment after sales service and warranty.

Members will consider all environmental requirements when designing, specifying, supplying and installing equipment or systems and shall comply with all the relevant statutory and regulatory requirements. They will only offer for sale equipment or services that fully comply with all appropriate legislation and that it is capable of operating in a safe and reliable manner.

Compliance to the Code of Conduct by all British Compressed Air Society members will enhance the reputation, standing and good name of the compressed air and vacuum industry.

The BCAS will promote a wide membership profile, which will increase the effectiveness of the Code of Conduct and the conduct in a self-regulatory role

