



**LEISURE & OUTDOOR
FURNITURE ASSOCIATION**

The LOFA Code of Practice

The Leisure and Outdoor Furniture Association (LOFA) helps to create and build value for companies that supply products to the Leisure and Outdoor Furniture market. The members of LOFA are leading manufacturers, suppliers and designers of outdoor leisure products throughout the UK and in world markets.

This Code of Practice sets out the principles of how companies that belong to LOFA should conduct themselves, in a responsible and collegiate fashion, and should be read in conjunction with the Articles of Association. A company can only become a member of LOFA when it satisfies LOFA's conditions, and makes a commitment to provide the market with the standards of service laid out in this Code of Practice.

LOFA encourages enterprise and fair competition, the ethical operation of business, excellence and the continuing endeavour for business improvement.

Mark Osborne
Chairman

LOFA Code of Practice

Introduction

Adherence to the LOFA Code of Practice is a pre-requisite of LOFA membership. The LOFA Code of Practice will be signed by a Director of the member company or any company applying for membership prior to its acceptance as a member. LOFA will require each year, on the renewal of membership, updated information of the member's status and that they continue to meet the criteria for membership.

The code is based on best practice in all commercial operations and adherence to legal and ethical guidelines.

Members of LOFA shall conduct their business in a manner that will encourage the respect of customers, fellow members, the leisure and outdoor furniture industry and the general public. It is the individual responsibility of every Member of LOFA and of their employees to abide by the Code of Practice and the Articles of the Association.

1. Financial Status

Members are required to conduct their financial affairs in a legal and ethical manner in accordance with UK and international requirements. Specifically:

1.1 Accounts should be prepared to appropriate UK Accountancy Standards and returns required to be made to Companies House should be completed and filed on time.

1.2 The company should not trade whilst insolvent.

1.3 Members should be registered for VAT.

2. Compliance with Legal and Technical Standards

2.1 Members should comply with all legislation and industry guidelines appropriate to the market.

2.2 Members should comply with relevant technical standards. These are norms set by industry authorities and public bodies and accepted as requirements demanded in product specifications or non-specified but accepted as a necessity for product manufacture. The lists of Standards are extensive but are all in the public domain, e.g. Cushion Flammability, European Union Timber Regulations.

2.3 In addition, the Leisure and Outdoor Furniture Association's Primary Authority, Hertfordshire Trading Standards, has given assured advice status to Members on the adequacy of the requirements of the Code. This means that by signing up to agree to comply with the Code (including the Annex A product standards document and the independent audit scheme), members will be protected by the assured advice where members can demonstrate compliance with the Code.

2.4 Members must not knowingly supply products and services that do not meet these standards.

3. Compliance with Article 81 of the EC Treaty and Section 2 of the Competition Act 1998

3.1 Members are required to comply with all competition and regulations made by the EC Treaty, principally articles 81 and 82, all relevant European Council Regulations and section 2 of the Competition Act 1998.

3.2 Both the EC Treaty and the Competition Act 1998 prohibit practices by undertakings that are designed to distort competition in a market.

3.3 LOFA as a trade association ensures that as far as is possible all its dealings with its members are open and transparent and free of any bias whatsoever. LOFA's policy on the admission of new members and monitoring the conduct of existing members is intended to create an environment for its members where free competition is of paramount importance.

3.4 Members of LOFA need to ensure that none of their actions either taken individually or in concert with other members has the effect of, or is intended to limit the freedom of action of members of the association in any commercial matter.

3.5 Any member who is found to be contravening the provisions of this part of the code of practice, or infringes in any way competition regulations as laid down by the EC Treaty or the Competition Act may be suspended from membership whilst such conduct is investigated by the board of LOFA.

3.6 If following investigation the board of LOFA finds that the member has infringed competition regulations and/or this Code of Practice, LOFA reserves the right to immediately terminate their membership.

4. Environment and Sustainability

4.1 Members should have a written policy explaining how their business is conducted from an environmental and sustainability perspective. This should cover the legal requirements and ethical aspects.

4.2 New members of LOFA (post 2012) automatically join the LOFA Made Aware Scheme. Established members (pre-2012) may opt in to the LOFA Made Aware Scheme as their circumstances dictate. Information about the LOFA Made Aware Scheme is available on request

5. Applicable Legislation

5.1 Members will comply with all relevant legislation and codes of practice (e.g. Employment, Health and Safety, Equal Opportunities, Anti-Bribery, Data Protection Act)

5.2 Members are required by law to provide their employees with a contract of employment.

5.3 All Member Companies are to have standard Terms and Conditions of business.

6. Marketing, Advertising and Promotions

6.1 Members are encouraged to use the LOFA logo (and if signed up, the Made Aware logo) in their corporate literature, marketing materials and website. Members must not

include LOFA in domain names for their company.

7. Intellectual Property (IP)

7.1 LOFA is affiliated to “Anti-Copyright In Design”, and supports that organisation's aims and objectives.

7.2 Members are expected to ensure their designs and products conform to all relevant regulations and standards.

7.3 Members will not deliberately or knowingly copy the designs, products or trading style of another company or business. They will ensure that they have documentation to prove that they own the IP rights of the products they market or have a license to manufacture and/or market these products.

7.4 Members shall respect the intellectual property rights of third parties and shall not market, sell or facilitate the sale of counterfeit goods or pirated material; nor shall they abuse or infringe trademark, patent or design right registrations in any jurisdiction.

7.5 A suspected breach of other members' IP can be referred to LOFA for relevant advice. (See para. 9).

8. Customer Service and Complaints Policy

8.1 All members will have in place a fully documented customer service policy that is communicated to employees and to customers. This will include all procedures for handling customer complaints.

8.2 In the event of a complaint by a customer against a LOFA member, that member shall make every reasonable effort to reach a swift and fair solution. Where a transaction has taken place “on-line” Members shall accept “on-line” complaints from customers and deal with them in the same fashion.

9 Infringements and Enforcement of Code

9.1 Complaints by members about members in matters such as conduct at LOFA events, unsolicited approaches to staff, IP issues, unfair practices etc., should be referred to the LOFA Secretary, in accordance with procedure below.

9.2 LOFA's preference is for members to resolve disputes between themselves in a professional and amicable fashion.

9.3 In the event that a dispute cannot be resolved, the following procedures shall apply:

9.3.1 If an amicable solution cannot be achieved and an infringement of the Code is alleged against a Member, the facts should firstly be reported to the Secretary (by the Complainant) for preliminary investigation and to seek further ways to resolve matters.

9.3.2 The Member against whom the allegation has been made shall provide such information or documents as may be required by LOFA within a period specified and will permit the Secretary to carry out any further investigation as LOFA shall consider appropriate.

9.3.3 The Secretary will advise the LOFA Compliance and Standards Committee of his findings for further review.

9.3.4 The matter will be assessed by the Compliance and Standards Committee, who will consider whether the complaint should be heard by them. If dealt with by the Compliance and Standards Committee, any action taken will be reported to the LOFA Board of Management at the next opportunity. If the Compliance and Standards Committee believe that the matter is too serious for their action, the complaint may be passed to the LOFA Board of Management for a decision.

9.3.5 If a complaint is upheld the member may face expulsion from LOFA by the LOFA Board of Management.

9.3.6 The Compliance and Standards Committee have the power to suspend a member in the event of any complaint of a serious nature, e.g. involving allegations of dishonesty on the part of a member.

9.4 If the Compliance and Standards Committee concludes, as a result of the preliminary investigation, that the facts alleged against the Member constitute infringement of the Code but that finding is disputed by the Member concerned then the committee may either:

9.34.1 Revert back to the complainant and complainee for additional information, before making a decision, or;

9.4.2 Refer the matter to the LOFA Board of Management for advice/decision.

9.5 The LOFA Compliance and Standards Committee shall be obliged to act in good faith at all times but neither LOFA, nor any individual member or group of members of the Compliance and Standards Committee, nor any LOFA Officer shall have any liability to any Member against whom complaint has been made or disciplinary action taken either in damages or costs, however described, beyond the gross aggregate sum of £1 for each member of the Compliance and Standards Committee or LOFA Board of Management.

10. Termination of Membership

10.1 Membership of LOFA shall be terminated in the following circumstances:

- i. Non-renewal of Annual Membership.
- ii. Failure to pay membership renewal within 5 weeks of due date.
- iii. Expulsion in accordance with this Code of Practice or the Articles of Association.
- iv. Resignation.

10.2 The consequences of termination are:

- i. Ex-members are to remove all LOFA logos and branding from all their company material and websites immediately.
- ii. There will be no refund for part-membership of any annual subscription period.
- iii. Ex-members will no longer be allowed to show at SOLEX.

10.3 Where a Member is in breach of this provision the Member shall comply with any lawful direction given to it by LOFA.

Company Signatory

We agreed to abide by the LOFA Code of Practice as laid out in this document and as amended from time to time (as published on the website).

Company	Director (print name)	Signature	Date

Annex:

- A. LOFA Members Products- Compliance with Current Fire Regulations.
- B. LOFA Data Protection Policy

Annex A to LOFA Code of Practice dated 21 October 2017

LOFA Members Products- Compliance with Current Fire Regulations.

This is a list of LOFA Product Items that are required to comply with FFFSR, agreed with The Department for Business, Energy & Industrial Strategy (BEIS), Furniture Industry Research Association (FIRA), and Hertfordshire Trading Standards (HTS).

Item	Yes	No	Compliance Requirements
Steamer/Sunbed Cushions	✓		Fabric and Filler must comply
Seat Pads/Cushions	✓		Fabric and Filler must comply
Seat Pads/Cushions Intrinsic to furniture item (i.e. supplied with the product) of any size	✓		Fabric and Filler must comply
Seat Pads/Cushions supplied separately to furniture item (all dimensions greater than 60cm)	✓		Fabric and Filler must comply
Seat Pads/Cushions supplied separately to furniture item (no single dimension greater than 60cm) (e.g. Scatter cushions)	✓		Filler must comply
Bench Cushions	✓		Fabric and Filler must comply
Swing Seat/Hammock Chair/Gazebo Cushions	✓		Fabric and Filler must comply
Outdoor Structure Cushions in any dimension	✓		Fabric and Filler must comply
Swing Chair/Hanging Chair (Cocoon chair) Cushions	✓		Fabric and Filler must comply
Outdoor Bean Bags	✓		Fabric and Filler must comply
Padded/Upholstered Furniture	✓		Fabric and Filler must comply
Parasols		X	
Deck Chairs (non-padded)		X	
Outdoor Furniture/Barbecue Covers		X	
Sling Furniture (non-padded)		X	
Polyester Woven Mesh Fabric (e.g. Textilene [®]) Furniture	X		Fabric and Filler must comply

LOFA

Data Protection Policy

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1. POLICY STATEMENT

- 1.1 Everyone has rights with regard to the way in which their personal data is handled. During the course of our activities we will collect, store and process personal data about our customers, suppliers and other third parties, and we recognise that the correct and lawful treatment of this data will maintain confidence in the organisation and will provide for successful business operations.
- 1.2 Data users are obliged to comply with this policy when processing personal data on our behalf. Any breach of this policy may result in disciplinary action.

2. ABOUT THIS POLICY

- 2.1 The types of personal data that the Leisure and Outdoor Furniture Association Limited (“LOFA”) and their subsidiaries (together referred to as ‘We’) may be required to handle include information about current, past and prospective members, suppliers and others that we communicate with. The personal data, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act 1998 (the Act) and other regulations.
- 2.2 This policy and any other documents referred to in it sets out the basis on which we will process any personal data we collect from data subjects, or that is provided to us by data subjects or other sources.
- 2.3 This policy does not form part of any employee's contract of employment and may be amended at any time.
- 2.4 This policy has been approved by the LOFA governing Council. It sets out rules on data protection and the legal conditions that must be satisfied when we obtain, handle, process, transfer and store personal data.

3. DEFINITION OF DATA PROTECTION TERMS

- 3.1 **Data** is information which is stored electronically, on a computer, or in certain paper-based filing systems.
- 3.2 **Data subjects** for the purpose of this policy include all living individuals about whom we hold personal data. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal information.
- 3.3 **Personal data** means data relating to a living individual who can be identified from that data (or from that data and other information in our possession). Personal data can be factual (for example, a name, address or date of birth) or it can be an opinion about that person, their actions and behaviour.
- 3.4 **Data controllers** are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They are responsible for establishing practices and policies in line with the Act. We are the data controller of all personal data used in our business for our own commercial purposes.

- 3.5 **Data users** are those of our employees whose work involves processing personal data. Data users must protect the data they handle in accordance with this data protection policy and any applicable data security procedures at all times.
- 3.6 **Data processors** include any person or organisation that is not a data user that processes personal data on our behalf and on our instructions. Employees of data controllers are excluded from this definition but it could include suppliers which handle personal data on LOFA's behalf.
- 3.7 **Processing** is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.
- 3.8 **Sensitive personal data** includes information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition or sexual life, or about the commission of, or proceedings for, any offence committed or alleged to have been committed by that person, the disposal of such proceedings or the sentence of any court in such proceedings. Sensitive personal data can only be processed under strict conditions, including a condition requiring the express permission of the person concerned.

4. **DATA PROTECTION PRINCIPLES**

Anyone processing personal data must comply with the eight enforceable principles of good practice. These provide that personal data must be:

- (a) Processed fairly and lawfully.
- (b) Processed for limited purposes and in an appropriate way.
- (c) Adequate, relevant and not excessive for the purpose.
- (d) Accurate.
- (e) Not kept longer than necessary for the purpose.
- (f) Processed in line with data subjects' rights.
- (g) Secure.
- (h) Not transferred to people or organisations situated in countries without adequate protection.

5. **FAIR AND LAWFUL PROCESSING**

- 5.1 The Act is not intended to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject.
- 5.2 For personal data to be processed lawfully, they must be processed on the basis of one of the legal grounds set out in the Act. These include, among other things, the data subject's consent to the processing, or that the processing is necessary for the performance of a contract with the data subject, for the compliance with a legal obligation to which the data controller is subject, or for the legitimate interest of the data controller or the party to whom the data is disclosed. When sensitive personal data is being processed, additional conditions must be met. When processing personal data as data controllers in the course of our business, we will ensure that those requirements are met.

6. PROCESSING FOR LIMITED PURPOSES

6.1 In the course of our business, we may collect and process the personal data set out in the Schedule. This may include data we receive directly from a data subject (for example, by completing forms or by corresponding with us by mail, phone, email or otherwise) and data we receive from other sources (including, for example, business partners, sub-contractors in technical, payroll payment and delivery services, credit reference agencies and others).

6.2 We will only process personal data for the specific purposes set out in the Schedule or for any other purposes specifically permitted by the Act. We will notify those purposes to the data subject when we first collect the data or as soon as possible thereafter.

7. NOTIFYING DATA SUBJECTS

7.1 If we collect personal data directly from data subjects, we will inform them about:

- (a) The purpose or purposes for which we intend to process that personal data.
- (b) The types of third parties, if any, with which we will share or to which we will disclose that personal data.
- (c) The means, if any, with which data subjects can limit our use and disclosure of their personal data.

7.2 If we receive personal data about a data subject from other sources, we will provide the data subject with this information as soon as possible thereafter.

7.3 We will also inform data subjects whose personal data we process that we are the data controller with regard to that data,.

8. ADEQUATE, RELEVANT AND NON-EXCESSIVE PROCESSING

We will only collect personal data to the extent that it is required for the specific purpose notified to the data subject.

9. ACCURATE DATA

We will ensure that personal data we hold is accurate and kept up to date. We will check the accuracy of any personal data at the point of collection and at regular intervals afterwards. We will take all reasonable steps to destroy or amend inaccurate or out-of-date data.

10. TIMELY PROCESSING

We will not keep personal data longer than is necessary for the purpose or purposes for which they were collected. We will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required.

11. PROCESSING IN LINE WITH DATA SUBJECT'S RIGHTS

We will process all personal data in line with data subjects' rights, in particular their right to:

- (a) Request access to any data held about them by a data controller (see also clause 14).

- (b) Prevent the processing of their data for direct-marketing purposes.
- (c) Ask to have inaccurate data amended (see also clause 9).
- (d) Prevent processing that is likely to cause damage or distress to themselves or anyone else.

12. DATA SECURITY

12.1 We will take appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

12.2 We will put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data will only be transferred to a data processor if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.

12.3 We will maintain data security by protecting the confidentiality, integrity and availability of the personal data, defined as follows:

- (a) **Confidentiality** means that only people who are authorised to use the data can access it.
- (b) **Integrity** means that personal data should be accurate and suitable for the purpose for which it is processed.
- (c) **Availability** means that authorised users should be able to access the data if they need it for authorised purposes.

12.4 Security procedures include:

- (a) **Entry controls.** Any stranger seen in entry-controlled areas should be reported.
- (b) **Secure lockable desks and cupboards.** Desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential.)
- (c) **Methods of disposal.** Paper documents should be shredded. Digital storage devices should be physically destroyed when they are no longer required.
- (d) **Equipment.** Data users must ensure that individual monitors do not show confidential information to passers-by and that they log off from their PC when it is left unattended.

13. DISCLOSURE AND SHARING OF PERSONAL INFORMATION

13.1 We may share personal data we hold with any member of our group, which means LOFA as the holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

13.2 We may also disclose personal data we hold to third parties:

- (a) In the event that we sell or buy any business or assets, in which case we may disclose personal data we hold to the prospective seller or buyer of such business or assets.
- (b) If we or substantially all of our assets are acquired by a third party, in which case personal data we hold will be one of the transferred assets.

13.3 If we are under a duty to disclose or share a data subject's personal data in order to comply with any legal obligation, or in order to enforce or apply any contract with the data subject or other agreements;

or to protect our rights, property, or safety of our employees, customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

- 13.4 We may also share personal data we hold with selected third parties for the purposes set out in the Schedule.

14. DEALING WITH SUBJECT ACCESS REQUESTS

- 14.1 Data subjects must make a formal request for information we hold about them. This must be made in writing.

- 14.2 When receiving telephone enquiries, we will only disclose personal data we hold on our systems if the following conditions are met:

- (a) We will check the caller's identity to make sure that information is only given to a person who is entitled to it.
- (b) We will suggest that the caller put their request in writing if we are not sure about the caller's identity and where their identity cannot be checked.

- 14.3 Our employees will refer a request to their line manager for assistance in difficult situations. Employees should not be bullied into disclosing personal information.

15. CHANGES TO THIS POLICY

We reserve the right to change this policy at any time. Where appropriate, we will notify data subjects of those changes by mail or email.

Schedule Data processing activities

Type of data	Type of data subject	Type of processing	Purpose of processing	Type of recipient to whom personal data is transferred	Retention period
Personal data required for identifying staff and processing the payroll and pension information	Employees of LOFA	Electronic	To pay employee salaries, to administer the LOFA pension scheme and to ensure compliance with English employment laws	LOFA's Accountant and any pension provider and advisor	6 years for PAYE and salary details; 3 years after an employee has left their employment with LOFA or any of its subsidiaries; 6 years after the date of death of a LOFA pensioner.
Details of member contacts, email and telephone	Individual employees and officers of member companies who are the principal point of contact with LOFA	Electronic contact database	Searching for contact details and communicating with members	LOFA employees however always on LOFA computer or hard copy based data storage systems	For so long as they remain a member contact. When they move on their data is deleted.
Personal individual contact information including LOFA and its subsidiaries directors and officers personal information	Individual members of LOFA and directors and officers of LOFA and its subsidiaries	Electronic contact database	For communicating with individual members, LOFA and its subsidiaries' directors and officers, for organising board meetings, conferences and social events	LOFA employees however always on LOFA computer or hard copy based data storage systems	For so long as they remain a member contact or a director or officer of LOFA and any of its subsidiaries.