

## BWF Code of Conduct Business Audit

All BWF Primary Members are required to remain compliant with the BWF Code of Conduct. Members are periodically re-audited to ensure ongoing compliance and to identify any specific areas where support may be needed. From time to time, the BWF may conduct in-person visits to a member's premises to perform the Code of Conduct audit.

To simplify this process, the BWF has developed the **BWF Connect** online audit platform. This intuitive self-service tool allows members to fulfil the audit requirements conveniently through a desk-based exercise. BWF Connect guides you through the eight stages of the BWF Code of Conduct, offering the flexibility to stop, save, and resume at any point during the process.

This user guide has been created to help you navigate the platform and make the process as straightforward as possible.

### Preparing for your online BWF Code of Conduct Re-Audit

You will be notified by a member of the BWF Team when your Code of Conduct Re-Audit is due. The **BWF Connect** platform can be accessed via the members' area of the BWF website.

#### Steps to Access the Platform:

1. Log in to the BWF website: <https://www.bwf.org.uk/members/login/>
2. Navigate to the **Code of Conduct** section.
3. Click on the **BWF Code of Conduct Re-Audit** link.

**Please Note:** Only members registered as 'managers' on the BWF website will have access to the BWF Connect platform. If you are unsure about your access permissions or need to assign the correct permissions to yourself or a colleague, please contact us at **website@bwf.org.uk**.

Once you click on the BWF Code of Conduct Re-Audit link, you will be redirected to the BWF Connect platform. You will not need to log in again.

### Starting your re-audit

A list of the required documentary evidence to complete your audit is provided below. We recommend reviewing this list before starting your audit to ensure you have everything ready.

Documents can be uploaded as scanned PDFs or, where appropriate, as photographs. Please note:

- Once your documents have been reviewed by the BWF, they will be securely deleted.
- In compliance with GDPR, documents will never be stored for longer than necessary.
- Where possible, please redact or remove any personal information from submitted documents prior to uploading.

## **Section 1: Business Requirements**

- ✓ Public liability insurance
- ✓ Employers Liability Insurance
- ✓ Premises Insurance
- ✓ Asset or Contents insurance
- ✓ Professional Indemnity Insurance
- ✓ Cyber Security Insurance

## **Section 2: Health & Safety**

- ✓ Any relevant Health Accreditation certificates.
- ✓ Any fire management plans for your sites.
- ✓ Certificate of dust extraction/spray booth extraction testing (LEV).
- ✓ Evidence of risk assessments covering hazardous substances.
- ✓ Example risk assessments
- ✓ Face fit testing certificates
- ✓ Records of issuance of PPE / RPE
- ✓ Example training records for machinery training
- ✓ Forklift or Plant training certificates
- ✓ Safe System of Works or Method Statements for Site work (If applicable)
- ✓ Evidence of risk assessments for any site-based work.

## **Section 3: Employment Practice (Training)**

- ✓ Information relating to any reported incidents to the HSE.

## **Section 4: Technical**

- ✓ No Evidence is requested during the section however, you can include information relating to any self certification schemes which you are a member of.

## **Section 5: Environmental**

- ✓ A copy of your Environment and Waste Management Policy.
- ✓ Evidence of a waste carrier's licence (if applicable).

## **Section 6: Sustainability**

- ✓ Evidence of any due diligence system you have in place regarding the purchasing of timber. (E.G FLEGT Licence)
- ✓ An example invoice for the sale of wood / wood based products from your business
- ✓ Copy of your FSC Chain of Custody certification, if applicable.
- ✓ Copy of your PEFC Chain of Custody certification, if applicable.

## **Section 7: Contractual**

- ✓ Copy of your written terms and conditions of sale.
- ✓ Example of a written quotation to one of your customers.

## Section 8: Customer Service

- ✓ Copy of your written complaints procedure.
- ✓ Evidence of registration with the Information Commissioner's Office (ICO), if applicable.

### During the Audit Process

You can stop and save your progress at any time during the audit process.

- The option to **'Save and Continue Later'** appears at the bottom of each page.
- Once saved, the system will automatically send you an email with a unique link to return to the form at the point you left off.

#### Please Note:

- The link will expire after 30 days, so ensure you complete your form submission before then.
- If you do not receive the email, please check your junk or spam folder.

All documents uploaded during the audit process will be treated with the strictest confidence and deleted upon successful signoff of your Code of Conduct re-audit.

The platform will guide you through the eight sections of the BWF Code of Conduct. You are required to:

1. Answer all questions in each section.
2. Upload any required documents where applicable.

You will not be able to proceed to the next section until all questions are answered and mandatory documents are uploaded.

For questions answered **'Yes'** where no evidence is required to be submitted, it is the member's responsibility to ensure ongoing compliance with these requirements.

Once you complete a section, click **'Next'** at the bottom of the page to proceed to the following section. You can navigate back or forward through completed sections using the **'Previous'** and **'Next'** buttons.

A progress indicator at the top of each page shows how far you are through the process.

When all questions are answered and mandatory documents uploaded, click the **'Submit'** button at the bottom of the page. If in doubt, you can select **'Save and Continue Later'** to review your information at another time or navigate through the sections using the **'Previous'** button.

### What happens next?

After submission, the BWF Team will:

- Review your audit and compile a report.
- Send you a copy of the report, detailing any areas of non-compliance identified.



The BWF Team is available to provide guidance and support to help you maintain compliance with the Code.

Once your re-audit is successfully signed off by a member of the BWF Team:

- A new electronic Code of Conduct certificate will be sent to you.
- The date of your next re-audit assessment will be confirmed.

We hope you find this guide helpful. Remember, you can save the audit form at any time to return to it later.

If you have any questions about the platform, the audit process, or the required documentary evidence, please contact BWF Technical Officer, **Stevie Taylor** at **[stevie.taylor@bwf.org.uk](mailto:stevie.taylor@bwf.org.uk)**.

Thank you for your continued support of the BWF.