



THE TILE ASSOCIATION
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Membership Criteria

- Full Membership shall be open to companies who meet the criteria for their sector and have completed two years trading
- Applicants who have completed less than two years trading may apply for “start up business” membership. Applicants must meet the criteria for their sector. Once the business has completed two years trading, the Association will review their application with a view to confirming Full membership of the Tile Association.
- Affiliate membership shall be offered to related bodies and organisations, such as Ascer, Assopiastrelle, Australian Tile Council, Ceramic Tile Distributors Association with whom TTA would exchange information. No subscriptions would be charged, but in all cases TTA would expect to become an affiliate member of the other organisation. Affiliation could be extended to include other related industry associations in due course.
- The Association shall have the opportunity of extending an invitation to manufacturers who are based outside the United Kingdom and Ireland to become Associate Manufacturer Members.

Associate Manufacturer Members will receive general circulations and will be able to attend Association meetings, but will have no voting rights.

Any application which could affect the reputation of The Tile Association may be refused.

Common Criteria

All companies to give details of:

- Company Name and trading name if different
- Trading Address
- Company Contact
- Registered Office Address
- Date business started
- Telephone, Fax, Email, Website details
- Status of organisation e.g. Sole Trader, Partnership, Limited Company, PLC
- Where appropriate Company Number
- Details of proprietors/partners/directors & company secretary
- History of previous trading
- Estimated Annual Turnover
- VAT Registration Number
- Number of direct and indirect employees
- Insurance Cover – employers and public liability

- Complies with all UK & EU legislation required to run their businesses (e.g. employment, health & safety, sale of goods act, advertising, trademarks/copyright)
- Will comply with TTA Code of Practice
- To submit annual accounts, where appropriate, and customer care policy
- Proposer

Artisan

- Operates a manufacturing base within the United Kingdom or Eire
- Details of products manufactured
- Details of two customers who will be contacted
- Will supply trade and market statistics and maintain the confidentiality of same under Competitions Act
- Agreement not to copy members' designs
- Agreement that company complies with current environmental legislation for manufacturers

Distributors

- Minimum of 50% of business is wall and floor tiles and associated products
- actual distribution represents at least 75% of total sales
- company has delivery vehicles/or carrier arrangements
- company has staffed sales office
- company has premises suitable to accept and accommodate bulk deliveries of stock
- stock is maintained on the premises
- company had customer care policy
- company has training programme on new products, specifications and limitations/suitability of product
- company displays appropriate technical literature
- company's advertising complies with current UK legislation

Freight Service Operators

- Countries covered
- Insurance cover
- Details of multilingual staff at premises
- Applicant to supply mission statement which included expected standard of service.
- Confirmation of minimum quantity collection
- Confirmation of groupage/container freight or both

Manufacturers

- Operates a manufacturing base within the United Kingdom or Eire
- Details of products manufactured
- Product quality assessment by an independent NAMAS approved testing house
- Adoption of best practice in quality assurance (accreditation to ISO9002 Quality Management System)
- A comprehensive training and development strategy that meets independent criteria (e.g. ACTD), with a commitment to "investors in people" accreditation

- Will supply trade and market statistics and maintain the confidentiality of same under Competitions Act
- Agreement not to copy members' designs
- Agreement that company complies with current environmental legislation for manufacturers

Retailers

- company has customer care policy
- training programme
- displays appropriate technical information
- displays appropriate signage under current UK legislation
- details of services offered
- Well thought out shop design?

Online Retailers

- As for Retailers
- Online sales form the majority of the business's turnover
- The retailer conforms to the requirements of The Consumer Protection (Distance Selling) Regulations 2000

Tile Agents

- Name of companies they represent
- Details of products represented
- Sole Agents for the company?
- Geographical area covered for each manufacturer
- Details of VAT arrangements with HM Customs & Excise for non EU countries

Independent Tile Fixer

- Confirmation of number of fixers – direct, self-employed & trainees
- Details of CITB Registration number
- Type of Tax exemption certificate held
- Type of work undertaken – construction contracts/consumer sector/both
- Details of geographical area covered
- Details of contract values that companies work to:- largest/smallest, value of last 5 contracts
- Details of 2 contracts that can be inspected
- Confirmation that company works to BS5385 and BS8000, and maintains up to date copies of the BS's on their premises
- Details of 2 trade references and main contractors that can be approached

Tiling Contractor

- Confirmation of number of fixers – direct, self-employed & trainees
- Details of CITB Registration number
- Type of Tax exemption certificate held
- Type of work undertaken – construction contracts/consumer sector/both
- Details of geographical area covered
- Details of contract values that companies work to:- largest/smallest, value of last 5 contracts

- Details of 2 contracts that can be inspected
- Confirmation that company works to BS5385 and BS8000, and maintains up to date copies of the BS's on their premises
- Details of 2 architects and main contractors that can be approached

Associate Manufacturer – Overseas

- Operate their manufacturing base outside the United Kingdom and Ireland
- manufacture tile or tile related products
- will provide details of products
- agree to co-operate with TTA on matters relating to the supply of their product to TTA members in the United Kingdom and Ireland.

Material Training Centres

- Offer product knowledge training courses by competent trainers.
- Will encourage delegates to apply for membership.
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Independent Training Centres

- Will meet the criteria set down by the TTA Fixer Training Committee.
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Support Service Members

Support service membership shall be open to individuals or organisations that have completed a minimum of two years employment or association with the wall and floor tile industry and would not meet the criteria of other membership sectors.

Support service members may be, for example, college lecturers, sales representatives, software houses. Support service members shall be eligible to vote

Details of connection with wall and floor tile industry will be required

Personal Member of the Tile Association

A personal member of The Tile Association will be:

- An individual working or connected to the wall and floor tile industry who does not qualify under another membership category.

A personal member will not be able to vote at Association general meetings, but will receive copies of all Association correspondence, whether by post or by electronic means.

A personal member will not have their details shown on the Association website or directory and will not be able to display the Tile Association logo.

Personal members will be asked to pay a single two year subscription rate, after which time they would be invited to apply for membership in the appropriate sector.