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FUEL DISTRIBUTORS ASSOCIATION OF IRELAND

CODE OF CONDUCT

Oil Distributors and Resellers are subject to general and specific requirements, restrictions and obligations under Irish and EU legislation which they need to be aware of and to observe.

Against this background, the FDAI Code of Conduct seeks to advance and augment member professionalism and standards within the framework of existing legal strictures.

The existing Code covers the following commitments and undertakings by FDAI members:

1. Adopt FDAI recommended policies and best practices which serve to promote and improve the professionalism, operating standards, image and reputation of the sector.
2. Provide suitable and timely training to staff to ensure that they are competent, efficient and operate in a safe manner when undertaking their daily duties.
3. Maintain a safe working environment for staff and the wider public.
4. Provide relevant information to staff on their legal, service and confidentiality obligations to customers.
5. Operate fairly with customers at all times and record and follow up on customer complaints efficiently and in a timely manner.
6. Assist FDAI in its efforts to raise sector standards by providing feedback on relevant topics such as fuel quality, service, customer trends, safety incidents and issues.
7. Assess and address internal and external actions and conduct by management or staff which could serve to damage the business reputation of the firm, Association and industry sector.
8. Provide information to the FDAI Council where breaches of the code are reported or are being reviewed. Such information requested should be reasonable, relevant and fair in the context of the case review being undertaken by the Council.

Code Breaches

Where a member is deemed by the FDAI Council to be in breach of the Code, the Council can request the member, in writing, to remedy the breach. If the breach is deemed to be of a more serious nature, the Council may consider suspension or expulsion of the member in question and advise the member in writing of its decision. The member has, in such situations, a right to appeal to the Council, whereupon the Council will review the matter and confirm or amend its original decision.