

**- : MEMBERSHIP APPLICATION FORM : -**

<b>Company Name :</b>			
<b>Designated Personnel (only 2 designated members per company) :</b>			
Contact # 1	Name :	Position :	
Contact # 2	Name :	Position :	
<b>Company Address :</b>			
Country :		Postcode :	
<b>Contact Details (E-mail addresses must be included and be direct to designated contact) :</b>			
Contact # 1	E-Mail :	Tel :	
Contact # 2	E-Mail :	Tel :	
<b>Company Website (must be included) :</b>		http://	
<b>Company Industry :</b>			
<b>Company Description :</b> (brief overview – Inc. ownership / staff / trading activities / registration number / accreditation etc. max. 200 words)			
<b>Membership Level :</b>			
	Full Membership	£350. <sup>00</sup>	YES / NO
	Listed Membership	£150. <sup>00</sup>	YES / NO
<b>Required Services :</b>			
	Full Member	Listed Member	
Potential Partner Notifications	YES / NO	YES / NO	
International Business Development Advice (1 request per quarter)	YES / NO	(not available)	
Distribution Source Advice (1 request per quarter)	YES / NO		
Purchasing (Procurement) Source Advice (1 request per quarter)	YES / NO		
M&A Source Advice (1 request per quarter)	YES / NO		
Market Entrance Consulting (1 request per quarter)	YES / NO		
International Placement (Recruitment)	YES / NO	YES / NO	
UK Representation	YES / NO	YES / NO	
Translation Services	YES / NO	YES / NO	
Project Services	YES / NO	YES / NO	
<b>Target Territories / Industries (at least 1 entry – 1 territory per quarter) :</b>			
Territory :		Industry :	
Territory :		Industry :	
Territory :		Industry :	
Territory :		Industry :	
<b>Supporting Data (at least 1 entry appropriate to the required service – further details may be required) :</b>			
Production Capacity :		Budget :	
Schedule :		Indemnity Cover :	
Other (state) :			

**Important terms and conditions of membership follow. These terms and conditions must be agreed to in order to proceed with application.**

# **International Corporate Partner Resource 1200 Limited**

## **MEMBERSHIP TERMS & CONDITIONS**

### **A. Eligibility for membership to ICPR 1200 Limited must satisfy the following criteria:-**

- i. The company must have been trading for at least 12 months;
- ii. The company must have a current website;
- iii. The company may only be applying for one registered business, i.e. applications will not cover a group of companies;
- iv. The company must designate 2 contacts, and only these 2 designated contacts may request the services of ICPR 1200 Limited (designated contacts may be changed with 1 months notice, but will always equal 2 contacts at all times);
- v. The company must not be the subject of any legal proceeding or litigation that may bring ICPR 1200 Limited or its membership into disrepute (e.g. payment disputes, reverse engineering disputes, ethical disputes etc.);
- vi. The company must not be conducting illegal, unethical or immoral activities.
- vii. The company must be able to meet the requirements for requests of services (e.g. finance for purchases, production capacity for distribution etc.).

### **B. Companies satisfying eligibility will be electronically issued with a certificate of membership:-**

- i. Membership will only apply to the business that trades at the premises named in the certificate of membership. In order to remain a member of ICPR 1200 Limited you must renew your membership each year;
- ii. The certificate will remain the property of ICPR 1200 Limited and must be disposed if for any reason you cease to be a member;
- iii. You will be required to pay an annual fee for joining ICPR 1200 Limited and an annual fee for renewal of membership;
- iv. Membership to ICPR 1200 Limited will initiate from the date of issuance of the electronic certificate of membership and be valid for 1 year;
- v. Membership fees to ICPR 1200 Limited will be reviewed annually, and notification provided to members in the event of change to renewal fees.

### **C. ICPR 1200 Limited reserves the right to audit members procedures and practices resulting from services provided by ICPR 1200 Limited:-**

- i. ICPR 1200 Limited will check that members comply with our terms and conditions at our discretion;
- ii. ICPR 1200 Limited will check that members business documents and advertisements in support of ICPR 1200 Limited services comply with Consumer Protection legislation;
- iii. ICPR 1200 Limited may require members to advise us of any legal requirements appropriate to the business of the member (e.g. Standards Certification) and how you comply;
- iv. ICPR 1200 Limited may confirm members additional memberships to organisations claimed to be registered;
- v. ICPR 1200 Limited may carry out checks for any criminal offences or Court Judgements that may be listed against members or designated contacts. If any are identified this will not affect the members application or continued membership unless it is of a nature that in our judgement would render the member unsuitable;
- vi. ICPR 1200 Limited may check to see if any complaints have been logged against members or its designated contacts;
- vii. ICPR 1200 Limited may conduct 'mystery shopping' and monitor member business activities in any other unobtrusive way we feel appropriate.
- viii. ICPR 1200 Limited reserves the right at any reasonable time to audit any part of the publicly documented systems of member business;
- ix. Applicants will be audited prior to approval for membership. You may thereafter be subject to random inspections and checks by us to ensure the requirements of membership continue to be met.

**Note :** *Approving your business does not mean that your products and services fully meet legal requirements.*

**D. Refusal or withdrawal of membership:-**

- i. Membership may be refused if an audit reveals issues that cannot easily be resolved or would in any way adversely affect the integrity of ICPR 1200 Limited and its members;
- ii. Membership may be withdrawn if significant issues are revealed on re-audit that cannot easily be resolved;
- iii. Membership may be withdrawn if we become aware of justified complaints in which other members or consumers have suffered significant detriment;
- iv. Where membership is refused or withdrawn our reasons will be set out in writing;
- v. If ICPR 1200 Limited withdraws membership we may publish the fact that we have done so to other members, and the reasons why, at our discretion.

**E. Members may advertise membership of ICPR 1200 Limited:-**

- i. To advertise membership of ICPR 1200 Limited, members may use documents and logos relating to it on vehicles, business premises, business documents, and via any other media;
- ii. Members should not use documents or logos relating to ICPR 1200 Limited in any form when you cease to be a member;
- iii. Members may not claim that ICPR 1200 Limited recommend your business unless expressly granted permission.

**F. ICPR 1200 Limited will utilise membership details:-**

- i. Members business details will be recorded on a register and only made available to other members deemed appropriate for requested opportunities under the services of ICPR 1200 Limited membership;
- ii. Member contact details will only be made available to other members after initial agreement of interest has been established;
- iii. ICPR 1200 Limited will not utilise member details through any 3<sup>rd</sup> Party, unless expressly granted permission by the member.

**G. ICPR 1200 Limited commitment:-**

ICPR 1200 Limited will:

- i. Review the membership and its fees each year;
- ii. Review the total number of members each year;
- iii. Review the policies and terms and conditions of membership each year;
- iv. Collate and analyse ICPR 1200 Limited members' feedback information. ICPR 1200 Limited will then send any relevant and appropriate individual results to the appropriate individual member;
- v. Comply with our enforcement policy in dealing with any contravention of consumer protection or other relevant law;
- vi. Investigate any complaints that fall within ICPR 1200 Limited statutory powers fairly and promptly;
- vii. Either assist with (where resources allow) or provide information and advice to members on consumer protection legislation and consumer rights, if asked to do so;
- viii. Provide appropriate advice to members who are trying to deal with a customer complaint relevant to the services provided by ICPR 1200 Limited;
- ix. Where ICPR 1200 Limited is asked to give advice to a customer who makes a complaint about any member we will do so fairly and impartially. ICPR 1200 Limited will also discuss the complaint with the member (advice to the customer may include referral to an external body such as a trade association to negotiate between the member and the customer);
- x. ICPR 1200 Limited will conduct all communications in writing (e.g. e-mail, word/pdf. attachment) whether general advice or as part of the member services. This policy ensures advice may be utilised in reference or as evidence of such communication. Telephone discussion may take place where deemed appropriate. Face-to-face communication (i.e. visits) may be subject to project fees outside of membership entitlement.
- xi. Comply with the law governed by English Law and the English Courts in relation to any dispute connected to ICPR 1200 Limited services.

**H. Members commitment:-**

By applying for membership to ICPR 1200 Limited, you agree to:

- i. Provide ICPR 1200 Limited with the full details of the owners, trading names, premises, staffing levels and trade activities of your business;

- ii. Inform ICPR 1200 Limited about any significant changes to the above within 14 days of the change;
- iii. Make all employees aware of your membership and their specific responsibilities in this respect;
- iv. Ensure that by any action or default you do not bring yourself or ICPR 1200 Limited into disrepute;
- v. Ensure that appropriate training has been received by anyone in your employ to ensure they are able to meet reasonable customer / partner expectations (you must keep records of training received or certificates and allow us to inspect these at any reasonable time);
- vi. Have public liability insurance in accordance with the risks pertaining to your business with a minimum indemnity limit of £1,000,000.<sup>00</sup> or territorial equivalent value;
- vii. Follow the terms and conditions of any Code of Practice of any Trade Association of which you are also a member;
- viii. Provide fair and comprehensive contract terms that are in the language of the applicable jurisdiction and preferably, where appropriate, also in plain English for international legal purposes.

**I. Have an effective customer complaint procedure which:-**

- i. Should be understood by anyone in the employ of the member who comes into contact with customers / partners;
- ii. Allows member to deal with complaints promptly, politely and fairly;
- iii. Is administered by a named individual with provision for cover in their absence;
- iv. Allows member to make and keep records of all customer / partner complaints for at least 12 months and make them available for ICPR 1200 Limited to review where appropriate;
- v. If member is approached by another Trading Standards department or third party on behalf of a customer / partner member should provide them full co-operation once you have established they are who they say they are and obtained permission to do so from your customer / partner.

# International Corporate Partner Resource 1200 Limited

## CODE OF CONDUCT

**1. Supply of goods and services:-**

Legal obligations:

- i. Members must be aware of, informed of, and comply with, consumer protection and other relevant territory laws, in particular member must ensure that any descriptions used are accurate and truthful;
- ii. Members must be aware of, and comply with, the law that is designed to protect themselves and their customers / partners;
- iii. Members sales / purchasing (procurement) staff must make customers / partners aware of their statutory rights and of members complaints procedure.

**2. Guarantees / warranties / contracts:-**

- i. Members should not use guarantees / warranties / contracts as a means of avoiding statutory obligations;
- ii. Any guarantees / warranties / contracts offered by the members business should be given in writing and include details on how it can be invoked at any time, and any geographic responsibility sharing limits, and a clear statement that it is in addition to the partners statutory rights;
- iii. Members must make available on request from partners a written copy of any guarantee / warranty / contract for goods or materials that are offered without charge by the supplier, producer or manufacturer;
- iv. Members must not alter the terms of guarantee / warranty / contract without the prior consent of the partner. This includes any period of time between receipt of order and acceptance of delivery (i.e. during production, transit, etc.), unless schedules have been unacceptably altered from that stated within contract;
- v. Members must not pass on statutory territorial obligations to partners without specific prior notification of such potential within contract and advice to mitigate against such.

**3. Selling techniques:-**

- i. Members should not take advantage of professional knowledge in dealing with customers / partners;
- ii. Members must not use hard-sell techniques to encourage customers / partners to buy goods or services, after sale services or warranties that member may provide;

**4. Information to be provided prior to contract:-**

- i. Goods offered for sale must carry a clear description and price indication;
- ii. Members should wherever possible provide a written statement of the goods intended for sale / supply and any services or work that the member will provide including associated costs and any relevant dates for delivery or completion;
- iii. Whenever practical, the member and partner should sign a written agreement containing the information as outlined above;
- iv. Members should offer partners reasonable flexibility in respect of delivery times or completion dates;
- v. Where it is not possible to provide a quote, a written estimate should be presented which highlights those items where accurate prices cannot be determined. When the actual cost becomes known, if this exceeds the estimate, members should seek permission from the partner before proceeding with the contract, unless an arrangement has been made with the partner beforehand;
- vi. Costs/charges should reflect that which the members partner will expect to pay i.e. include VAT and any other relevant fees. Costs/prices should not be misleading;
- vii. If the Member wishes to make any additional charge for a particular method of payment (e.g. cheque, credit card etc.) partners must be made aware of this prior to placing an order;
- viii. If for any reason members wish to change the contract (e.g. supply different goods, delay fulfilment of contract etc.) members must notify the partner ASAP and allow them to cancel (without loss) if they so wish;
- ix. If members wish to rely on pre-formatted or other contract terms these must be made clearly known to the partner and comply with the law relating to unfair contract terms;
- x. Partners should be made aware of any cancellation rights they may hold that are specifically provided by the member or as a right under law. They should also be advised of any obligations should they exercise this right (e.g. the need to return goods etc.);
- xi. Members must provide partners with detailed intentions for usage or resale within the given territory and practical estimated volumes over an agreed period of time (e.g. annually);
- xii. Members must agree to refrain from any actions intended to hinder the partners development within the given territory, including reverse engineering, protectionist activities or fraudulent claims of product / service faults;
- xiii. Members must come to agreement with partners for after sales service responsibilities within the given territory in order that end user perception of the product / service reputation, image, quality is not damaged irretrievably.

**5. Information to be provided during fulfilment of the contract:-**

- i. Members must not supply or use second hand or reconditioned goods or parts without the approval of the partner;
- ii. Members should keep partners advised of any delays and if necessary offer mutually acceptable alternatives for completion of the contract;
- iii. If member identifies unforeseen work or work that would exceed any quote or estimate provided, the member should not continue without the consent of the partner;
- iv. Where additional work is requested by the partner, the member should make clear any increase in price;
- v. Members should separately detail any additional or unforeseen work with any associated costs on the order form, quote or invoice.
- vi. Members must inform partners of any unforeseen changes in given territory economy that may have an adverse effect to agreed usage or resale activities.

**6. Information to be supplied in reasonable time:-**

- i. Detailed invoices / receipts should be provided unless the detail has already been included on the order form or in a written quote in which case this may be referenced;
- ii. If any goods / service supplied requires subsequent servicing and these are services that the member is prepared to offer, the member should provide partners with details including costs and accessibility;
- iii. Members should make available to partners, completed 'customer partner feedback forms' where appropriate.

**7. Publicity:-**

- i. Any brochures or supporting materials members produce should be kept up-to-date. If a brochure or supporting material is not current, members must point out to partners any inaccuracies;
- ii. Members advertising must not be misleading and must be changed or withdrawn if goods or services become unavailable;
- iii. Members must not alter partners brochures or supporting materials to support information gained within the given territory without the express permission of the partner.

**8. Disposal of waste:-**

- i. Where members need to dispose of waste materials this should be done safely and in compliance with appropriate environmental controls.

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As the designated contacts stipulated within this Application Form, we hereby agree to the terms and conditions of the International Corporate Partner Resource ("ICPR") 1200 Limited:

Signature.....  
 Name.....  
 Position.....  
 Company.....

Signature.....  
 Name.....  
 Position.....  
 Company.....

Date (dd/mm/yy).....

Date (dd/mm/yy).....

Where designated contacts are not the same as an authorized signatory, Director or responsible person within the company, please ensure such individual signs below accordingly in order to provide evidence that your company has requested membership:

Signature.....  
 Name.....  
 Position.....  
 Company.....

Date (dd/mm/yy).....

Insert any appropriate company seal here.

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Upon the acceptance of eligibility of membership, ICPR 1200 Limited will forward the appropriate payment details. Upon notification of receipt of the applicable funds, members will be forwarded a certificate of membership. Membership will be for 1 year only and commence from the date of forwarding the certificate.

Send completed application to: [application@icpr1200.com](mailto:application@icpr1200.com)

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## MEMBERS RECOMMENDATIONS

(Unofficial terms and conditions unless stated otherwise by separate addendum by ICPR 1200 Limited Director or adopted within standard terms and conditions as stated above)

In order that the members of ICPR 1200 Limited are provided the opportunity to participate in the ethical growth of its overall membership, we encourage members to suggest below any alterations or additions to the terms and conditions for consideration: