

SAFEhouse

AN ASSURANCE TO CUSTOMERS

There is present in South Africa a considerable number of electrical products that are:

- *non-compliant with regulations*
- *otherwise of poor quality*
- *potentially unsafe*
- *misrepresented*
- *not fit for purpose*
- *counterfeit....*
- *.....and offered at seductive prices*

The mere existence of the laws governing these products has not been an assurance of regulatory compliance, safety or fitness for purpose

Furthermore, there are products that are not regulated, in which cases there is reliance on the ethical standards of suppliers, some of whom have proved to be unreliable in this regard.

This situation has prompted the formation of a non-profit entity, the SAFEhouse Association, by a group of organisations in the electrical industry with the aim of tackling the issue in a way that is different from other initiatives and likely to be more effective, by:

- Making the market aware of regulations and the potential transgressions thereof
- Exposing non-compliant and unsafe products and services
- Engaging the distribution channels as members so as to inhibit availability of sub-standard products and services

Why should any entity join this initiative? Because of its concern for its customers and its image of professional standards and integrity



SAFEhouse membership is suppliers' assurance to customers of responsible behaviour and of customers' safety as a priority in product design and manufacture.

SAFEhouse is primarily a communications organisation that aims to regulate itself and to inform customers of safety requirements and occurrences of non-compliance with such requirements.

The Safehouse Association's Code of Conduct: Its members' promise to customers includes:

1. To comply with all South African legislation, regulation, specifications, standards and other requirements applicable to products supplied by them.
2. Where no local standards exist in relation to a particular product supplied by them, to comply with international standards that may be capable of being applied to such products.
3. Where no local standards or international standards exist, to comply with any standards developed by the Association or any other organization recognised by the applicable product's Industry.
4. To sell products that are safe and hazard-free, and which will not cause death or injury of persons, or harm to the environment, if used for the purposes they were designed for and in the prescribed manner.
5. To comply with the requirements of the Consumer Protection Act, 68 of 2008, insofar as the safety of products are concerned.
6. Where members' products fail because of defective design, or where it is discovered that products are unsafe or contain hazards, to immediately inform customers and end-users thereof and to take such steps as are necessary and prudent, in order to recall or remove such products from circulation and use, and to take such steps as necessary to repair such products or replace them with suitable other products.
7. To immediately inform the Association if it becomes aware of any unsafe or hazardous products, whether it be its own products or products handled by other members of the Association, or products manufactured, supplied, distributed or sold in South Africa by any person.
8. Generally, to strive towards design and manufacturing processes that are ethical and professional, and which will result in safe, good quality products which will not be harmful towards end-users and the environment.

**For more information about the SAFEhouse Association: Pierre Nothard Cell: 083 414 4980
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The South African SAFEhouse Association is an independent organization established by industry and is committed to communication with customers.