

Retail Development Forum Membership Code of Conduct

Membership Commitment

To maintain the optimal level of participation and development within RDF Groups, members commit to:

- work within the spirit of the scheme, by sharing information, developing knowledge and helping improve performance of participating businesses and across the sector as a whole
- work with their Consultant Chairman and the HTA to refresh and develop membership and content of the scheme
- treat in absolute confidence all information received.

The HTA reserve the sole right to refuse membership to the scheme or specific groups or suspend membership of any member who in their judgement does not adhere to the spirit of the scheme

Attendance

- It is recommended that the owner/director of your business attends meetings on a regular basis to maximise the benefits. However, members are entitled to bring 1 other representative along who they feel would benefit or contribute on the day.
- Each member is required to host a meeting in rotation, typically once every 2 – 4 years.
- Members may send two representatives to each meeting.
- Members are urged to attend at least 3 of the scheduled 4 meetings on an annual basis.
- Prospective members can attend only one free meeting to establish their interest in RDF.

Payment

- If not paying by Direct Debit members are required to pay their scheme subscriptions on time.
- Any member not paying within the 30-day payment term, will be removed from the meeting invitation list.

Information Submission

- All Members are encouraged to submit and compare performance data with their peers to identify best practice and monitor improvements in retail performance.
- All data submitted or discussed during meetings will be treated on a confidential basis.
- Any individual or business found to have broken the confidentiality requirements, may be required to withdraw from the RDF with immediate effect.
- Such a breach of confidentiality will be investigated prior to the withdrawal of membership and the outcome of this investigation communicated in writing to the RDF member.
- Any member who wishes to appeal against or complain about this process should do so, in writing, to the Director of HR. The Director of HR will review the outcome. This decision will be final.
- Attendance at, or use of data resulting from the participation in, or association with RDF is deemed to be acceptance of this Membership Code of Conduct.