

Business Improvement Scheme Membership Code of Conduct

HTA Commitment

To provide a practical and constructive service to help Scheme members improve their business through regular group meetings and discussions to enable members to react and innovate in the rapidly changing gardening market.

Membership Commitment

- To maintain the optimal level of participation and development within RBIS 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.

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.

Attendance

- 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 meetings on an annual basis.
- Prospective members can attend only one free meeting to establish their interest in RBIS.

Information Submission

- All members must enter their monthly sales figures, customer numbers, wages, number of full time equivalent employees, and retail space etc. by the 10th of the following month.
- Provision of individual product category information is proactively encouraged.
- New members will be asked to submit at least one year's financial data for comparison purposes prior to attending their first official meeting as a member of RBIS and to demonstrate their commitment to the spirit of the scheme.
- Members will be provided, where required, with support in the preparation and submission of their initial data.
- The consultant will provide a regular monthly comparison report for each group, which will be explained by the consultant.
- Only members who supply figures on a regular basis will be able to access the monthly report.
- The confidential codes supplied to scheme members will not be revealed by the HTA, but it is the members' prerogative to share this information with other members in their group.