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**A NATIONAL STANDARD: AEPMA'S  
INDUSTRY CODE OF BEST PRACTICE  
FOR TERMITE MANAGEMENT  
DURING ~~NEW~~ CONSTRUCTIONS**

**FINAL DRAFT**

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## CHAMPIONING INDUSTRY PROFESSIONALISM AND INNOVATION

As the professional pest management industry's peak national body, the Australian Environmental Pest Management Association (AEPMA) is committed to promoting a culture of professionalism and innovation, not only in pest management but also in allied and associated industries such as building and construction. This Code of Practice has been prepared, in large part, to help promote increased professionalism and innovation at all levels, across all industries and to recognise and embrace all stakeholders involved in incorporating termite management systems into new buildings during the course of their construction.

Importantly, to become more professional and innovative, industry stakeholders need to re-examine how they do things and find new and better ways of achieving superior results. And, they need to embrace and commit to continuous improvement in all aspects of: enterprise development and planning; business practice; financial management; project management; workforce management; and, their use of technology.

AEPMA believes technology, particularly information technology, has the potential to be a major driver of change in both pest management and the building and construction industries. Already, we are seeing major growth in, for instance: electronic tendering and documentation; job costing, job tracking, and personnel, vehicle and equipment tasking; data communication; virtual design; project data and database sharing across and between disciplines; construction automation; and energy management. All these innovative technologies are having and will continue to have significant impacts on industry practices.

And, we believe those enterprises and individuals which embrace new technologies into their businesses will become increasingly competitive.

For its part, AEPMA will continue to actively support and promote industry-wide professionalism, ethics-driven innovation, and ever higher standards of performance and behaviour through initiatives such as:

- a 'gold standard' code of ethics;
- professional accreditation through PestCert;
- ever higher standards of training and education for industry practitioners;
- the development of 'National Competency Standards';
- developing, preparing and actively promoting industry 'Codes of Practice'; and
- ever increasing investment in cost-effective communication within the industry and between the industry and its stakeholders.

## AEPMA CODES OF PRACTICE

AEPMA is committed to developing, preparing and promoting definitive 'Codes of Practice' describing and providing expert guidance on best practice across an increasing range of key pest management areas.

Codes of Practice which have already been published and which, as 'living documents', are continually being reviewed and updated include:

*A Code of Practice for the Control of Bed Bug Infestations in Australia*

*A Code of Practice for Pest Management in the Food Industry*

*A Code of Practice for Prior to Purchase Specialist Timber Pest Inspections*

Other Codes of Practice under development include:

*AEPMA's Industry Code of Practice for Training in the Pest Management Industry*

*AEPMA's Industry ~~CA National Standard~~ Code of Best Practice for Termite Management*

*AEPMA's Industry Code of Best Practice for Rodent Management*

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## VERSION CURRENCY

A Code of Practice is a *living document* and it is therefore important that the latest version is read and relied on. If in doubt, check with AEPMA to ascertain if this Code of Practice is the latest version.

## WEB SITE LINKS

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## ACKNOWLEDGEMENTS

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### WORKING PARTY

John Graham – Termimesh (co-author)  
 Steve Broadbent – Ensystex (co-author)  
 Neville Hedge – Bayer Environmental Science (co-author)  
 Eris Hess – Agserv (co-author)  
 Daniel Bird – FMC (co-author)  
 Alan Walker – Termguard (co-author)  
 Dr Don Ewart – (consultant and writer)

### DRAFTING COMMITTEE

#### CHAIR

John Graham – Termimesh

#### COMMITTEE

Steve Broadbent – Ensystex  
 Neville Hedge – Bayer Environmental Science  
 Eris Hess – Agserv  
 Daniel Bird – FMC  
 Alan Walker – TermGuard  
 Vasili Tsoutouras (AEPMA President) - Allstate Pest Control  
 David Gay (AEPMA Immediate Past-President) - W.R. Gay Pest Control  
 Patrick Legey (AEPMA National Director, NSW) - Austrapest  
 Victor Morgan (AEPMA National Director, WA) - Envirotechnics

#### SECRETARIAT SUPPORT

Kirsten Winlaw - AEPMA Office

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- FMC
- TermGuard
- Termimesh
- WR Gay Pest Control

## DOCUMENT ADMINISTRATION AND REVIEW

~~This AEPMA's Industry Code of Best Practice for Termite Management During New Constructions~~ (elsewhere referred to as 'this Code', and/or 'this Code of Practice') was initiated on behalf of the professional pest management industry by the Australian Environmental Pest Managers Association (AEPMA), the peak professional association for timber and other pest management services in Australia.

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To develop and prepare the Code of Practice, AEPMA appointed a working party comprising:

- leading pest management professionals;
- representatives of companies and organisations responsible for the design, development, manufacture, delivery and installation of termite management systems and technologies; and
- other relevant stakeholders.

This Code of Practice remains the property of AEPMA which publishes this Code of Practice online. The latest version is available from:

<http://www.aepma.com.au/Codes-of-Practice>.

### Administration

This Code will be administered by an Administrative Committee made up of:-

- a) The Executive Director of AEPMA who shall also act as Compliance Officer;
- b) A representative from the insurance industry, the building industry (HIA), a system manufacturer, an APVMA representative, and three member representatives from AEPMA;
- c) Any appointments by AEPMA shall be at the discretion of the AEPMA National Board;
- d) Should any Committee members resign from the Administrative Committee, the AEPMA Board may appoint another person deemed appropriate;
- e) Should any Committee member not be available to attend a Committee meeting, the AEPMA Board may appoint a person deemed appropriate as a replacement for that meeting only

### The Code Administrative Committee is tasked with:-

- a) The smooth administration of the Code;
- b) Monitoring and ensuring the complaints mechanism outlined in the Code is being followed;
- c) Ensuring an external review of the Code and public input into the Code occurs every three years;
- d) Maintaining an effective complaints handling scheme;
- e) Taking whatever action is deemed necessary to protect the integrity of the Code;
- f) Withholding registration to the Code from any individual/firm who, in the opinion of the Committee, is unable to fulfil the obligations of the Code.

## Data Collection

The Administrative Committee shall keep data on a confidential basis on:-

- a) The number of complaints lodged – by whom and about whom;
- b) The number found to be in breach of the Code and why;
- c) The number found not to be in breach of the Code and why;
- d) The time taken to deal with complaints;
- e) Details on monitoring activities;
- f) The number and types of recommended remedial action;
- g) Amounts of termite damage, if any, reported.

There is to be an ongoing review process every 12-24 months. A meeting of the Administrative Committee will meet every 12 months to consider any ongoing administration issues and every two years, there will be a review of the entire document.

## Review and Annual Report

The Committee shall meet every 12 months and:-

- a) Conduct a review of the operation of the Code and its effectiveness in achieving fair trading outcomes;
- b) Produce an Annual Report of Code signatories and regulatory agencies summarising details and complaints, action taken, the Committee's views on overall levels of compliance with Code, full disclosure of Code signatories that were found in breach of the Code and Code signatories whose accreditation of participation has been removed.
- c) Complaints and disputes will be reviewed on an ongoing basis to ensure the Code is able to cope and respond effectively

The Annual Report shall also review and report on the following performance indicators:-

- a) The level of industry awareness of the Code;
- b) The level of consumer awareness of the Code;
- c) The level of awareness of the code in the building industry;
- d) Whether complaints have dropped on the issues the Code is designed to address;
- e) Whether the complaints mechanism is highly accessible and visible; and
- f) The effectiveness in compliance mechanisms.

The Committee will meet within one month of the publication of the Annual Report to:-

- a) Consider the Annual Report;
- b) Consider Committee nominations from the Compliance Officer;
- c) Consider any recommendations for amendment to the Code (every 2 years) which would improve the overall compliance with the Code.

Every three years from the commencement of the Code, the Annual review will be followed by an external review/audit of the operation of the Code. This will be carried out by an external reviewer and the AEPMA Board and public input sought.

## CONSULTATION WITH REGULATORY BODIES

AEPMA has consulted with relevant Australian regulatory bodies:

- the Australian Building Codes Board (ABCB);
- the Australian Competition and Consumer Commission (ACCC); and
- the Australian Pesticides and Veterinary Medicines Authority (APVMA)
- Standards Australia (SA),

to ensure there is no conflict between the Code of Practice and any policy, legislated, or technical requirements.

In relation to each body, we note the following points.

1. The ABCB is obliged, under a Council of Australian Governments (COAG) agreement (*COAG Guide for Ministerial Councils and National Standard Setting Bodies on Best Practice Regulation*), to consider non-regulatory options in addressing identified problems. The ABCB has been requested, therefore, to consider referencing this Code of Practice in its relevant guidelines, rulings and findings.
2. The ACCC has provided guidelines for developing effective industry Codes of Conduct to improve industry compliance with the Trade Practices Act and to promote self-regulated best practice market behaviour. This Code has been developed using the ACCC's guideline framework.
3. ~~Under the ACCC model, v~~Voluntary signatories to this Code of Practice (stakeholders who certify their compliance with and agreement to work to the requirements of the Code) are, in effect:
  - working above existing regulatory minimum requirements; and
  - working to address gaps and deficiencies in those 'minimum requirements'.

34. For several decades, Standards Australia (SA) has provided primary compliance documents for builders managing termite risk in Australia. Examples are the AS 3660 Termite Management Series of Standards, referenced in the Building Code of Australia (BCA), and AS 4349.3 – Timber Pest Inspections.

When AEPMA introduced its *Code of Practice for Prior to Purchase Specialist Timber Pest Inspections*, it identified that SA's primary compliance documents do not properly reflect best industry practice in Australia.

**Please note:** This Code of Practice aims to establish and recommend industry best practice for termite management, however all signatories must ensure they have complied with the minimum standards imposed by governments.

This Code of Practice is not intended to contradict any legislated requirements and cannot be read as opposing any such requirements.

## ETHICAL CONSIDERATIONS

The AEPMA *Code of Ethics* underpins and provides an ethos for all aspects of professional pest management. In particular, the AEPMA Code of Ethics:

1. underpins best-practice by pest management professionals and pest management industry ('industry') stakeholders;
2. obliges all industry stakeholders to oppose and call out unethical behaviour by others in the industry;
3. requires all industry stakeholders operating at all levels to adopt ethical principles and practices consistent with the industry's codes of practice and Australian standards; and
4. requires all industry stakeholders who adopt this Code of Practice to deal only with industry parties whose standards of performance and behaviour conform to those expected by this Code.

The AEPMA *Code of Ethics* can be viewed in full on the AEPMA website:  
[www.aepma.com.au](http://www.aepma.com.au).

## 1. PREFACE

Termites pose a damage threat to all buildings in mainland Australia.

Termites are insects that live in colonies and feed on plant fibre (cellulose), most commonly in the form of wood. Termites also require access to water or significant moisture to survive and thrive.

As well as consuming wood, termites can also damage non-food items such as soft plastics, rubber, cloth and even lead.

Most damage to buildings in Australia is caused by subterranean termites which normally attack structures from the ground.

Even where structural frames have been treated to render them 'termite-resistant', termites can still cause significant damage to fittings and contents such as cabinetry, plaster wall linings, trims, architraves, and electrical wires and fittings.

This Code of Practice sets out approved techniques to manage the risk of termite damage by preventing termites from gaining unobserved/unobservable access to building structures and their contents.

Too often, so-called 'minimal protection' measures, such as exposed slab edges, or technologies which only protect buildings' structural elements fail to adequately prevent unobserved termite incursions and allow termites to cause significant damage. Such incursions and damage normally require retrospective treatments, all of which have a limited working life.

Providing permanent or long term protection to existing buildings is generally costly. In contrast, long term solutions offered during construction are generally regarded as cost effective.

## 2. KEY STAKEHOLDERS

For this Code of Practice, key stakeholders include:

- managers and staff of local and other government regulatory bodies;
- building designers, architects, and quantifiers;
- building certifiers;
- builders and building contractors;
- building construction company managers, trades staff and sub-contractors;
- professional pest managers;
- termite management system installers;
- termite management system manufacturers and distributors; and,
- building owners and managers.

This Code of Practice is independent of the *Australian Standard AS3600 Termite Management*, though the Standard has been considered during the drafting of the Code.

The Code of Practice emphasises:

- the correct use of current, termite management systems for new buildings (buildings under construction);
- how these systems should be installed; and
- the various limitations and warranty provisions which apply to different systems and system types.

In response to common concerns and complaints regarding the installation of termite management systems during construction, AEPMA has prepared this Code of Practice to:

- help demystify termite management, especially for those for whom termite management is not a part of their day-to-day activities; and
- better inform stakeholders and their clients about the requirements and underlying limitations and issues arising out of the many and varied construction designs currently available.

In particular, the Code of Practice identifies and explains critical areas of concern including: inspection zones; termite management system life spans in different environments; and, the different performance characteristics of each system.

Importantly, this Code of Practice makes it clear that no system can totally prevent termite ingress to a property simply by being installed, and that all systems require:

- regular inspections and/or maintenance as per manufacturers' guidelines; and
- close consultation with accredited professional pest managers.

### **Code Promotion**

- (i) The Committee may from time to time publicise the Code, its provisions and Complaint Handling provisions. The Committee may produce promotional material for use by Code signatories. All promotional material used by Code signatories referring to the Code must be approved by the Committee.
- (ii) The Committee shall provide access to a published register of Code signatories on the AEPMA website in order to help raise consumer awareness and industry awareness in the Code.
- (iii) The Committee shall produce and provide brochures, fact sheets or other appropriate promotional material about the Code and its Complaints Handling Provisions.
- (iv) The Committee shall advise Code signatories which information, relevant to the Code, they should display in the conduct of their business affairs.
- (v) The Code signatories who operate a website may provide a link to the Code on their website and must use all reasonable endeavours to promote the Code to their clients.
- (vi) Members outside the industry, such as builders and architects will be requested to promote the Code to their customers

### **Consumer Awareness**

Consumer awareness of the Code will be increased by:

- Members of the Association who are accredited to the Code will offer members of the public the right to contract for work under the Code;
- Code signatories will be required to highlight and promote accreditation of the Code on all installation proposals;
- A Code logo being made available to all signatories of the Code for use on all relevant paperwork, websites, and promotional materials;
- Promotion of the Code on the AEPMA website and various AEPMA social media sites, including the listing of those accredited to the Code;
- Full copies of the Code will be available on the AEPMA website free of charge;
- A Q&A Summary of the Code will also be made available to assist the public in understanding the Code.

### 3. OBJECTIVES, SCOPE AND PURPOSE

This Code supports the overall objectives of AEPMA by:

- (a) Setting a best practice standard of behaviour and service delivery for Termite Management during the construction of new buildings;
- (b) Holding all suitably qualified Pest Managers to the same standard of behaviour, no matter where they are based;
- (c) Establishing an independent process for assisting consumers and Pest Managers to resolve any complaints or disputes that might arise as a result of a Termite Management service;
- (d) Building the professionalism of the Pest Management industry into the future.

This Code of Practice has been written to inform and instruct relevant industry stakeholders about best practice for '*Whole-of-building Termite Management during New Constructions*'.

People, businesses and organisations who sign up to this Code of Practice commit to following and complying with the Code's objectives, best practice requirements and stipulations.

The key objective of AEPMA's *Code of Practice for Termite Management during New Constructions* (this Code, and/or this Code of Practice) is to ensure that termite management systems applied or fitted to new buildings under construction provide whole-of-building protection for at least fifty (50) years throughout Australia.

#### NOTE

Both the *Building Code of Australia* and the *Australian Standard AS 3660.1* only require protection of the structural elements of buildings. This limited requirement can leave many other facets of buildings susceptible to termite attack.

That is why this Code of Practice is so important. Adherence to this Code of Practice helps ensure that not only the structural elements of building, but also *non-structural elements* are protected against termite attack. Under this Code, non-structural elements of homes and other buildings may include, but are not limited to:

- non-structural support components (e.g. tiling battens, window frames, door frames);
- fittings and fixtures (e.g. kitchen units, bathroom vanity units);
- decorative elements (e.g. skirtings, architraves);
- wiring and cabling and their fixtures;
- furniture and furnishings and
- home/ property contents e.g. books, documents.

Depending on the nature of materials used in their manufacture, non-structural elements are susceptible to termite attack which can cause significant financial loss, hardship, and stress to owners.

This Code of Practice provides information for all parties involved in protecting homes and other buildings from termite attack to ensure the delivery of genuine whole-of-building protection.

Other key objectives are:

- to provide a recognisable and valued '*AEPMA Code Compliance Mark*' to identify and distinguish '*whole-of-building management systems*' which have been installed in compliance with the Code of Practice; and
- promote best practice guidance for construction where termite management systems are to be installed.

## 4. DISPUTE RESOLUTION

The Pest Management Industry has a strong focus on consumer complaint handling and dispute resolution. As a result, we are actively committed to helping resolve any complaints or concerns about the way in which a termite management service has been provided. A complaint is defined as any breach of the Code to which a consumer and a termite management system installer are in disagreement over the quality of the work undertaken or not done under the Code.

To help ensure speedy and fair outcomes to any disputes between stakeholders over the design, delivery, installation, performance, or any other issue relating to whole-of-building termite management, all parties who agree to comply with (sign) this Code of Practice also agree to be bound to follow the Code's dispute resolution procedure.

Specifically, all parties agree:

- any complaint arising out of works carried out under this Code will be presented in writing in a timely manner;
- to attempt to reach a consensus over any dispute by sharing their evidence and position using the following escalating pathway.

### Resolving Complaints and Disputes

1. Code signatories must have a documented customer complaints handling procedure, which is:
  - (a) Easy and free to access; and
  - (b) Complies with the Australian Standard on Complaints Handling – Customer Satisfaction, Guidelines for Complaints Handling in organisations (AS ISO 10002-2006).
2. In the first instance, when a dispute occurs, a client should contact their Termite Management System Installer to endeavour to reach a mutually acceptable outcome.
3. If the parties cannot finalise the dispute through the Code signatories' customer complaints handling procedure within 30 days, the complaint can be referred to the Code Compliance Manager (AEPMA). In this case, the matter should be outlined in writing to the Compliance Manager and include any relevant supporting documentation. Notification can be made by:
  - Email (insert email link)
  - Writing (insert AEPMA address)
4. The Code Compliance Manager will acknowledge the complaint within two business days of receiving it. When lodging a complaint, additional information may be requested to assist with investigations.

5. The Code Compliance Manager will investigate the complaint and inform parties of the outcome within five business days of receipt.

**Note:** In certain circumstances an investigation may take longer than five business days, such as a delay in communication from third parties. In this case, the Compliance Manager will endeavour to keep all parties informed and will:

- (a) Inform all parties of the reason for the delay; and
  - (b) Specify a date when a decision can reasonably be expected.
6. Information will be provided to all parties in writing, unless it has been mutually agreed that it can be given verbally.

### **Complaints Escalation Process**

1. If a complainant is not satisfied with the outcome proposed by the Code Compliance Manager / AEPMA, they must advise AEPMA within 15 business days of being notified of the outcome of the investigation.
2. The Code Compliance Manager / AEPMA will then refer the complaint to the Code Disciplinary Committee within 3 days of notification. Annually, the Administrative Committee will elect a Disciplinary Committee, consisting of a minimum of three and up to a maximum of five members.
3. The process, including timeframes and contact details will be notified to all parties.

### **Types of Complaints accepted:**

1. The Code Compliance Manager (AEPMA) and Disciplinary Committee will only accept complaints:-
  - (a) Relating to an incident or issue arising no more than six months before a complaint is referred to AEPMA; and
  - (b) That falls within the categories of eligible complaints outlined in the table below.
2. If a complaint is not accepted by the Code Compliance Manager or the Disciplinary Committee, it may be referred to the relevant State consumer protection agency, court or building tribunal.

## CATEGORIES OF COMPLAINTS ACCEPTED BY AEPMA

ELIGIBLE COMPLAINTS	INELIGIBLE COMPLAINTS
<ul style="list-style-type: none"> <li>• Alleged breaches of the Code of Practice, for example, relating to:               <ul style="list-style-type: none"> <li>- Issues with products or services provided by a Code signatory;</li> <li>- Misleading or deceptive conduct;</li> <li>- Refunds;</li> <li>- Documentation;</li> <li>- Information provided by a Code Signatory</li> <li>- Failure of a Code Signatory to hold required compulsory insurances</li> <li>- A new development in a complaint previously accepted by AEPMA for investigation and resolution.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• An incident or issue arising more than six months before escalation.</li> <li>• Where an incident giving rise to the complaint occurred before the commencement of the Code.</li> <li>• Where an incident giving rise to the complaint occurred before the Code signatory became accredited.</li> <li>• Where identical events and facts as a previous complaint lodged with AEPMA from the same complainant arise.</li> <li>• Where an allegation or finding of:               <ul style="list-style-type: none"> <li>- A criminal offence</li> <li>- Corruption</li> <li>- Dishonesty by a Court or Tribunal</li> <li>- Disqualification of a director under the Corporations Act?</li> <li>- Disciplinary action by a law enforcement agency</li> <li>- Failure to pay money owing under a Court order or trading while insolvent                   <ul style="list-style-type: none"> <li>• A matter would more appropriately be dealt with by a law enforcement agency, court or tribunal.</li> <li>• A matter is already under investigation by a law enforcement agency</li> <li>• A legal action (including a court of tribunal process) relating to the same matter has already commenced.</li> <li>• The claim is for a non-economic loss.</li> <li>• Is considered the claim is frivolous, vexatious, or brought for an improper purpose.</li> </ul> </li> </ul> </li> </ul>

### **Resolving a Complaint under the Disciplinary Committee**

Consumers are not obliged to use this process and may instead, lodge a complaint with a relevant consumer protection agency, court or tribunal.

1. If accepted, the Disciplinary Committee will investigate the matter and a notification in writing of the findings provided within 45 days of receipt of the complaint
2. Following the review by the Disciplinary Committee the complaint is closed.
3. If a complainant is dissatisfied with the outcome of the Disciplinary Committee review, they will be referred to a relevant consumer protection agency, court or tribunal

### **Handling of information.**

- (a) Any information provided may be recorded and used to assist in improving products and services for future customers.
- (b) All personal information will at all times be stored in accordance with privacy requirements.

### **Other options for dispute resolution**

The Complainant is not required to use the Code's Complaint Handling and Dispute Resolution Process and may choose to lodge a complaint with their local state or territory consumer affairs agency, court or tribunal.

Members of the public and interested parties will be invited to participate in reviewing the complaints handling system. The Administrative Committee will at all times consider requests by the public or interested parties to make changes to the Code.

## 5 CODE OF PRACTICE

### COMPLIANCE

A register of compliant Qualified Termite Management System Installers is located on the AEPMA website ([www.aepma.com.au](http://www.aepma.com.au)) and can be accessed by members of the public. A Qualified Termite Management System Installer is deemed compliant if they have agreed to be bound by this Code of Practice, hold the relevant qualifications, insurance, licensing and training for the Termite Management System being installed. In addition, they must have completed the AEPMA Code of Practice Training Course.

### NON-COMPLIANCE

Any qualified termite management system installer found to be non-compliant with this Code, will have their details removed from the register.

#### Election of Disciplinary Committee and Sanctions

Annually, the Administrative Committee will elect a Disciplinary Committee, consisting of a minimum of three and up to a maximum of five members, who have extensive working knowledge of termite management systems, such as an independent professional termite management system installer, a suitably qualified system manufacturer or a representative from the architecture or building industry. The Disciplinary Committee shall:-

- (i) Investigate, including requesting information from accredited members of the Code any disputes or ongoing activities that may bring the Code into disrepute.
- (ii) Recommend any orders appropriate to ensuring the ongoing credibility of the Code including:-

Sanction	Description
<b>1. Rectification Orders</b>	This requires a Code signatory to rectify any consequences of their actions in a manner and within a timeframe determined by the Disciplinary Committee. For example, this may require providing a full or partial refund for any services provided.
<b>2. Improvement Notices</b>	This is a written order requiring a Code signatory to change their behaviour, policies or processes and to take whatever action may be specified by the Disciplinary Committee within a specific timeframe.
<b>3. Warning Notices</b>	This informs the Code signatory that their

	behaviour or actions were unacceptable in the circumstances and that if further breaches are identified, additional sanctions will be imposed.
<b>4. Publication Orders</b>	This requires a Code signatory to publish (in whatever format the Disciplinary Committee determines) a corrective advertisement.
<b>5. Public Notification</b>	This publicly notifies the general community via the AEPMA website of a Code signatories actions and the outcome of the Disciplinary Committee's investigation.
<b>6. Re-training Order. Re-application Fee</b>	This requires a Code signatory or their staff members to successfully undertake further development or training as specified by the Disciplinary Committee and payment of a new application fee.
<b>7. Suspension or cancellation of Code Accreditation</b>	If appropriate, the Disciplinary Committee may recommend to the Administrative Committee that a Code signatory's Accreditation be suspended or cancelled, depending on whether the complaint indicates a substantial or a significant breach of the Code. Code signatories can find a description of these types of breaches in the Glossary section of this Code.

- (iii) Shall provide a report in writing and include results of the Committee's deliberation
- (iv) Have the power to withdraw accreditation to the Code any company/firm/individual who they believe brings the Code into disrepute.

An appeal to the decisions of the Disciplinary Committee may be made to the Administrative Committee within 21 days.

- The reasons for the appeal based on the facts; and
- Why the penalty is considered inappropriate.

Decisions of the Disciplinary Committee shall be reviewed annually by the Administrative Committee

## 6. KEY STAKEHOLDERS – ROLES AND RESPONSIBILITIES

Effective termite risk management generally involves input from a number of different people, with different skills and experiences, undertaking a range of different tasks and assuming a range of responsibilities.

All who sign up to comply with this Code of Practice are obliged to consult cooperate and coordinate their activities with each of the other parties involved.

Effective communication is only possible where stakeholders are aware of each other's roles and able to make contact where necessary. To this end, key stakeholders should share contact details (mobile phone numbers, office phone numbers, email addresses and work addresses) and commit to 'keeping in touch' in good time, especially with any requests, requirements, relevant work and delivery schedules and progress reports, before works begin.

Building owners and managers, local government representatives, architects, building certifiers, builders, building contractors, construction trades personnel and system providers are not signatories to the Code, however they are bound by the Australian Building framework. By utilising this Code of Practice, means that these individuals will have satisfied the framework as set out below.

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### Building Code of Australia:

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The Building Code of Australia (BCA) is a uniform set of technical provisions for the design and construction of buildings and other structures throughout Australia. The BCA is produced and maintained by the Australian Building Codes Board (ABCB), and given legal effect through the Building Act 1975.

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The BCA is reviewed and amended each year to include various technical and regulatory changes. It is important to be aware of the primary changes that occur each year, to ensure you price building work to comply with the code, and ultimately avoid contractual disputes.

### Australian Building Codes Board

A joint initiative of the Australian Government and state and territory governments, the ABCB addresses safety, health, amenity and sustainability issues through the National Construction Code (NCC). The intention of the ABCB is to achieve nationally consistent, minimum standards.

The NCC comprises the Building Code of Australia and the Plumbing Code of Australia (the Plumbing Code of Australia is given legal effect through the Plumbing and Drainage Act 2002 (QLD)), and is published in three volumes, volumes one and two relate to the BCA. All three volumes are performance based codes meaning that a design solution can meet either the relevant Performance Requirement directly (Performance Solution) or a "Deemed to Satisfy" solution, which in some cases requires compliance with Australian

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### Standards.

The NCC is given legal effect by relevant legislation in each State and Territory. This legislation prescribes or “calls up” the NCC to fulfil any technical requirements that are required to be satisfied when undertaking building work or plumbing and drainage installations.

Each State and Territory’s legislation contains the administrative provisions necessary to give effect to the NCC and provision for compliance and enforcement. Therefore, compliance with the NCC is directly administered by the relevant State or Territory and not by the ABCB.

The following section outlines the key responsibilities and reasonable expectations of each stakeholder group.

## **6.1 BUILDING OWNERS AND MANAGERS**

Before works begin, builders/building contractors should provide owners or managers of about-to-be-constructed buildings with appropriate, easily understood:

- information about how termite management systems work (in general) and how recommended system(s) are expected to work; and
- outlines of owners’/managers’ responsibilities and obligations relating to future and on-going maintenance.

At handover, builders should also provide owners with details of the termite management system(s) installed, together with appropriate documentation detailing all work undertaken, any late changes or imposed limitations, any maintenance requirements, warranty documents and contact details for the system installer.

## **6.2 LOCAL GOVERNMENT**

Local government officers (inspectors, building certifiers and administrators) must familiarise themselves with the Code and its contents. While it is not expected that council officers need to have individual, detailed knowledge of termites, it is important that they agree to the principles contained in the Code.

Local government officers are encouraged to communicate with AEPMA to clarify specific points and issues about which they are uncertain and to obtain general information about termites and the implications of termite damage and termite management systems.

It is also important that councils and municipalities convey information about termite threats to their rate payers by way of mail, websites and/or public information brochures.

### **6.3 ARCHITECTS, DESIGNERS, DRAFTSMEN, AND SPECIFIERS (DESIGN PROFESSIONALS)**

Termite management should be included at the design stage of all buildings. This means all design professionals should clearly understand all elements of the construction sequence as well as their interactions with and implications for termite management.

Under the Code, all designers should:

- determine whether proposed systems are appropriate to and suitable for planned constructions; and
- provide builders and qualified termite management system installers with sufficient information to allow them to properly plan, design and install required termite management systems.

Under this Code of Practice, design professionals should have a basic understanding of termite risk management, especially as it may be impacted by local environmental and other conditions, to enable them to provide designs which incorporate the most appropriate and cost-effective termite management systems.

In keeping with this Code of Practice, design professionals are encouraged to seek advice and clarification about general or specific termite management issues from:

- AEPMA;
- termite management system providers; and/or
- qualified termite management system installers.

Under this Code of Practice, designers must require certified compliance with this Code in each and every specification or contract.

### **6.4 BUILDING CERTIFIERS**

Under this Code of Practice, all building certifiers must understand the basics of termite risk management to enable them to authoritatively 'sign off' on specific termite management systems.

The Code requires certifiers to obtain reference documentation which fully describes systems installed in buildings and specifies all areas to be protected. Such documentation should be provided to building certifiers by building contractors who, in turn, must obtain such documentation from termite management system providers and/or qualified termite management system installers.

Certifiers must also maintain updated information from termite management system providers about the compliance of their termite management systems with recognised standards of both short and long term performance and cost-effectiveness.

## **6.5 BUILDERS AND BUILDING CONTRACTORS**

Under this Code of Practice, builders (builders and building contractors) must have a basic understanding of termite risk management.

Specifically, builders must ensure they have a clear and demonstrable understanding of all or any termite management systems specified by architects, designers and/or specifiers. Termite management system providers and termite management system installers must both be willing and able to supply builders with all the information they require to develop and maintain their requisite knowledge and understanding of termite risk management.

Under the Code of Practice, builders must be willingly prepared to discuss and agree on installation timing and the procedures involved with both their chosen, qualified termite management system installers and, as appropriate, termite management system providers.

Builders must alert and inform all their trades personnel (staff and sub-contractors) about the termite management system(s) to be installed in each of their projects. If they are unsure about any aspects of individual installations they must seek assistance from system providers and/or qualified termite management system installers who, in turn, must be prepared and able to discuss chosen/specified programs with contractors and their trades personnel at 'toolbox meetings'.

To ensure termite management systems are not damaged or compromised during the construction process, it is imperative that builders are made fully aware of procedures, timings, specific and general requirements, and precautions required up to and including building completion.

It is also mandatory for building contractors to supply building owners and certifiers with copies of compliant termite management documentation.

## SPECIAL NOTES

1. **External finishing work.** Under this Code of Practice, it is especially vital that staff or sub-contractors involved in or responsible for external finishing work - including but not limited to building pathways, driveways, garden beds, and rockeries - are **made fully aware** of the potential for their operations to damage or otherwise compromise termite management system installations.

In some instances the responsibility to carry out external finishing work, including landscaping, is not included in building contracts. In these cases, builders must ensure that property owners are made aware of any conditions which may cause termite issues during these processes.

This information is readily available from termite management system providers.

2. **Late changes.** Sometimes, plans provided ahead of time to termite management system installers differ significantly from what installers actually find when they arrive to carry out installations. Late changes may affect compliance, create risks of reduced performance, and/or require amended levels of on-going inspection and maintenance.

Where unforeseen or unheralded differences require changes to planned termite works, this Code of Practice requires that installers provide building contractors with detailed listings of any changes and their consequent limitations. Such information must also be passed on to clients and/or building owners.

Where such limitations arise because of design and specification difficulties, other relevant stakeholders should also be advised.

3. **Primary communication.** Communication between builders and qualified termite management system installers is paramount.
4. **Intention to comply.** Builders in control of construction projects will, in the process of engaging qualified termite management system installers, provide installers with documentary evidence of their intention to follow this Code of Practice. (See template example – Appendix A)

## 6.6 QUALIFIED TERMITE MANAGEMENT SYSTEM INSTALLERS

Under this Code of Practice, termite management system installers must be competent and be able to prove their competence in installing compliant termite management systems.

Qualified termite management system installers must undergo appropriate construction site safety induction training (ASCC 2077).

They must also, of course, have a comprehensive understanding of termites and termite risk management.

The '*National Competencies*' expected of qualified termite management system installers are from CPP30911 - *Certificate III in Pest Management* and CPPPMT3042A - *Install Physical Termite Barriers*. (See: [www.training.gov.au](http://www.training.gov.au))

Under the Code of Practice, qualified termite management installers must ensure building trades personnel are made aware of installation processes for all termite management systems they install.

In particular, installers must alert building contractors of any reasons or situations which may not allow them to carry out installation to system providers' specifications. **For every construction site, this is the sole responsibility of the qualified termite management system installer.**

As an integral part of their quality assurance processes, installers should provide pre-installation check lists for clients, supervising design professionals, and supervisory builders.

## SITE SAFETY

Building contractors are responsible for providing site access. NO work may proceed until qualified termite management system installers have received appropriate site access permissions, directions, and required site safety inductions from building contractors in charge.

Qualified termite management system installers cannot work where there are unresolved safety issues. It is the duty of building contractors in charge of construction sites to ensure sites are clear of hazards before providing access to the installers.

## 6.7 CONSTRUCTION TRADES PERSONNEL

The cooperation of trades personnel who carry out work prior to and following the installation of termite management systems is critical to the long term success of these systems.

Construction trades personnel, generally rely on building design specifications provided by building contractors in charge of construction. It is critical, therefore, that trades personnel are adequately informed about basic requirements of termite management systems so they can help avoid and prevent losses or damage to, or compromise of, installed systems.

## EXAMPLES

1. Concreters pouring and finishing concrete slabs must ensure that termite protection collars fitted to pipes or conduits which penetrate slabs remain in place 'as fitted' and that surrounding concrete is properly compacted and rendered free of voids.
2. Where graded stone systems are to be installed, sufficient cavity should be allowed for in the planning stages, to facilitate system installation.
3. Chemical reticulation pipes applied to building perimeters must not be disturbed by trades personnel carrying out later work.

In each case, trades personnel must follow instructions from qualified termite management system installers under the direction of their supervisor (normally the building contractor in charge).

## 6.8 SYSTEM PROVIDERS (MANUFACTURERS, DISTRIBUTORS AND AUTHORISED RESELLERS)

Termite management system providers are primary sources of information about the installation and management of their termite management systems.

Under this Code of Practice, system providers are duty-bound to provide appropriate, timely information which is easily understood by all parties.

This Code of Practice requires system providers to:

- provide design professionals with appropriate, indicative placement drawings and information on the basic requirements of termite management systems;
- provide building contractors and their clients (building owners and managers) with information explaining the specifications, limitations and workings of their systems and any ongoing maintenance requirements; and
- provide appropriate training to qualified termite management system installers.

Under this Code, system providers must ensure their termite management systems comply with appropriate regulations and come with appropriate documentation and information for all relevant stakeholders.

System providers must also hold all qualified termite management system installers responsible for adhering to and endorsing compliance with this Code of Practice.

## 7. PLANNING TO BUILD

Effective termite management involving termite management systems also requires risk assessment, risk mitigation and forward planning, all summarised in this flow chart and detailed in the following sections.

## 8. RISK ASSESSMENT

The risk of termite attack varies across Australia. In general, termite risk is higher in the warmer, wetter northern and coastal areas and in areas where there are or have been trees.

The Building Code of Australia and, now, the National Construction Code, state that if the primary building elements in new building work (including additions and extensions) are susceptible to termite attack, protective measures must be taken during and as an integral part of the construction process.

If there is no termite risk, then no protective measures are necessary. Currently, Tasmania is the only state where no measures are required.

To minimise risk, effective termite management systems should at all times be subject to and be governed by individual project design, location, site conditions and building characteristics.

## 9. DESIGNING FOR DURABILITY

Good design (of buildings, their surrounds, and termite management systems) is paramount in minimising the risk of termite incursions and damage.

Some important elements and factors govern and must be accounted for under this Code of Practice when it comes to best practice design for cost-effective termite management systems and the buildings they protect.

1. Whole-of-building termite management systems installed during construction must remain effective for more than 50 years.
2. A range of processes and procedures should be considered and put in place beyond and in addition to installing termite management systems to reduce risk of termite infestation and damage.
3. Termites pose their greatest threat when both food (cellulose) and moisture are available and termites are allowed concealed access to buildings. Good design should provide for drainage and ventilation so that the structure and soil beneath and around it do not retain moisture.
4. Good design keeps termite susceptible timbers away from ground contact and maximises the distance between the ground and termite-susceptible elements.
5. Gardens and external features, including landscaping, should not obstruct airflow around perimeter walls or conceal potential termite entry points.
6. Unobstructed access for inspection makes it easier to detect termites early. Where floors are not at soil level but suspended (on stumps or piers), all parts of the subfloors should have no less than 400 mm of unobstructed vertical clearance to provide adequate access for inspection and airflow. The risk of undetected termite attack is significantly increased if building design fails to provide unobstructed inspection access.
7. There must be no inaccessible voids under either suspended timber floors or concrete slabs. Voids (spaces or cavities) which are not accessible to easy inspection may provide termites with concealed access to buildings.
8. It is impossible to inspect underneath ground floor concrete slabs. Therefore, where ground floor concrete slabs are called for, designs must also mandate the effective long-term blocking of all potential termite entry points.

9. Slabs designed and built in compliance with AS 2870 and/or AS 3600 are regarded as termite resistant. However, all cut outs, joints and service penetrations require attention to ensure termites cannot gain undetected entry. Designing to reduce these points, particularly long joints, can reduce the risk of termite attack.
10. In-fill slabs (where concrete is poured inside a brick or block perimeter rather than having the bricks or blocks built on top of the slab) are best avoided. In-fill slabs increase both termite risk and ongoing management costs.

## 10. SYSTEM SELECTION

Not all termite management systems are appropriate for all forms of construction. Designers and builders may incorporate more than one termite management approach. For example, concrete floor slabs may use plastic collars on service penetrations (to prevent termite entry from underneath the slabs) as well as external reticulation chemical systems to prevent termite entry from the slab sides.

Building owners, builders and design professionals can rely on products and system installations which comply with this Code of Practice providing they supply their qualified termite management system installers with sufficient design and construction detail to enable installers to confirm the suitability of selected approaches. For instance, changes in floor levels or floor structures may require the installation and use of special protection measures or materials to provide full protection against termite incursions. Termite management system installers must be fully informed about such design features before they choose and install any system.

Also, if, as frequently happens, building designs change during construction, qualified termite management system installers must be notified as soon as possible and their instructions followed. Failure to inform and involve system installers of design changes may breach this Code.

The system approaches generically described in AS 3660.1 have been thoroughly tested and reviewed.

### 10.1 PHYSICAL VERSUS PESTICIDAL SYSTEMS

Physical systems rely on impermeable materials to block termite access.

The oldest types of physical systems include 'ant caps' on stumps and metal 'strip shields' through masonry walls.

Physical systems rely on termites' inability to damage or penetrate 'protective' materials.

Physical materials are, generally, 'life-of-building' solutions.

Pesticidal systems provide and require a zone of pesticide-soaked soil under and around buildings to be protected.

The pesticides used are registered to kill and/or repel termites and prevent them gaining concealed access to buildings.

Importantly, pesticides applied to soil break down and become ineffective over time. Some pesticides break down faster than others. To maintain effective termite management systems over the long term, pesticides need to be re-applied before they lose their effectiveness. Where effective reapplication is not possible, installers often call for and employ 'reticulation systems' (permanent pipe systems) buried in the soil so pesticides can be reapplied without the normal requirement to disturb the soil surrounding or under buildings.

Intermediate between physical and pesticidal systems are 'pesticide-impregnated' systems.

Pesticide-impregnated systems are usually installed in a manner similar to physical systems.

While pesticide-impregnated systems still rely on pesticides, the pesticides they contain are protected (generally) by flexible membranes, allowing system providers (manufacturers) to meet the required claims for a service life of not less than 50 years.

The choice between these three approaches generally comes down to cost, personal preference, system availability and the dictates of design.

## 10.2 ALTERNATIVE SOLUTIONS

The pest management industry is committed to the ongoing development of new products and technologies as well as the refinement of existing systems.

As new products and technologies are registered and introduced, their manufacturers generally 'position' them as 'alternative solutions'.

Some new product entrants hold 'other' accreditations (e.g. 'CodeMark®'). These 'other' accreditations notwithstanding, such products, technologies or systems may or may not comply with either Australian Standards and/or the intent of this Code of Practice.

However, although they may not be covered by the intent of this Code of Practice, they may potentially provide assistance for certain construction projects should stakeholders encounter major problems ... for instance: termite management systems being omitted or deemed not suitable as projects proceed or near completion.

Importantly, the possible employment of 'alternative solution' products or systems should always be discussed with all parties involved with building projects on the understanding that 'alternative solutions' may not satisfy all parties.

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## **7.11. BUILDING COMPONENTS THAT ASSIST SYSTEMS**

All elements of termite management systems should complement building structures.

Under this Code of Practice, all parts of buildings at or below the level of termite management systems must be termite resistant.

The most commonly used termite-resistant features are concrete slabs-on-ground constructed to AS 2870 / AS 3600. Floor stumps of concrete, durable timber or preservative-treated timber are further examples.

## 12. CHOOSING A QUALIFIED TERMITE MANAGEMENT SYSTEM INSTALLER

For best practice, only *qualified termite management system installers* who certify their compliance with this Code of Practice shall be engaged to carry out system installations.

Qualified termite management system installers who are members of AEPMA are also bound by the AEPMA Code of Ethics and carry appropriate insurance cover.

When selecting suitably qualified termite management installers:

1. confirm that all works will fully comply with this Code of Practice; and
2. confirm that installers and (where appropriate, the companies which employ them) are appropriately trained and accredited to make recommendations on and install relevant, short-listed termite management systems.

Importantly, when using termite management systems with a pesticidal component, ensure the product has Australian Pesticides and Veterinary Medicines Authority (APVMA) registration. This can be checked by visiting, <http://apvma.gov.au> and clicking on the link to Registered chemical products (PubCRIS).

## 13. HEALTH AND SAFETY

Qualified termite management system installers and suppliers who comply or seek to comply with this Code of Practice must adhere to current Work Health and Safety (WH&S) regulations relevant to the State or Territory in which the work is being completed.

Installers must also:

- carry safety data sheets (SDS) for all products used;
- advise the person in charge of the building process of any need to withhold or restrict access to other people or operators, and the time frame of such restrictions; and
- carry and have available for inspection a risk assessment document to cover the works and work site(s).

## 14. ONGOING TERMITE MANAGEMENT

Under this Code of Practice, termite management system installers must assess and report in writing to building owners/managers and primary building contractors on the ongoing management needs of their systems prior to installing any systems.

At the same time as they notify that they have completed termite management system installations, installers must provide documented advice about what owners and building managers need to do in the future to ensure the correct servicing and maintenance of their installed system.

Under this Code of Practice, the documented advice must contain and include:

- advice that ongoing, follow-up servicing and inspection must only be carried out by a qualified, professional pest manager who has achieved and demonstrated competencies in Units 8 & 10 of the National Units of Competencies (see: [www.training.gov.au](http://www.training.gov.au));
- a recommended service and inspection schedule, starting at the date at which a first inspection is required; and
- an overview of how such servicing and inspection should be carried out.

The pest inspector carrying out the inspections will provide documentation covering any identified maintenance needs, including the frequency of future inspections (based on local risk knowledge) and any maintenance of the system.

Also under this Code of Practice, qualified pest inspectors who carry out inspections of systems installed under this Code of Practice are required to also advise owners and building managers of future care and service recommendations (based on local risk knowledge), both verbally and in writing.

### IMPACT OF POST-INSTALLATION WORKS

Once building constructions have been completed, system installers must:

- reinspect buildings and conduct updated site and risk assessments to ascertain and report (to both primary building contractors and building owners/managers) on the impact on system integrity of all works undertaken after their installation; and, in so doing, either
- report no assessed impacts (and, therefore, no changes to documented follow-up servicing and inspection); or,
- if they assess that subsequent works have materially impacted on system functionality and integrity, report that such impacts have occurred and clearly describe what needs to be done, immediately and in the future, in terms of system amelioration and ongoing servicing and inspection, in order to maintain protection against termite incursion and damage.

In most circumstances certification and warranties are not transferred or activated until payment for works have been received by qualified termite management system installers.

## 15. LIFE CYCLE CONSIDERATIONS

Building owners and managers (clients) also have special roles and responsibilities under this Code of Practice.

Even when design professionals and/or building contractors recommend particular systems, clients should actively educate and inform themselves before making decisions about and choosing which types of termite management systems to use. Much if not most information clients require can be (and must be) made available by system providers and manufacturers.

Such information should not only include indicative costs but also describe how systems actually work, their implications for building design and construction, and their requirements for ongoing inspection, servicing and maintenance.

Qualified termite management system installers must fully inform owners – generally by way of ‘handover packs’ - of the ongoing maintenance of the termite management system, including regular (at least annual) termite inspections, and, if appropriate, the possible need for reinstallation and/or replenishment (due to disturbance) to maintain the integrity of their system(s). NB, the life expectancy of all approved systems installed under this Code of Practice must be at least 50 years

## 16. ENVIRONMENTAL HAZARDS

Termite management systems may be damaged by events such as earthquake, flood and fire.

Where structures are subjected to any such disruptive events, either during or after construction, building owners/managers have a responsibility to report such disruptions to the system installer who will assess the situation and make recommendations about the need for remedial works.

## 17. BUILDING DETAILS OF NOTABLE IMPORTANCE

Under this Code of Practice, various building construction elements require particular attention from design professionals, building contractors and termite management system installers. Such attention is required from the design stage right through to building completion.

Some methods of building construction provide adequate or more than adequate opportunity to easily spot termite incursions (ie, have clear and accessible 'visual zones') and, therefore, may not need perimeter protection and only require the protection of slab penetrations.

Examples of areas that need careful attention include, but are not limited to attachments such as:

- down pipes;
- gates;
- fences;
- hot water heaters;
- conduits for electrical or data services;
- steps;
- decks;
- pergolas;
- verandas;
- garages;
- car ports;
- sheds; and
- retaining walls.

All these attachments provide scope for concealed termite entry. That is why a clear gap is required, to separate these items from buildings and provide opportunities to easily inspect for evidence of termite entry.

Where additions are added after initial construction, primary building contractors must ensure termite management system installers are fully informed as soon as possible so they can take any required remedial action.

### RETAINING WALLS – SPECIAL NOTE

Retaining walls constructed of masonry or block work are attractive to termites. Core-filled retaining walls may still permit termite entry.

Retaining walls of solid concrete still require protection at joints and penetrations.

## 18. INSPECTION ZONES

Inspection zones are unobstructed spaces over which termites have to build their 'mud' tunnels if they are to gain access to buildings or structures. If and when termites cross inspection zones, they reveal their presence to visual inspection, allowing them to be treated and killed using appropriate technologies.

Australian Standard 3660.1 requires inspection zones to be at least 75 mm. However, some termite management systems allow for smaller inspection zones under certain building conditions and circumstances. Inspection zone variations are always set out in system providers' compliance documents.

Subfloor area inspection zones are clearly specified within the Australian Standard 3660.1 and must be observed, particularly in regard to the requirement for not less than a 400 mm clearance from the lowest timber and the foundation (soil/concrete)".

## 19. SHEET MATERIALS

Sheet materials are termite-resistant planar products that may or may not contain a pesticidal component.

Sheet materials are generally installed to perimeters, cold joints and retaining walls, during construction and in conjunction with external works.

Sheet materials come in many forms, from simple, rigid ant capping, to flexible impregnated or laminated products.

Products containing pesticides must be approved by the APVMA.

Systems with 'CodeMark' accreditation, have passed stringent quality control standards and offer installation by fully trained, CodeMark-endorsed, qualified termite management system installers.

Systems that do not carry 'CodeMark' accreditation need to be clearly understood as to the part they play in overall protection of the home, and discussed with building certifiers to ensure regional compliance.

## 20. RETICULATED TERMITICIDE PROVISIONS

Reticulated termite management systems are typically deployed under concrete slabs and around structural external perimeters to prevent termites from entering buildings from the outside.

Reticulated systems allow liquid termiticides to be replenished to provide even and continuous distribution of termiticides into the soil over extended periods of time.

Such systems may be replenished with any APVMA-registered termiticide approved by the manufacturer.

Documentation of the reticulation system should include details for each run of pipe, the volume of termiticide to be applied, and the application pressure to be used during reapplication.

Durable notices of these details should be placed in the meter boxes of each building where reticulated systems have been deployed. The notice should clearly show: installation date, subsequent replenishment dates, termiticide(s) used, and any other important or relevant information. This detail should also be given to building owners at the time of hand over.

Building contractors should ensure reticulation systems are not disturbed or compromised during construction. Where following trades cause damage to systems, qualified termite management system installers should be promptly contacted so that remedial actions can be taken.

Building owners must ensure regular inspections and replenishment of reticulated systems are carried out as per system providers' warranty specifications (normally every three to five years).

## 21. FEES

Signatories of this Code, who are not members of AEPMA, shall pay an annual Code participation fee of \$500 (incl. GST). For any additional business locations, the fee is \$150.00 (including GST) per location. Code signatories who are members of AEPMA shall pay no annual Code participation fee. These fees can be varied from year to year at the discretion of the Administration Committee. The Committee views AEPMA members, as suitable candidates for the participation of the Code and review costs have been recovered through their annual membership fees. Participation fees for non AEPMA members are higher than those payable by AEPMA members, because the Administration Committee must carry out a more extensive review of the application.

AEPMA members will have an annual fee set by the Administrative Committee.

## 22. CODE TRAINING

The administrative Committee shall be responsible for determining the level of training required for Accreditation to the Code. The committee has the power to remove the accreditation of companies and individuals who fail to obtain the appropriate training, and therefore remove their details from the list of Code Accredited Termite Management System Installers on the AEPMA website.

Annually, the Administrative Committee will elect a Training Committee, consisting of a minimum of three and up to a maximum of five members. The Training Committee will:-

- (i) Ensure employees who install or inspect installations associated with the Code are adequately trained and accredited to undertake and perform the tasks contained in the Code;
- (ii) Allow accreditation of companies/firms to the Code providing they have adequately trained personnel.
- (iii) Undertake/organise/approve of training courses to ensure employees are adequately trained.
- (iv) Establish with firms/companies who seek accreditation to the Code, an appropriate and ongoing training program to ensure ongoing continuous improvement of services provided to the public and other stakeholders.
- (v) Will have the sole discretion to determine whether a company/firm has adequately trained personnel to satisfy delivery of the Code.
- (vi) ensure that unless personnel are appropriately trained, a firm/company/individual is not accredited to the Code

The decision of the Training Committee shall be final.

## REFERENCED DOCUMENTS AND FURTHER READING

*ASCC 2007 National Code of Practice for Induction for Construction Work.*

Australian Safety and Compensation Council, Canberra.

[http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/244/InductionForConstructionWork\\_2007\\_PDF.pdf](http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/244/InductionForConstructionWork_2007_PDF.pdf)

*AS 2870-2011 Residential slabs and footings.*

Standards Australia, Sydney

<https://www.saiglobal.com/pdftemp/previews/osh/as/as2000/2800/2870s1.pdf>

*AS3600-2009 Concrete Structures*

Standards Australia, Sydney

<http://infostore.saiglobal.com/store/Details.aspx?ProductID=1382662&gclid=CJDF-PiH-coCFQokvQodMVAIFg>

*AS3660.1-2014 Termite Management: New Building Work.*

Standards Australia, Sydney.

*National Construction Code (NCC)*

Australian Building Codes Board, Canberra.

*AS/ ISO 10002-2006 Australian Standard on Complaints Handling – Customer Satisfaction, Guidelines for Complaints Handling in organisations.*

Standards Australia, Sydney

## GLOSSARY

This Code is written in plain English. The meaning of any words not included in this glossary can be found in any standard Australian dictionary.

AEPMA	The Australian Environmental Pest Managers' Association Limited. AEPMA is the national peak body for professional pest managers including specialists in timber pest detection, assessment and management in Australia.
best practice	A best practice is a method or technique that has been generally accepted as superior to any alternatives because it produces results that are superior to those achieved by other means or because it has become a standard way of doing things: for instance, a standard way of complying with legal or ethical requirements.  Best practices may be used to maintain quality as an alternative to mandatory legislated standards and can be based on self-assessment or benchmarking. Best practice is a feature of accredited management standards such as <u>ISO 9000</u> and <u>ISO 14001</u> .
builders and building contractors	People or entities that are contracted to build and/or oversee and take ultimate responsibility (to owners and managers) for the construction of buildings.
building environment	The environment above, underneath, and around a building including air, water, soil, vegetation, surrounding structures, materials, vegetation, and other life forms, and the impacts all these have on each other.
building owners and managers	People or entities that either own or have primary responsibility for managing buildings on behalf of owners and that also, therefore, commission, contract out, and pay for building design, construction and maintenance.
client	A person or entity that engages and pays for a service provided by builders and all their subcontractors.
Code of Practice (pest management industry)	Document commissioned by AEPMA for and on behalf of the Australian professional pest management industry setting out prescriptive requirements for best practice and guidelines for how best practice should be achieved and delivered.
compliance (with Code of Practice)	A signed agreement to abide by all the Code's requirements and stipulations and a recorded proof of actually observing and adhering to the Code's requirements and stipulations.

concealed access	Where termites are able to gain access to a building without revealing their presence.
construction trades personnel	Employed and subcontracted tradespeople including: bricklayers, stonemasons, electricians, plumbers and gasfitters, tilers, painters, plasterers, and builders' labourers.
termite damage	Degradation that can be directly attributed to termite attack.
design stage	The period over which a building is conceptualised and designed to provide clear, prescriptive guidance for builders and other stakeholders.
floor coverings	Materials used to cover the floor structures. Floor coverings may include carpet, linoleum, ceramic or other tiles, and floating timber flooring.
inaccessible voids	Floor, subfloor, roof or wall spaces to or through which a timber pest inspector may not be able or reasonably expected to gain access to carry out an inspection.
inspection zone	A band generally at least 75 mm high or wide, constructed or applied around a building perimeter or subfloor member over which termites must travel to reach susceptible timbers and building interiors. Almost universally, termites which bridge inspection zones leave readily visible traces, such as mudding.
inspections/regular inspections	Under this Code of Practice, inspections for evidence of termite attack and/or to determine the risk of concealed termite entry are required to be carried out by adequately and certifiably trained, qualified and experienced timber pest inspectors. Timber pest inspectors may also be (and often are) licensed, suitably qualified, professional pest managers.
installation	The process of laying out, fitting, securing, finishing off, checking and, if required, testing termite management systems.
insurance cover/appropriate insurance cover	Professional pest managers and timber pest inspectors are required under this Code to acquire sufficient insurance cover to protect both themselves and their clients in the event of misadventure, mishap, or underperformance. All AEPMA members are required to carry adequate professional indemnity and public liability insurance.
life span	The period over which a system or technology continues to function appropriately and adequately.

limitations	Like any technology, the functionality of termite management systems can be limited (affected and even compromised or destroyed) by events or actions surrounding their installation or which take place after their installation. Under this Code of Practice, such limitations must be understood by and communicated to all stakeholders before, during or after system installation.
manufacturers' guidelines	Installation, monitoring and maintenance guidelines and instructions provided by termite management system manufacturers.
mud tunnels (mudding, mud leads, shelter tubes)	Subterranean termites generally construct 'mud' tunnels/'mud leads' that allow them to travel over obstacles and surfaces while remaining protected from the outside environment. These are typically constructed from a 'mud like' material of soil, faeces and re-worked building materials.
National Competency Standards	National industry-specific standards prescribing minimum knowledge and skill levels for individuals wishing to prove competency in carrying out specified roles or tasks within specific industries, trades or professions. See: <a href="http://training.gov.au">http://training.gov.au</a> .
new building	A building constructed 'from the ground up' prior to being occupied.
obstructed/unobstructed	The degree to which one or more potential termite access points can be easily seen and observed by timber pest inspectors or others. If the view of a particular area or building component is obstructed, termites may gain concealed access through that area.
occupants	Persons present within a property. This may include vendors, tenants and, where properties are used to provide services, business personnel, customers and clients.
pest management industry ('industry')	All facets, including people and businesses, of professional pest management including: professional pest managers (individuals, and professional pest management companies and partnerships); manufacturers, retailers and distributors of pest management materials and technologies; and specialist consultants, researchers, and advisors.

professional pest managers/pest management professionals	Professional pest managers are trained, experienced and qualified to carry out a range of pest management services for home, building and property owners (private and public) on a fee-for-service basis. Professional pest managers who are members of AEPMA maintain professional liability insurance cover and are bound by AEPMA's Code of Ethics.
property manager	A person or entity who manages a tenanted property. It is often a property manager who arranges access for timber pest inspectors to inspect tenanted properties. Property managers only rarely actually sell properties.
recommended service and inspection schedule	System manufacturers' recommendations as to how often prescribed services to and inspections of systems need to be carried out (for up to 50 years) for system integrity and functionality to be maintained and manufacturers' warranties to be upheld.
registered/currently registered	Pesticidal products that are approved and registered by the Agricultural Pesticides and Veterinary Medicines Authority (APVMA) for use according to label directions.
regulatory bodies/regulators	Government (federal, state and local) agencies and their employees/officers responsible for developing, communicating and enforcing rules, regulations, and both mandatory and non-mandatory standards, processes and procedures.
stakeholders	For the purpose of this Code of Practice, a stakeholder is any person or entity with an interest, vested or otherwise, or involvement in the design, installation, and functionality of termite management systems.
strip shield	A sheet of material – most commonly a corrosion-resistant metal - impervious to termite entry, which is placed between building members to prevent concealed termite access, and therefore, force termites out to the edges of the sheet to render termite entry or entry attempts visible. A common form of strip shield is the long established <i>ant cap</i> .
structural elements	Components of a building which support vertical and horizontal function, integrity and non-structural elements.
structural frames	Strong framework made, generally, from timber or steel, which directly or indirectly, supports all other building components, including flooring, internal and external cladding, and roofing, as well as various fittings and conduits.

structural significance	A term used to indicate that damage affects the performance of affected members.
subterranean termites	Termites which normally attack structures from the ground. While some termites can establish colonies within buildings, the majority come from remote colonies built under or nearly under the ground or in trees and tree stumps.
system maintenance	On-going inspection and checking to ensure continued system integrity and that termites have not breached the system and gained entry into the building. Also, regular checking to ensure reticulation type systems are continually topped up with termiticide.
termite management	The management of: <ol style="list-style-type: none"> <li>1. all aspects of termites, termite behaviour, termite environments, termite colony function and development; and</li> <li>2. all aspects of buildings and materials which can be potentially attacked by termites;</li> </ol> in order to minimise the risk of attack and damage caused by termites.
termite management systems	Technologies installed to prevent the concealed entry of termites into buildings.
termite management systems for new buildings (buildings under construction)	One or a combination of technologies designed and approved to be installed during the building process to prevent concealed entry of termites into a building.
termite risk	The risk of termite incursion and attack as affected by types and species of termites present, likely proximity of termites to a building, a building's environment (including temperature and humidity), presence or absence of hidden or observable/visible termite access opportunities, and the amount and type (attractiveness) of termite food and water available.
termites	Highly specialised insects that live in colonies and feed on (gain their energy from), in the main, plant fibre (cellulose). Termites also require adequate water to survive and thrive. Termites belong to the epifamily Termitoidae within the Order Blattodea.
timber	Timber is wood which has been derived from trees, then dried and processed for use in construction.

timber formwork	Temporary framing used during building construction to support concrete while it sets and cures. Timber pests can sometimes gain access to built structures via timber formwork during construction or post-construction if the formwork is not removed once its job is done.
timber pest inspector (specialist timber pest inspector)	An appropriately qualified person who carries out specialist timber pest inspections. Under this Code of Practice, specialist timber pest inspectors must be certifiably trained and experienced in timber pest inspection conduct and reporting.
units of competency	Individual, industry-specific elements of the National Competency Standards. A unit of competency defines the minimum knowledge and skill levels required by an individual to be competent at performing a specific task or role. See <a href="http://www.training.gov.au">http://www.training.gov.au</a>
unobserved/unobservable/concealed access	Terms used to describe the situation where termites gain or can gain entry into a building without such entry being able to be easily or readily seen by trained and experienced pest inspectors and/or pest managers.
vendor	The person or entity that sells a property.
wall linings	Cladding or coverings which conceal wall structures.
warranty/warranty provisions	<p>In contract law, a <b>warranty</b> has various meanings but generally means a guarantee or promise which provides assurance by one party to another party that specific facts or conditions are true or will happen. This factual guarantee may be enforced which allows for a legal remedy if that promise is not true or followed.</p> <p>Although a warranty is, in its simplest form, an element of a contract, some warranties run with a product so that a manufacturer makes the warranty to a consumer with which the manufacturer has no direct contractual relationship.</p> <p>A warranty may be express or implied, depending on whether the warranty is explicitly provided (typically written) and the jurisdiction. Warranties may also state that a particular fact is true at one point in time or that the fact will continue into the future.</p>
whole-of-building	All parts of a building, including both structural and non-structural elements, including contents, furnishings, cladding, fixtures and fittings.

Working party(ies)	Group(s) of individuals from, attached to or affiliated with the Australian professional pest management industry, who have volunteered to develop, design and write pest management industry Codes of Practice.
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## APPENDIX A. TEMPLATE

Insert Company Name/Logo

Date: \_\_/\_\_/\_\_\_\_

Project Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Project Description:

I: *(insert name)*,  
of, *(insert construction company name)*  
*(insert construction company address)*

and

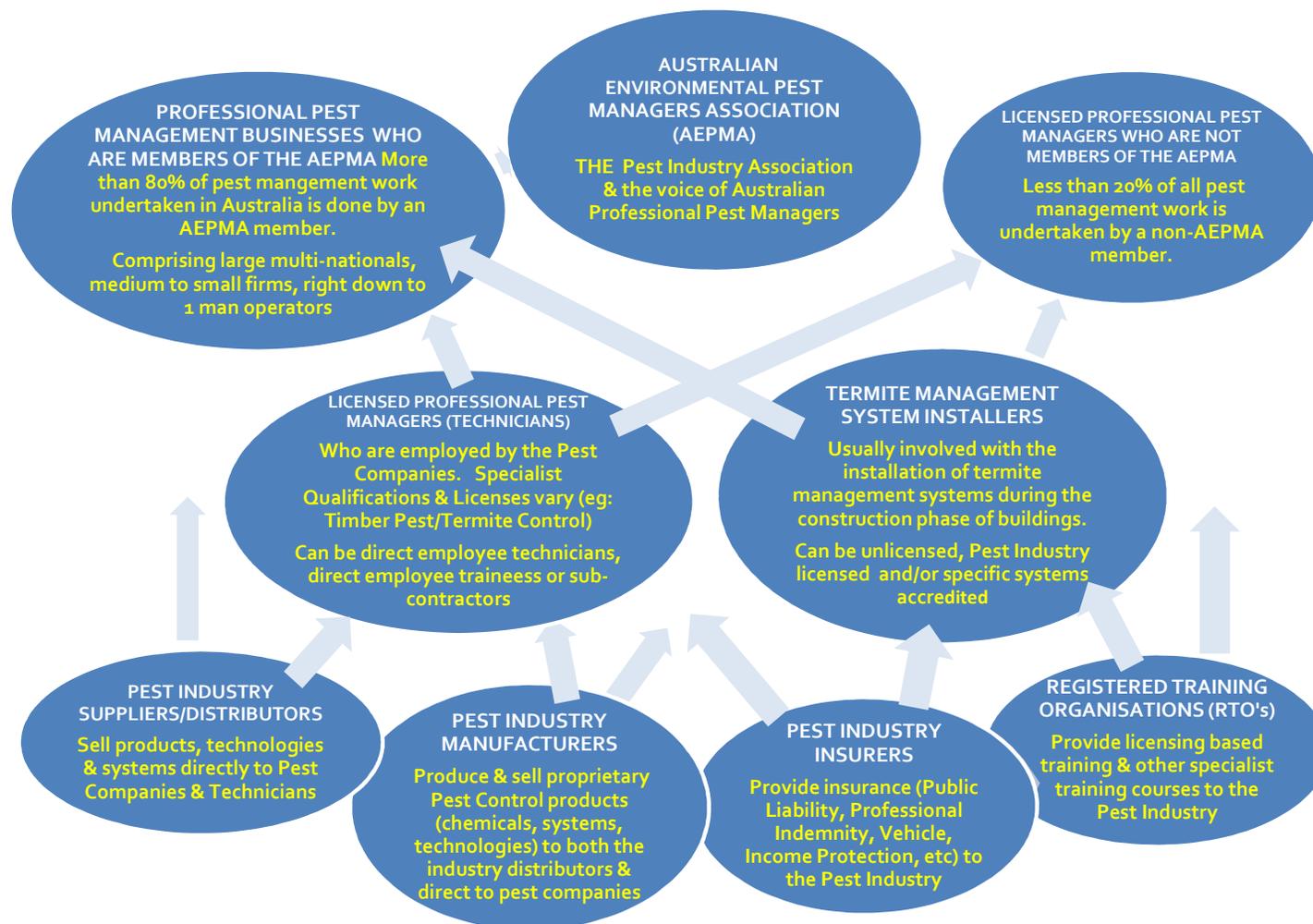
I: *(insert qualified termite management installer name)*  
of, *(insert installer company name)*  
*(insert installer company address)*

confirm our intention to follow the ***Code of Practice for Termite Management during New Constructions*** for the installation of a whole-of-house termite management system for the project outlined above.

Installer Signature

Construction Company Signature

## APPENDIX B – INDUSTRY FLOWCHART



## CONTACT AEPMA

For a list of Qualified Termite Management System Installers who have agreed to be bound by this Code, please visit the AEPMA Website ([www.aepma.com.au](http://www.aepma.com.au))

Australian Environmental Pest Managers Association Ltd

ABN 92 003 476 293

GPO Box 3102, Hendra QLD 4011

Airport Gateway Business Centre, Unit 6/12 Navigator Place, Hendra QLD 4011

Phone: 1300 307 114 or (07) 3268 4210

Email: [info@aepma.com.au](mailto:info@aepma.com.au)

Website: [www.aepma.com.au](http://www.aepma.com.au)

