AEPMA'S INDUSTRY CODE OF BEST PRACTICE

FOR TERMITE MANAGEMENT DURING CONSTRUCTION

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Pre Construction
Termite Management

AEPMA's Industry Code of Best Practice for Termite Management During Construction

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CHAMPIONING INDUSTRY PROFESSIONALISM AND INNOVATION

As the professional pest management industry's peak national body, the Australian Environmental Pest Managers' 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 recognize and embrace all stakeholders involved in incorporating subterranean termite management systems into new buildings, building extensions and renovated existing 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. 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.

We believe those enterprises and individuals who 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;
- improved standards of training and education for industry practitioners;
- the development of 'National Competency Standards';
- developing, preparing and actively promoting industry 'Codes of Practice'; and
- continued investment in better 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' which describe and provide 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 in Australia and New Zealand***
- ***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 Code of Best Practice for Termite Management***
- ***AEPMA's Industry Code of Best Practice for Rodent Management***

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 is the latest version.

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ACKNOWLEDGEMENTS

AEPMA gratefully acknowledges the contribution and support of people and organizations who have helped prepare this Code.

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DOCUMENT ADMINISTRATION AND REVIEW

AEPMA's Industry *Code of Best Practice for Termite Management During Construction* (elsewhere referred to as 'this Code') 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.
To develop and prepare the Code of Practice, AEPMA appointed a working party comprising:

- leading pest management professionals;
- representatives of companies and organizations 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:

- The Executive Director of AEPMA who shall also act as Compliance Officer.
- A representative from the insurance industry, the building industry (HIA), a system manufacturer, an APVMA representative, and three member representatives from AEPMA.

Any appointments by AEPMA shall be at the discretion of the AEPMA National Board.
Should any Committee members resign from the Administrative Committee, the AEPMA Board may appoint another person deemed appropriate.
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) Participating in a common effective complaints handling scheme for the AEPMA Codes.
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 fulfill 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.

Administration and Review

Roles and Responsibilities – Code of Best Practice (CoBP) Chairpersons and Technical Advisory Panel (TAP)

Responsibilities of Each CoBP Chairperson

Each CoBP Chairperson is responsible for initiating an annual 'check-in' of their respective Code of Best Practice to determine whether updates are warranted due to:
Changes in relevant regulations or standards
Introduction of new products, technologies or methodologies
Scientific advancements that may impact or improve best practice

Check-in Outcomes

The check-in process must result in one of the following classifications:
No update required – Current content remains valid and up to date.
Minor revision – Example: Incorporation of new products or technologies that do not materially change existing best practice (e.g., new formulations such as alphachloralose in rodent control).
Major revision – Example: New research findings, significant product/technology innovations, or regulatory changes that substantially alter best practice (e.g., SGAR prohibitions or major legislative reform).
These classifications will serve as the formal CoBP amendment framework.

Update Frequency Guidelines

Minor updates: As required (not limited by a 3-year cycle).
Major updates: Ideally within a 5-year cycle.

Scope of Chairperson Role

Chairpersons are not expected to independently investigate or survey the full scope of industry, research, and regulatory developments. Instead, their role is to coordinate and assess the relevance of known changes, with the Technical Advisory Panel (TAP) taking a lead role in identifying and communicating broader industry-wide changes.

Responsibilities of the Technical Advisory Panel (TAP)

TAP plays a strategic and coordinating role in supporting the maintenance and relevance of all CoBPs. This includes:
Initiating annual check-ins by formally inviting each CoBP Chairperson or their nominated representative at the beginning of each calendar year.
Providing intelligence on new regulations, products, research or technologies relevant to each CoBP to support the chairpersons during the check-in process.
Maintaining consistency in format, structure, and classification across all CoBPs, while allowing for necessary flexibility based on subject matter.
Monitoring CoBP currency and ensuring updates align with the minor/major classification timelines (as needed/as required and 5-year maximum respectively).
Maintaining the CoBP Administrative Guidelines, which define the format, process and governance framework for all CoBPs. These guidelines must be clearly documented and accessible to all CoBP Chairpersons and contributors.

CONSULTATION WITH REGULATORY BODIES

To ensure there is no conflict between this Code and any policy, legislation, or relevant technical requirements, AEPMA has consulted with the following relevant Australian regulatory bodies:

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

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

1. The ABCB is obliged, under the 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 was 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. 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' .

4. 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 did not adequately reflect best industry practice in Australia.

   Please note: This Code of Practice aims to establish and recommend industry best practice for termite management during construction, however all signatories must ensure they have also 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.**

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 subterranean termite damage by preventing termites from gaining concealed access to building structures and their contents. This Code only refers to subterranean types , not drywood or dampwood types of termites.

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 very costly. In contrast, the long-term solutions offered during construction are generally regarded as cost effective.

2. Key Stakeholders

For this Code, 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 people and sub-contractors;
- Professional Pest Managers;
- Termite management system installers;
- Termite management system manufacturers and distributors; and
- Building owners and managers.

This Code is independent of the ***Australian Standard AS3660 Termite Management*****,** though the Standard has been considered during the drafting of the Code.
The Code emphasizes:

- the correct use of currently available, termite management systems for new buildings (buildings under construction) and buildings under renovation;
- 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 to:

- help demystify termite management during construction, 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 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 type.

Importantly, this Code 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 manufacturer guidelines; and
- close consultation with accredited professional Pest Managers.

Code Promotion

- The Committee may from time to time publicize 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.
- 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 of the Code.

- The Committee shall produce and provide brochures, fact sheets or other appropriate promotional material about the Code and its Complaints Handling Provisions.
- The Committee shall advise Code Signatories which information, relevant to the Code, they should display in the conduct of their business affairs.
- The Code Signatories who operate a website may provide a link to the Code on their website and should use all reasonable endeavors to promote the Code to their clients.
- 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 AEPMA who are accredited to the Code, offering 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 in 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.
- Copies of the Code will be available on the AEPMA website free of charge.
- To assist the public in understanding the Code, a feedback/contact form and a phone number is available on the website to provide the opportunity for feedback or to seek clarification. Contact is welcomed to promote discussion and awareness and to help maintain the Code as a living document.

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 subterranean termite management during the construction of new buildings.

(b) Holding professional Pest Managers to a uniform standard of behaviour.

(c) Establishing an independent process for assisting consumers and professional 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 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 organizations 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 *Industry Code of Best Practice for Termite Management During Construction*** (this Code) is to ensure that termite management systems applied or fitted to new buildings under construction provide whole-of-building subterranean termite management for at least fifty (50) years throughout mainland Australia.

> **Note:** Both the ***Building Code of Australia*** and the ***Australian Standard AS3660.1*** mostly require management methods for the structural elements of buildings. This limited requirement can leave many other facets of buildings susceptible to termite attack. (The Qld variation in the BCA(Vol.2) modifies the definition of structural building elements)
>
> 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 included when management methods are used against subterranean termites. 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 provides information for all parties involved in construction of homes and other buildings from subterranean termite attack to ensure methods or Systems provide management for whole-of-building.

Another key objective of the Code is to promote good practice guidance for construction where subterranean 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.

Good communication between Timber Pest Managers and their clients is essential in avoiding conflict. Conflicts most often occur when clients' expectations are not met. A complaint is defined as any alleged breach of the Code of which a consumer and Timber Pest Manager are in disagreement, regarding the quality of the work performed, or not performed, under the Code.

To help ensure speedy and fair outcomes to any disputes between stakeholders, all parties who agree to comply with (sign) this Code of Practice also agree to be bound to comply with the Code's dispute resolution procedure.

Specifically, all parties to this Code agree:

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

AEPMA Codes of Practice set out industry standards of conduct, describe and provide expert guidance on best practice across an increasing range of key pest management areas. They are guidelines for fair dealing between Pest Managers and their customers and they outline what a customer can expect from a pest management company, when he or she agrees to engage its services.

All industry Codes of Practice are now subject to AEPMA's Dispute Resolution Framework, as detailed here under the heading "Dispute Resolution"

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, the complainant may consider other avenues such as the consume appeals tribunal or seek independent legal advice.

(See Categories of Complaints Accepted by AEPMA on next page).

CATEGORIES OF COMPLAINTS ACCEPTED BY AEPMA

ELIGIBLE COMPLAINTS	INELIGIBLE COMPLAINTS
• Alleged breaches of the Code of Practice, for example, relating to: - Issues with products or services provided by a Code Signatory; - Misleading or deceptive conduct; - Refunds; - Documentation; - Information provided by a Code Signatory; - Failure of a Code Signatory to hold required Public Liability & Professional Indemnity insurances; - A new development in a complaint previously accepted by AEPMA for investigation and resolution.	• An incident or issue arising more than six (6) months before escalation. • Where an incident giving rise to the complaint occurred before the commencement of the Code. • Where an incident giving rise to the complaint occurred before the Code Signatory became accredited. • Where identical events and facts as a previous complaint lodged with AEPMA from the same complainant arise. • Where an allegation or finding of: - A criminal offence; - Corruption; - Dishonesty by a Court or Tribunal; - Disqualification of a director under the Corporations Act; - Disciplinary action by a law enforcement agency; - Failure to pay money owing under a Court order or trading while insolvent • Where a matter would be more appropriately dealt with by a law enforcement agency, court or tribunal. • When a matter is already under investigation by a law enforcement agency. • When legal action (including a court of tribunal process) relating to the same matter has already commenced. • The claim is for a non-economic loss. • The claim is frivolous, vexatious, or brought for an improper purpose.

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.

If accepted by the Disciplinary Committee, the matter will be investigated and a notification in writing of the findings will be provided within 45 days of receipt of the complaint.

Following the review by the Disciplinary Committee the complaint is closed.

If a complainant is dissatisfied with the outcome of the Disciplinary Committee review, they can then elect to take the matter 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 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 state or territory regulatory authorities.

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

COMPLIANCE

A register of compliant qualified termite management system installers is located on the AEPMA website (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 and 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 (3) and up to a maximum of five (5) members, who have extensive working knowledge of termite management systems, such as an independent qualified 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
1. Rectification Orders	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.
2. Improvement Notices	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.
3. Warning Notices	This informs the Code Signatory that their behaviour or actions were unacceptable in the circumstances and that if further breaches are identified, additional sanctions may be imposed.
4. Publication Orders	This requires a Code Signatory to publish (in whatever format the Disciplinary Committee determines) a corrective advertisement.

5. Public Notification	This publicly notifies the general community via the AEPMA website of a Code Signatory's actions and the outcome of the Disciplinary Committee's investigation.
6. Re-training Order. Re-application Fee	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.
7. Suspension or cancellation of Code Accreditation	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/system they believe brings the Code into disrepute.

An appeal to the decisions of the Disciplinary Committee may be made to the Administrative Committee within 14 days and will state:

- 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 are obliged to consult, co-operate and co-ordinate their activities with each of the other parties involved.

Effective communication is only possible where stakeholders are aware of each others' 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 Code framework. By utilizing this Code, it means that these individuals will have satisfied the framework as set out below.

Building Code of Australia:

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.

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)). The NCC 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 may require compliance with Australian 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 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 key 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 systems are expected to work; and
- outlines of owners'/managers' responsibilities and obligations relating to future and maintenance.

At hand-over (following completion of the building work as per the Contract), builders should provide owners with details of the termite management system(s) installed, together with appropriate documentation detailing all work undertaken, any changes or imposed limitations, any maintenance requirements, warranty documents and contact details for the System Installer.

6.2 Certifiers

Privately operating Certifiers and Local government officers (inspectors, building certifiers and administrators) should 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.

Certifiers 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.

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.

It is valuable community engagement for councils and municipalities to convey information about termite threats to 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 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, 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 installer

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

6.4 Builders and building contractors

Under this Code, builders (builders and building contractors) should have a basic understanding of local termite risk and the management of it.

Specifically, builders should ensure they have a clear and demonstrable understanding of all or any termite management systems specified by architects, designers and/or specifiers to be used in the project.
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 for the project.

Under the Code, builders should 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 should 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 termite management 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. This should include procedures for builders to report damage of installed components so they can be rectified in a timely manner.

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, 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. The building contractor should make the installer aware of any changes as a high priority, as planned installations may no longer be viable and an alternate method may have to designed and integrated to works already commenced.

   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 should 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 should, in the process of engaging qualified termite management system installers, provide installers with documentary evidence of their intention to follow this Code. (See template example – Appendix A)

6.5 Qualified termite management system installers

Under this Code, termite management system installers must be competent and 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). Installers should be accredited for the termite management system they are installing by the system manufacturer.

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

The '***National Competency Qualifications***' expected of qualified termite management system installers are contained in CPP30119 - ***Certificate III in Urban Pest Management***. A qualified termite management system installer may be required to have one or several Competency Units, depending on the type of termite management system installation and local licensing requirements. (Refer to www.training.gov.au)

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

This Code deals with the use of Systems/components during construction but if circumstances have arisen where this was not done during construction, then Installers should be consulted to advise on alternatives available.

In particular, installers must alert building contractors of any reasons or situations which may not allow them to carry out installation to the 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 checklists 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.

6.6 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/granular products are to be installed, sufficient cavities 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. Pipes may also be installed under the slab so awareness to avoid damage e.g. during slab formwork preparation, is critical for their durability.

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).

6.7 System providers (manufacturers, distributors and authorized resellers)

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

Under this Code, 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 their 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 when they are signatories to this Code.

System Providers may opt to have their Systems/components assessed under the Codemark Australia Scheme. This is a Scheme run by JAS-ANZ under the auspices of the Australian Building Codes Board. The scheme accredits organizations known as Certification Bodies to assess the Systems/Components for compliance with the Building Code of Australia (BCA) within a specific set of Scheme Rules. Providers have the option of using a Performance-based assessment process or Deemed-to-satisfy process for assessment.

A benefit of the Scheme is that the Certification Body, as an independent organization, makes an assessment of the system/components ability to meet the requirements of the BCA. The result of this assessment, as detailed on the Codemark Certificate, provides direct independent evidence for the Building Certifiers on the system/components performance and thus, compliance with the BCA.

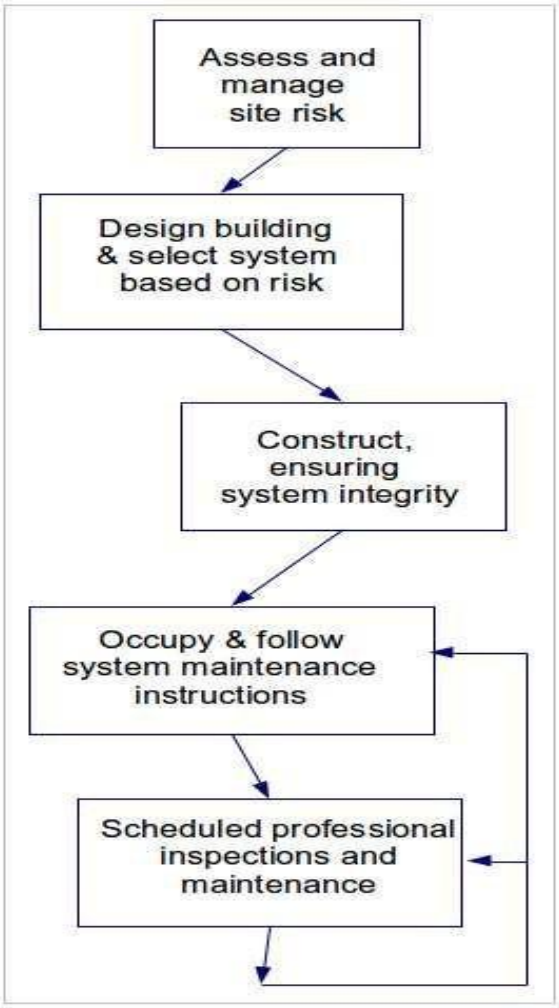
If the Codemark Australia Scheme is used, it is the provider's responsibility to have the current version of the Codemark Certificate and all Installation Manuals available for designers, builders and Installers to use at the various stages of the building process. Certificates are reviewed annually and re-written every three years as per the Scheme Rules.

It is acknowledged that this is not the only method available for review of the performance of a System/Component but it provides a generally accepted independent process for Building Certifiers and Designers to follow.

At the end of the construction, Installation Certificates issued by the Installer should refer to installations done which comply with the Installation Manuals and therefore the Certificate.

7. Planning to Build

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



8. Risk Assessment

The risk of subterranean termite attack varies across Australia. In general, the level of 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, through the National Construction Code, states that if the primary building elements in new building work (including additions and extensions) are susceptible to termite attack, management measures must be taken during and as an integral part of the construction process.

If there is no termite risk, then no management measures are necessary. Currently, Tasmania is the only state where this Code considers no measures are required.

To minimize 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 minimizing the risk of subterranean termite incursions and damage.

Some important elements and factors govern, and must be accounted for, under this Code when it comes to best practice design for cost-effective termite management systems and the buildings in which they are installed.

1. Whole-of-building termite management systems installed during construction must remain effective for at least 50 years with maintenance as recommended by the manufacturer.

2. A range of different building processes and elements must be considered during the termite management system design phase, in addition to installing the termite management system to reduce the risk of termite infestation and damage. Examples of such processes and elements include likely future changes such as additions to the building, landscaping, and changes to the environment around a building that may affect the termite management system. Installers must therefore also reference AEPMA's Industry Code of Best Practice for Termite Management.

3. Termites pose their greatest threat when both food (cellulose) and moisture are available *and* termites are allowed *concealed access* to a building. Good design should provide for good drainage and ventilation so that the structure and soil beneath and around it does not retain moisture. All drainage and ventilation should meet the provisions of the National Construction Code.

4. Good design keeps termite-susceptible timbers away from ground contact and maximizes the distance between the ground and termite-susceptible elements. This should be managed before construction commences and before hand-over.

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 suspended concrete slabs. Voids (spaces or cavities) which are not accessible for visual inspection can 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 AS2870 and/or AS3600 are generally regarded as termite resistant. However, all cut outs, joints and service penetrations require protection to ensure termites cannot gain unobserved entry. Designing to reduce these points, particularly long joints, can reduce the risk of termite attack. Renovation work which may involve cutting new openings in a concrete slab e.g. for moving plumbing waste pipes, should have termite management systems/components installed to prevent concealed entry into the building.

10. Infill slabs (where concrete is poured inside a brick or block perimeter rather than having bricks or blocks built on top of the slab) present significant risk areas for undetected termite entry into a structure. Additional consideration in selecting an appropriate method and product(s) that will provide an effective and durable solution is essential.

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 penetration collars on service penetrations (to deter termite entry from underneath the slabs) together with an external perimeter reticulation chemical systems to deter unobservable termite entry.

Building owners, builders and design professionals can expect products and system installations which comply with this Code to deter unobservable termite entry, *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 management measures or materials to provide full coverage against concealed termite incursion. Termite management system installers must be fully informed about such design features *before* they choose and install any system.

Frequently, building designs change during construction, so the qualified termite management system installers must be notified immediately and their updated recommendations followed. Failure to inform and involve system installers of design changes may breach this Code. It can also therefore render the building vulnerable to concealed termite entry.

The system approaches generically described in AS3660 Termite Management in buildings Part 1: New building work have been thoroughly tested and reviewed.

10.1 Termite management systems

Physical systems rely on termite 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 the termites’ inability to damage or penetrate the system. Physical materials generally do not require replenishment/reapplication.

Pesticidal systems generally provide a zone of pesticide-treated soil under and around the buildings to be protected.

Approved pesticides are registered by the APVMA to kill and/or repel termites.

Termiticides applied to soil breakdown can become ineffective over time. Some pesticides break down faster than others. Several factors contribute to termiticide breakdown. To maintain effective termite management systems over the long term, termiticides need to be re-applied before they lose their effectiveness. Installers can install ‘reticulation systems’ (permanent pipe systems) buried in the soil so the pesticides can be reapplied without soil excavation.

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 usually protected from environmental degradation, allowing system providers (manufacturers) to provide systems that do not require replenishment/reapplication.

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

Alternative solutions

AEPMA and its members are committed to the ongoing development of new products and technologies as well as the refinement of existing systems.

Systems /components under development should be assessed as outlined in AS3660 Termite management Part 3: Assessment criteria for termite management systems. This document provides a comprehensive outline of the performance expected of various types of new systems/components against Australian subterranean termite exposure.
It is acknowledged that this is not the only method available to review the performance of a component/System however AEPMA have been involved with and consulted in the development of the AS3660 series of Australian Standards since their inception and these Standards have been developed specifically for the Australian Pest Management industry.

11. Building Components That Assist Systems

All elements of termite management systems should complement building structures.

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

The most commonly used termite-resistant features accepted by this Code are concrete slabs- on-ground constructed to AS2870 / AS3600, floor stumps of concrete, durable timber or H5 preservative-treated timber.

12. Choosing a Qualified Termite Management System Installer

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

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

When selecting qualified termite management installers:

1. confirm that all work will fully comply with this Code; and

2. confirm that the installers and, where appropriate, the company which employs them, are trained, insured, licensed and accredited to make recommendations and install the relevant termite management system(s).

When using termite management systems with a pesticidal component, confirm 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 Database – PubCRIS.

13. Health and Safety

Qualified termite management system installers and suppliers who comply or seek to comply with this Code must adhere to 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 the site, 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, 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.

When installers provide notification that they have completed the installation of the termite management system, they must also 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(s).

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 competency in Units 8 & 10 of CPP30119: Certificate III in Urban Pest Management (see: *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 shall provide documentation covering any identified maintenance needs, including the frequency of future inspections (based on local risk knowledge) and any required maintenance of the system.

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

14.1 Advice to be provided on Completion of Installing a Termite management system

Once the installation of the Termite Management System has been completed, the termite management system installer must provide advice to the builder and/or building owner/manager with respect to any ongoing maintenance required for the termite management system. This very important information must include advice:

- ☐ that the Australian Standard series AS3660, the Building Code of Australia, and this Code e provide for a property to be protected against concealed entry by subterranean termites from the soil into the building. Even ‘a complete whole-of-home termite management system installed in accordance with the above documents, cannot prevent termite attack.’
- ☐ that termite inspections are required on a regular basis and the frequency of such inspections, based on the termite risk at the property.
- ☐ on how to maintain the termite management system and what to do if the system is in any way disturbed or damaged.
- ☐ on what to do if they perform future building alterations, renovations, additions including the erection of pergolas, awnings, water tanks, hot water-heaters, air-conditioners, verandas, etc.; or if landscaping work or gardening work is performed which raises the level of the soil or paths adjacent to the protected structure.
- ☐ on required actions to minimize future termite risk to the building, e.g. drainage, air-flow, planting of trees, storage, fencing, effects of trees and stumps, etc.
- ☐ on what to do if they find live termites around the property or in the property.

NB In most circumstances, termite management system certifications and warranties are not usually transferred or activated until payment for the works has been received by the termite management system installer.

15. Life Cycle Considerations

Building owners and managers also have special roles and responsibilities under this Code .

Even when design professionals and/or building contractors recommend particular systems, they should educate and inform themselves before making a final decision on which termite management system to use. Most information owners require can be (and must be) made available by termite management system installers, distributors or manufacturers.

Such information should include indicative costs and describe how systems work, any implications for building design or construction, and requirements for ongoing inspections, servicing and maintenance.

Qualified termite management system installers must fully inform owners – 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 need for reinstallation and/or replenishment to maintain the integrity of the system(s).

NB. The life expectancy of all approved systems installed under this Code must be at least 50 years which could involve maintenance as recommended by the manufacturer to retain effectiveness.

16. Environmental Hazards

Termite management systems may be damaged by events such as ground movement, floods or fire.

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

17. Building Elements of Special Importance

Under this Code, 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.

Examples of areas that need special attention include, but are not limited to:

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

These items may contribute to concealed termite entry so provision for inspecting for evidence of termite activity must be provided, usually by way of a gap of at least 25mm.

Where additions are added after the initial construction, building owners should ensure the termite management system installer is informed as soon as possible so they can take any required remedial action.

17.1 Retaining walls – special note

Retaining walls constructed of masonry or block work are considered prone to termite incursion. Even core-filled retaining walls may still permit termite entry.

Solid concrete retaining walls require protection at joints and penetrations.

The relevant waterproofing and construction techniques, under the BCA, needs to be installed and maintained.

17.2 Inspection zones

Inspection zones are unobstructed spaces over which subterranean termites will build ‘mud’ tunnels 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 managed.

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’ installation manual and should be maintained at all times.

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 400 mm clearance from the lowest timber and the foundation (soil/concrete).

18. Sheet Materials Termite Management Systems

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

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 registered by the APVMA and installed as per the Directions for Use on the registered label.

Systems with 'CodeMark® ' accreditation, have passed stringent independent assessment protocols confirming compliance with the BCA, and confirm installation by trained, qualified termite management system installers.

19. Reticulated Termiticide Management Systems

Reticulated termite management systems are typically deployed under concrete slabs and around structural external perimeters to provide a zone of pesticide-treated soil under and around the buildings to deter against concealed termite entry.

Reticulated termite management systems allow liquid termiticides to be replenished to provide long-term active management of the buildings.

Such systems may be replenished with a termiticide approved by the manufacturer. Termiticides used must have current registration with APVMA and be used in accordance with the registered label. Some labels allow different strengths of termiticide mixture to be used, which each have different life expectancy.

In addition to the documentation required with other termite management systems, reticulated systems require, at the time of installation, details of each run of pipe, volume of and brand of termiticide mixture applied (including the name of the active constituent), and the application pressure required for reapplication.

Building owners must ensure regular inspections and replenishment of reticulated systems are carried out as per the termite management system installers advice - normally every three (3) to five (5) years - if they are to maintain active termite management for their building using this method.

20. Termite Management Recording

RECORDS OF TERMITE MANAGEMENT

Under this Code, Pest Managers must provide their clients or their agents with comprehensive '*Records of Termite Management'* at each stage of any termite management process.

Copies of all records of termite management should also be kept by Pest Managers.

Appendix C provides a full and comprehensive list of information required to appear on all records of termite management.

DURABLE NOTICES

As well as records of termite management, Pest Managers must also ensure they prepare a 'durable notice' attesting that timber pest/termite inspections and termite management treatments have been carried out. Such durable notices must be permanently fixed to buildings in both secure and prominent locations, such as electricity meter boxes.

Appendix C also provides a full list of information required to appear on each 'durable notice'.

Durable notices should be clearly written, on and using materials that will not deteriorate or fade over time, so they can be easily accessed and read by future building owners and/or occupiers.

21. Fees

Signatories of this Code of Practice, who are not members of AEPMA, shall pay an annual Code participation fee of $500 (inc. GST). Where a non-member signatory has more than one office/franchise, a fee of $150.00 (inc. GST) is required for each additional business location.

Code Signatories who are members of AEPMA shall pay no initial annual Code participation fee. 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 review of the application for participation in this Code.

Fees will be reviewed annually and can be varied from year to year at the discretion of the Administration Committee. Should this position change, AEPMA members and other Code Signatories will be notified within 14 days of the decision being made to change the fee structure.

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 termite management systems are adequately trained and accredited to perform the required work in accordance with the Code;

(ii) allow accreditation of companies/firms to the Code providing they have adequately trained personnel;

(iii) undertake, organize and/or approve of training courses to ensure meet the requirements of the Code;

(iv) coordinate with companies and individuals who seek accreditation to the Code, and provide appropriate and ongoing training programs to ensure ongoing continuous improvement of services provided to the public and other stakeholders;

(v) have the sole discretion to determine whether a company, or individual, has adequately trained personnel to satisfy delivery of the Code;

(vi) ensure that unless personnel are appropriately trained, a company/individual is not accredited to use 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.

AS2870-2011 Residential slabs and footings
Standards Australia, Sydney

AS3600-2018 Concrete structures
Standards Australia, Sydney

AS3660-2014 Termite management Part 1: new building work
Standards Australia, Sydney.

AS3660 -2014 Termite management, Part 3: Assessment criteria for termite management systems
Standards Australia, Sydney

National Construction Code (NCC)
Australian Building Codes Board, Canberra.

AS 10002-2022 Guidelines for Complaint management in organizations.
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 ISO 9000 and ISO 14001.
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 owners and managers	People or entities that either own or have primary responsibility for managing buildings on behalf of owners, who commission, contract out, and pay for building design, construction and maintenance.
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 intent to observe and adhere 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 subcontractor 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 conceptualized 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, tiles or 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 25mm and typically 75 mm high or wide, constructed or applied around a building perimeter or subfloor member over which termites must travel over to reach susceptible timbers and building interiors. Termites which bridge inspection zones should 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, 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	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: http://training.gov.au.
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 tenants and, where properties are used to provide services, business personnel 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 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	Termite system manufacturers' recommendations as to how often prescribed services to and inspections of systems need to be carried out (for at least 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 their label directions.
regulatory bodies/regulators	Government (federal, state and local) agencies and their employees/officers responsible for developing, communicating and enforcing rules, regulations, and 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 *ant cap*.
structural elements	Components of a building which support vertical and horizontal function, integrity and non-structural elements.
structural frames	Strong framework made, generally from concrete, 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, checking and/or replenishment to ensure continued system integrity and that termites have not breached or bridged the system and gained entry into the building.
termite management	The management of: ● all aspects of termite behaviour, termite environments, termite colony function and development; and ● all aspects of buildings and materials which can be potentially attacked by termites; in order to minimize the risk of attack and damage caused by termites.
termite management systems	Systems installed to prevent the concealed entry of termites into buildings.
termite management systems for new buildings (buildings under construction)	One or a combination of systems 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 specialized 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. This Code only deals with subterranean termite management.
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 http://www.training.gov.au
concealed access	Term 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	In contract law, a **warranty** 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. 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. 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.
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.

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)*

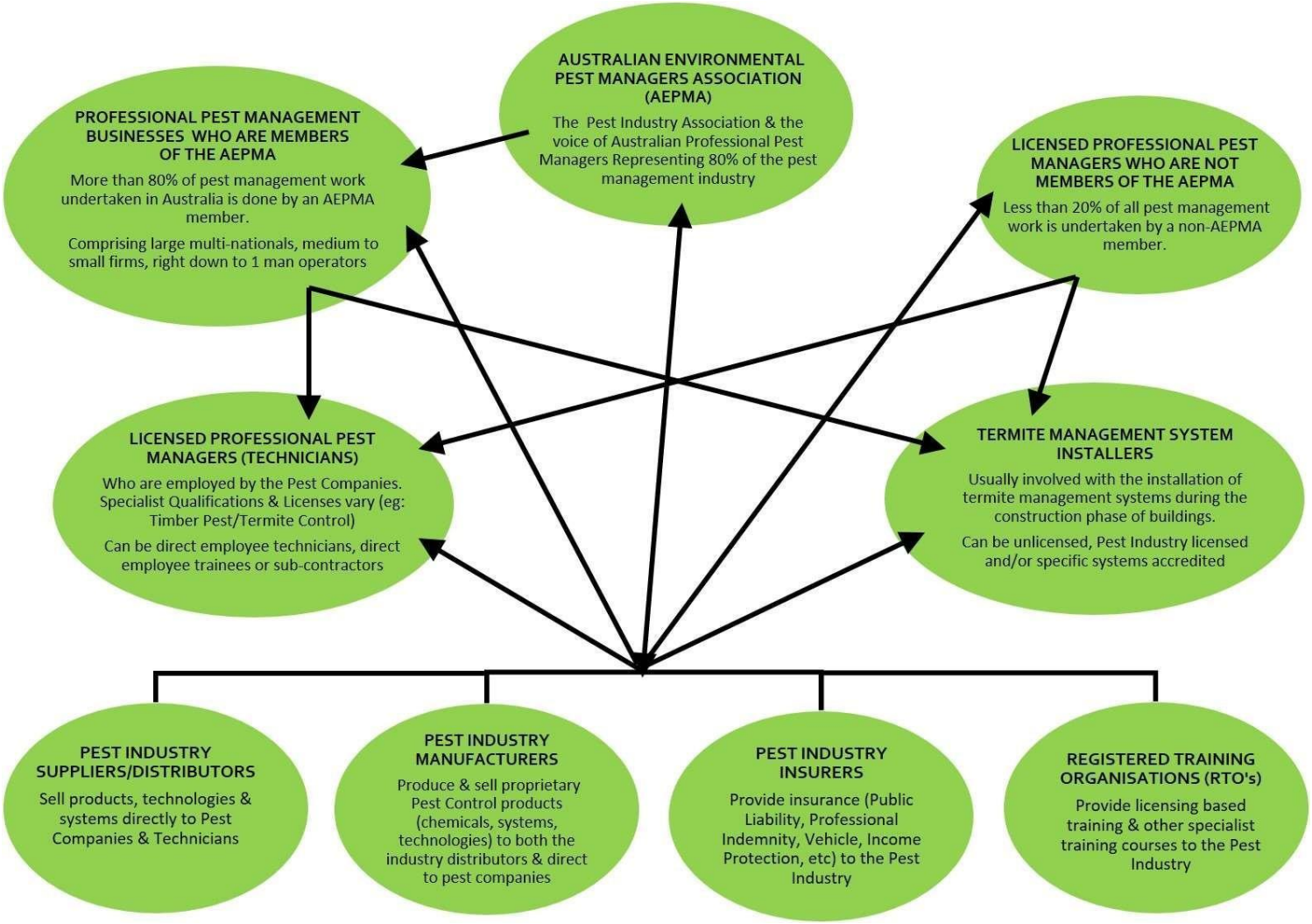
of, *(insert installer company name)*
(insert installer company address)

confirm our intention to follow the **AEPMA's Industry *Code of Best Practice for Termite Management During 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



APPENDIX C

‘CERTIFICATES OF TERMITE MANAGEMENT’ AND ‘DURABLE NOTICES’

Details required for a ‘Certificate of termite management’

- Company name & details
- Technician name/s and license details
- Methods of control options employed
- Date of treatment
- Products used
- Rate of application (if required)
- Volume (if required)
- Amount of concentrate (if required)
- Site plan identifying areas treated
- Limitations
- Recommended future inspection frequency
- Maintenance requirements

Details required for a ‘durable notice’

A durable notice must be permanently fixed to the building in a prominent location, such as in a meter box or the like, indicating:

- termite management system used;
- date of installation of the system;
- where a chemical is used, its life expectancy as listed on the APVMA registered label;
- installer’s or manufacturer’s recommendations for the scope and frequency of future inspections of termite activity;
- details of the installation company, including contact details.

The notice should be legible, on a material that will not deteriorate easily and can be understood by property clients and Pest Managers.

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)

Australian Environmental Pest Managers' Association Ltd

ABN 92 003 476 293

GPO Box 3102, Hendra QLD 4011

Unit 6/12 Navigator Place, Hendra QLD 4011

Phone: 1300 307 114 or (07) 3268 4210

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