CCPi CODE FOR CONSTRUCTION PRODUCT INFORMATION

The Code for Construction Product Information for Merchants & Distributors

Assessment

Onboarding Guide for Merchants & Distributors

Version: 2026

A step-by-step guide to your CCPI continuous improvement journey raising the bar in terms of Product Information clarity, accuracy, recency, accessibility and unambiguity.

Contents

1. Welcome to the Code for Construction Product Information
2. What the CCPI Mark and Assessment means for Manufacturers
3. What the CCPI Mark and Assessment means for Merchants & Distributors
4. The ‘5 Why’s’ of CCPI
5. How it works
    1. Registration & onboarding
    2. Organisation Assessment process
    3. Reporting & continuous improvement
    4. Use of the Assessment Mark
6. Our Demand Side Supporters
7. Our Trade Associate Supporters
8. The 11 clauses of the Manufacturers Code
9. The 4 clauses of the Merchant & Distributors Code
10. Fees & next step

Code for Construction Product Information Mark

Manufacturers of Construction Products who choose to sign up to the "Code for Construction Product Information", are agreeing to abide by the clauses in this code to give greater confidence to those in the supply chain using their Product Information, that it is clear, accurate, up-to-date, accessible, and unambiguous.

The Product Information can therefore be relied upon with greater certainty when making decisions about using those Construction Products at any stage of design, specification, installation, use, maintenance and disposal.

Delivering Continuous Improvement – the assessment in an ongoing commitment and renews every two years.

Completed CCPI assessment means: that **the product information and marketing**, for a specified group of products – 'a product set', **has been independently assessed to conform with the relevant clauses and minimum requirements of the CCPI.** This is not a guarantee, registration and assessment with CCPI is a commitment to continuous improvement.

CCPI Merchants and Distributors Version

- Merchants and Distributors play a critical role in the supply ecosystem of construction products and managing product information.

- The **4 Clause CCPI Merchants and Distributors Code Version should be read in conjunction with the 11 Clause Code for Construction Product Information – Manufacturer Version** to understand the full extent of the Code.

- Merchants and Distributors of Construction Products who choose to commit to the "Code for Construction Product Information – Merchant & Distributor Version" and become **CCPI Assessed**, are **agreeing to be assessed against the Code to show that their leadership & culture in relation to delivering clear, accurate, up-to-date, accessible and unambiguous product information permeates throughout the business and that their product information management systems and processes support the principles of the Code.**

5 reasons why CCPI is becoming a ‘must have’ for companies…

1. **Government calls for adoption of CCPI & regulators recognise CCPI**
   - The White Paper clearly sets out a clear direction of travel for construction product reform and **strongly highlights and signposts CCPI**.
   - There are a number of clear references to CCPI and clear recognition of the importance of the CCPI
   - CCPI has been publicly referenced by the National Construction Product Regulator and is also recommended in CLC Guidance Note 9 for New Higher Risk Buildings

2. **Customers/Demand-side want it** – see current list
3. **Major reports since Grenfell Tragedy raised consistent concerns about product info and marketing practices**
   - **Significant issues** with construction product information management and marketing
   - Related **culture and behaviours** of manufacturers and suppliers have **consistently and stridently** been raised in **all major reports** since the Grenfell Tragedy

5 reasons why CCPI is becoming a ‘must have’ for companies…

4. Here to help & build trust & confidence

- Conformance with the CCPI helps to give greater confidence in product information. Not a guarantee, registration with the CCPI is about driving change and continuous improvement.
- CCPI relates to all claims including safety, performance and environmental and sustainability
- The Grenfell Inquiry Report highlights ‘greed’ and ‘dishonesty’ - leadership and culture of manufacturers as well as continuous registration is a key part of the CCPI assessment

5. Delivers real added value for companies

- 96% Strongly Agree or Agree CCPI gives their company opportunity to showcase they are leading on product information management and marketing to the highest standards
- 95% Strongly Agree or Agree CCPI has helped them from an organisational perspective to develop better system and process for managing product information and marketing

Summary of approach to CCPI Merchants & Distributors Code Assessment

Distributor registers with CPI Ltd. (at Ltd company level)

Note: The CCPI Distributors and Merchants Mark may only be used in accordance with guidelines and once the full assessment process has been completed.

CPI Assessment portal opens

1. Leadership & Culture Survey
2. Management of Product Information (Incl. assessment of processes & samples of company & customer Product Information)
3. Organisation Assessment
4. Participation in bi-annual CCPi Product Information M & D Group

CPI Assessor

Remain registered to respond to updates/issues

CCPi MERCHANT

CCPi DISTRIBUTOR

How it works – organisation assessment

Registration

- T&C's
- Organisation Structure
- Onboarding to Portal

Leadership & Culture Survey

- Identify correspondents
- Links to survey sent
- Test the Merchant & Distributors employee's perceptions and practices against known cultural indicators
- Track completion

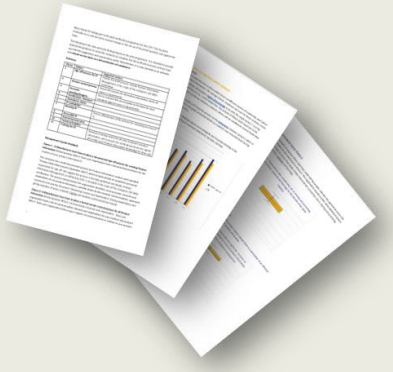
Product Information Management System

- Upload documented system
- Assess the Product Information management system against the 4 clauses of the Code
- Competence/training
- Evidence of use

How it works – reporting & continuous improvement

Organisation Assessment

- Narrative analysis of the results of the Leadership and Culture Survey
- Narrative analysis of the results of the sampling of Product Information
- An assessment of the organisations Product Information management system conformance with CCPI
- Feedback of results to Senior Leadership



Participation in CCPI Product Information M & D Group

- Supporting the development & adoption of the M & D Code
- Commit to drive CCPI adoption through the supply chain
- Attend twice-yearly CCPI event with all other M & D's committed to the Code to develop opportunities to drive forward delivery of all **Product Information** to be Clear, Accurate, Up-to-Date, Accessible and Unambiguous
- Help drive continuous improvement in the way that **Product Information** is published

Assessment fees

The Fee is paid every two years:

- **Registration and Organisation Assessment Fee –** invoiced once the organisation has submitted billing and preliminary information; covers registration with CPI Ltd. for up to 2 years

Re-registration

- An Organisational Reassessment is required very two years including a new Leadership and Culture survey and an update or validation of management systems submission – this will be reassessed by an Assessor to ensure continuing registration

- **CPI Ltd is a not-for-profit organisation.**

How to use the Assessment Mark

- Internal communications – Your team have been instrumental in obtaining your CCPI Assessment – help them to communicate the robust nature of the Assessment and strength that the Mark brings to your Product Information when communicating externally
- External communications – use CCPI in when talking to specifiers, buyers & clients, websites, social media, literature, point of sale
- Specification – quotations, systems
- Supply chain – all touch points
- Tender inclusion

Supporters that have pledged to favour CCPI Assessed Products – our strategic supply chain partners

The first companies to step up and become CCPI Demand-Side Supporters:

- Berkeley Homes PLC
- Barratt Developments PLC
- Morgan Sindall Group,
- Mace Group,
- Persimmon Homes,
- Skanska UK
- Kier Group
- Murphy
- Bellway Homes
- Robert McAlpine PLC
- BAM UK
- Canary Wharf Group
- Lyons and Annoot
- Consort Insurance
- Communities and Investment Housing Consortium (CHIC) – procurement framework provider
- McLaren Construction
- Multiplex
- Currently engaging with procurement frameworks, warranty providers, investors,
- clients, specifiers, architects, consultants, installers....

A growing community of trade supporters – CCPI Trade Associates

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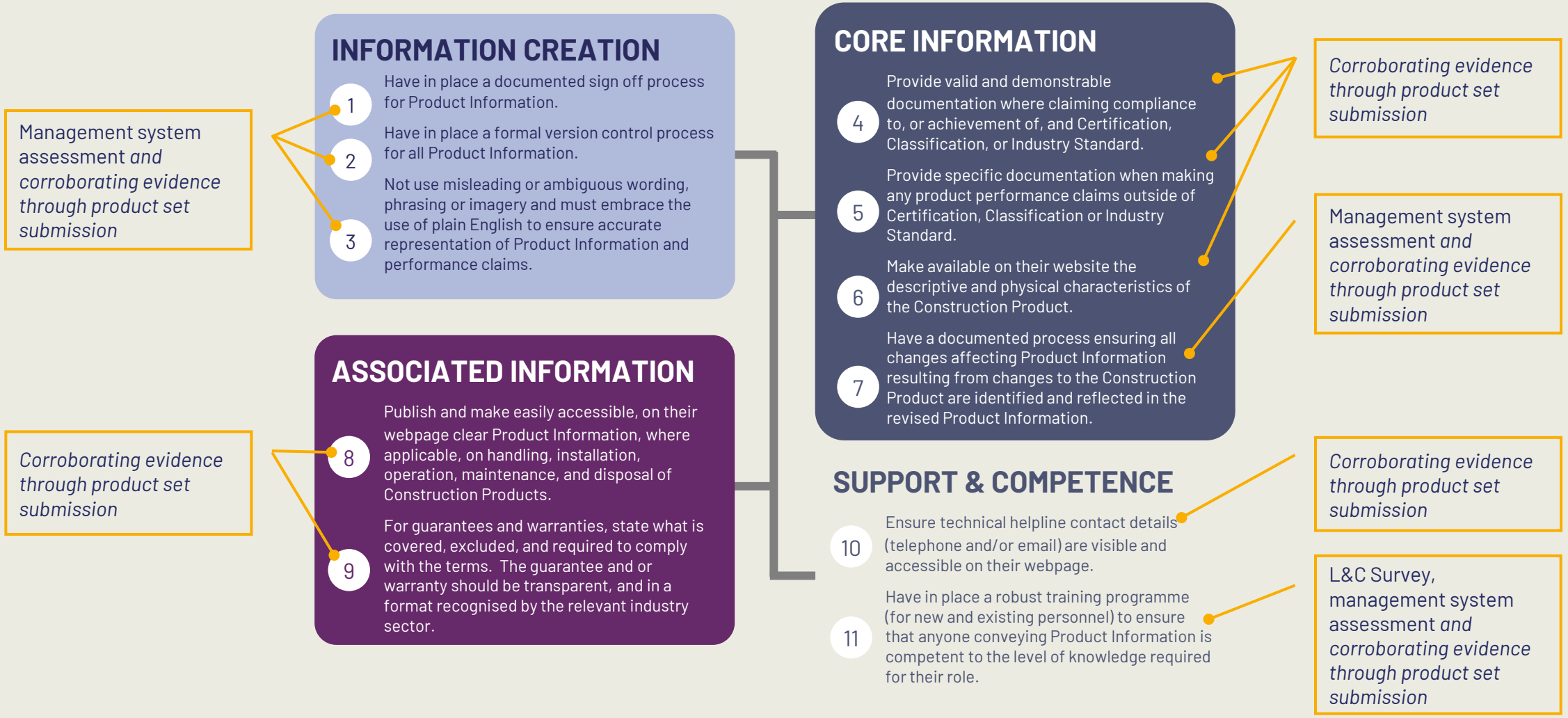
Code and assessment process - Manufacturers version



Code and assessment process - Merchants & Distributors

INFORMATION CREATION

1. **Have in place a documented sign off process for Product Information.**
2. **Have in place a formal version control process for all Product Information.**
3. **Not use misleading or ambiguous wording, phrasing or imagery and must embrace the use of plain English to ensure accurate representation of Product Information and performance claims.**

CORE INFORMATION

4. Provide valid and demonstrable documentation where claiming compliance to, or achievement of, and Certification, Classification, or Industry Standard.
5. Provide specific documentation when making any product performance claims outside of Certification, Classification or Industry Standard.
6. Make available on their website the descriptive and physical characteristics of the Construction Product.
7. Have a documented process ensuring all changes affecting Product Information resulting from changes to the Construction Product are identified and reflected in the revised Product Information.

ASSOCIATED INFORMATION

8. Publish and make easily accessible, on their webpage clear Product Information, where applicable, on handling, installation, operation, maintenance, and disposal of Construction Products.
9. For guarantees and warranties, state what is covered, excluded, and required to comply with the terms. The guarantee and or warranty should be transparent, and in a format recognised by the relevant industry sector.

SUPPORT & COMPETENCE

4. **Must take responsibility to ensure their people are competent for the role being undertaken, & that access to advice is straightforward. Particular attention should be paid where a team member is or is not competent to provide specific Product Information as as they are aware of their limitations.**

Must have in place a training programme to ensure anyone conveying Product Information is competent to the level of knowledge required for their role.

Assessment fees

Fees are paid prior to commencement of submissions:

- **Registration and Organisation Assessment Fee -** invoiced once the organisation has submitted billing and preliminary information; covers registration with CPI Ltd. for up to 2 years
- **Product Set Assessment Fee** – opens following Organisation Assessment, fee is payable based on Product Set(s), individual product numbers in the set(s) and a product risk factor; covers the use of the product assessment mark for assessed product set(s) for up to 2 years.

Company Turnover	Organisation Assessment Fee (2 years)
£0 to £3.99m	£3,150
£4m to £99m	£5,750
£100m to £249m	£6,850
£250m to £499m	£8,400
£500m to £949m	£10,000
Over £950m	£12,650

What's next?

- Don't wait! We will help you through the process – please take the first step on the journey here
- The Code and Code Guidance
- For questions, please refer to the FAQ's or contact enquiries@cpicode.org.uk
- Words and Phrases to Avoid – click here
- Register for our mailing list here