



13 February 2012

### **National Communiqué No 001**

Dear All,

I cannot believe that we are already approaching the end of February 2012. I have therefore been with the ITC-SA for nearly six months already and it still feels as if it was yesterday when first I walked into my office in Isando.

Since this is our first communiqué for the 2012, allow me to wish you all a prosperous year full of blessings and growth in all areas of your life and business. The business and economic predictions seem to favour growth and we see a lot of positive developments that can support these expectations.

At ITC-SA, we will be entering a new phase in our business life. The re-structuring has been completed, and we have started with our new structure and operational plans as from the 1<sup>st</sup> of January 2012. Again, I stress that the changes that have been put in place, are intended to create positive spin-offs and the level of service that members previously received will only be increased and bettered. In this regard, we confirm that we always remain open for positive criticism and recommendations on how to serve our members better.

Also, the ITC-SA Executive Committee and Board Meetings that will take place on the 21<sup>st</sup> of February 2012 will provide approval for a number of new initiatives that have been planned, and which will then be included in our strategic objectives that we want to attain over the short to medium term. A communication will be send out after the Board Meeting, and as they say in the movies....just watch this space!

Back to business, the ITC-SA have received a substantial number of complaints from competing Fabricator Members regarding unethical conduct and pricing practice in the industry. We noted the complaints, and will during the annual auditing of Fabricator Members pay specific attention to the areas of concern that were highlighted to ensure that proper regulation of members become standard practice.

One of the pricing related complaints was followed up, and it was purported that wind loading requirements as per SANS 10160 was omitted by certain designer/estimators working for Fabricator Members, to allow for a better bottom line cost and to ensure that quotations are accepted based on the lowest quote. This is a dangerous practice, which will have serious consequences for the ITC-SA and the industry at large. We ask that all designer/estimators be informed about this seriousness of manipulating the systems software to benefit the Fabricator Members.

Last year, at most interactions with ITC-SA members, I have been posed with the question of what does the ITC-SA do for me. This is a most relevant question, and I have decided to compile a list of benefits that Membership to the ITC-SA brings:

#### **1. ITC-SA raised the standards in the roof truss industry**

- ITC-SA has recognition by industry stakeholders and who support the Institute for its regulation of its members in the built environment.
- In certain Municipal Areas, non ITC-SA members are not allowed to practice or to do work.

#### **Directors:**

R.C. Adams (Chairman)  
J. van der Westhuizen (Deputy Chairman)  
F.C. Wagenaar (Executive Officer)  
E. Piyackis\*, N.A. Lawrence, P. de Villiers  
M.G. Ferreira, V.R. Booth\*\*, I. Keevey  
L.J. Cotton, C.D. Hobson, W.J. Slabbert, S. Auret  
R. Hahndiek, F. Smit, J.R. Naik, S.S. Meiklejohn\*\*  
\*Greek \*\*British

**2. ITC-SA regulate its members**

- ITC-SA regulates ITC-SA registered fabricators, erectors, and inspectors.
- ITC-SA prescribes to a disciplinary code that can cause the removal of defaulting members.

**3. ITC-SA promotes its members**

- ITC-SA promotes its members by representation at public forums.
- ITC-SA promotes its members by the published media.
- ITC-SA promotes its members by partaking in exhibitions.

**4. ITC-SA ensures high standards in the design, manufacturing and erection of roof trusses**

- ITC-SA remains involved in the establishment of SANS Codes for Design and Material Specifications, ensuring relevant standards, and compliance with best international and local practice.
- ITC-SA audits system members to ensure compliance with SANS documents.

**5. ITC-SA enables members exposure to international standards and best practice**

- Due to systems affiliation with big international conglomerates, international exposure is possible.

**6. ITC-SA ensures constant research and development on systems and products**

- ITC-SA is constantly reviewing best practice and has learned institutional support in the research and development of best practice prescriptions.
- ITC-SA research is not constraint by theoretical assumptions and analysis, but also by physical testing in accredited laboratories providing best outcomes at affordable costing for the Fabricator Members.

**7. ITC-SA ensures interaction with industry stakeholders**

- ITC-SA participates in industry platforms where industry standards are work shopped and refined (i.e. SABS/Agreement Board of SA/Dept of Human Settlement etc.)
- ITC-SA participates in industry platforms where industry regulation is discussed and defined (i.e. NHBRC/ECSA/SACAP/SACQP etc.)

**8. ITC-SA provides for complaints handling**

- ITC-SA provides for a complaints handling service and where all rights are protected.
- ITC-SA can mediate/ conciliate to resolve disputes with consumers.

**9. ITC develops training material**

- ITC-SA develops, maintains and upgrades training material for designers, fabricators and inspectors.

**10. ITC-SA trains designers, inspectors and erectors nationally**

- ITC-SA facilitates the training of designers, fabricators and inspectors.

**11. ITC-SA provides Certificates of Competence**

- ITC-SA provides for recognition of competence by issuance of Certificates of Competence to members that meet our stringent criteria.

**12. ITC ensures correctly graded and treated timber available and used**

- ITC-SA contracts with SABS and SATAS to audit fabricator members to ensure compliance with the industry structural and treatment requirements.

**13. ITC enforces a Code of Ethics on its members**

- ITC enforces a code of ethics and to which all members have to subscribe.

**14. ITC-SA enforces a Code of Conduct**

- ITC-SA enforces a Code of Conduct to which all members have to subscribe.

**15. ITC-SA provides localised member support**

- ITC-SA has a Regional network of Branch Offices to allow for localised interaction and support to fellow members.

As can be seen from the above listed benefits, the ITC-SA is a well recognised authority, and with entrenched membership in all decision making forums, it ensures that the organisation remains relevant, focussed, and its membership base protected. The ITC-SA also continuously offers its expertise and time to industry stakeholders to ensure that representation is seen to be adding value, and that its membership interests are considered when decisions are made.

I close, and invite you to correspond with me on issues of concern, or any recommendations that the ITC-SA may want to consider to grow and better itself for the interest of its loyal membership.

Kind Regards

**Fred Wagenaar**  
**Executive Officer (ITC-SA)**