





## Vision and Mission

**The Association of Interior Specialists' vision is to be the pre-eminent interiors association, recognised in its business for the quality and excellence of its membership.**

Our mission is to:

- Raise, maintain and ensure continuity of standards;
- Be a source of quality membership;
- Provide a single voice and industry leadership for the interiors sector;
- Encourage and promote the use of members' products and services; and
- Provide benefits to and represent the interests of members.

## Code of Conduct

We require our members:

- To conduct their business in a manner that reflects credit on the AIS and themselves.
- To adopt and commit to the principles and practices laid down by the AIS.
- To act with the utmost integrity towards others and exercise high standards of business practice and workmanship.
- Not to mislead clients, architects or other employing bodies by fact or implication as to the performance of their products or systems.
- To ensure that they are conversant with and adhere to relevant British Standards (and, where appropriate, international and European Standards) and other relevant technical standards, regulations and practices.
- In so far as they are able, to ensure that their products or systems are tested and / or comply with the recognised Standards specified by the client or statutory authority.



## Serving the interiors sector

The **Association of Interior Specialists** represents the whole spectrum of those involved in the manufacture, supply and installation of all aspects of interior fit-outs and refurbishment.

Our members are throughout the supply chain – from main interior contractors to specialist fit-out contractors, from interior systems manufacturers to distributors, from space planners to quantity surveyors, and so much more.

In response to changing technology and the needs of clients and specifiers, we continue to broaden the AIS membership base to embrace the total interiors environment.

AIS members operate in retail and commercial offices, the public sector, banks and building societies, hotels and leisure facilities, hospitals, schools, factories and warehouses, airports and so on. Most work nationally and an increasing number operate in Europe and beyond.

### Quality Membership

AIS membership is not automatic and applicants are subject to strict vetting procedures. In the case of contractors, this includes inspection of recent contracts to assess workmanship standards. On being accepted into membership of the Association, members agree to abide by its code of conduct and conditions of membership.



## Benefits to Specifiers

Representing all aspects of contract interior fit-outs, the AIS provides specifiers with a single source of interior specialists serving the industry. We actively promote good practice in the interiors sector to enable clients to achieve the high quality projects to which they aspire, and are keenly involved with industry training and health and safety issues. We provide technical and product advice and operate an independent specialist advisory service for problem installations.



Our specifying magazine *Interiors Focus* includes a categorised membership directory and is free to architects, interior designers, facilities and premises managers, main contractors and other key specifiers. The directory is also available online at [www.ais-interiors.org.uk](http://www.ais-interiors.org.uk). The AIS publishes good practice guides for relocatable partitioning and suspended ceilings, a health and safety handbook to promote safe working practices and information sheets on topics relevant to the interiors sector.



## Commitment to Customers

The AIS requires that the quality of materials, service and workmanship provided by its members is of a high standard.

The commitment to customer care begins before work commences on site through the provision of practical and technical advice by experienced personnel at the planning and design stage. This commitment continues through installation to timely completion and thereafter to ensure successful use by the customer.



## Quality Management

Underlying the Association's aims is the acceptance that those wishing to use or specify a product or service will expect providers to demonstrate their ability to deliver to the requisite standards. Many members do this by having in place a formal quality management system such as BS EN ISO 9000 – a widely accepted international mark of quality control – or have chosen total quality management (TQM) as the appropriate route, coupled with a policy of continuous improvement.

Others do so by referring to satisfied customers and demonstrating adherence to British Standards and codes of practice.

## **AIS Helpline and Online**

Help and advice is available to specifiers on many aspects of commercial contract interiors from the AIS helpline or by visiting our website for further information or to access its powerful interactive membership directory.

### **AIS helpline**

**0121 707 0077**  
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### **AIS website**

**[www.ais-interiors.org.uk](http://www.ais-interiors.org.uk)**  
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All projects shown are winners in the AIS Contractors Awards scheme, first held in 1999. The Awards are presented annually to promote and encourage high levels of craftsmanship in a variety of ceiling, partitioning, operable wall and interior fit-out categories.



### **Association of Interior Specialists**

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