



PIRB Company Registration – Terms and Conditions

1. Registration Requirements

1.1. Company registration with the Plumbing Industry Registration Board (PIRB) is free of charge. However, to remain active, each company must employ at least one PIRB-licensed plumber whose status is also active and who is registered under the company's profile.

1.2. Only licensed plumbers who are actively registered with PIRB are authorised to log PIRB Plumbing Certificates of Compliance (CoCs).

1.3. Registered companies are authorised to purchase electronic CoCs and allocate them internally to their PIRB-licensed plumbers. Individual licensed plumbers also retain the right to purchase their own CoCs.

1.4. The Company explicitly acknowledges and accepts the PIRB's disciplinary policies and procedures applicable to PIRB-registered plumbers. The Company commits to rectify any aspect of plumbing work, done by PIRB-registered plumbers in their employ, and which is identified as non-compliant according to standards, regulations, or PIRB audit outcomes. This commitment applies regardless of whether the original plumbing work was performed by a licensed plumber, operating under the company's authority. The company understands that failure to comply with rectification directives may result in disciplinary actions, including possible suspension or termination of PIRB registration.

2. Company Profile Management

2.1. Companies are responsible for maintaining accurate and current information on their PIRB profile, including, but not limited to:

- Areas of service
- Specialised services offered (e.g., leak detection, solar heating)

Tel: 0861 747 275 Fax: 0866 927 230
Email: mail@pirb.co.za

Physical Address
164 Ruimte weg
Wierda Park
0157

Postal Address
P.O. Box 680
Wierda Park
Centurion, 0149

www.pirb.co.za

PIRB (Plumbing Industry Registration Board) NPO
Reg. No. 2009/008596/08

NPO Reg. No. 256-359 NPO

SAQA Professional Body
Recognition Number:
PIRB831



2.2. Companies acknowledge that accurate profile information enables better consumer search results and business visibility.

3. PIRB Code of Conduct

By registering, companies commit to upholding the PIRB's Code of Conduct, including:

3.1. Professionalism: Operating transparently, fairly, and honorably in all business dealings.

3.2. Compliance: Actively ensuring plumbing works comply with national and local regulations, including the Water Service Act (1997, amended 2001) and applicable SANS standards.

3.3. Health & Safety: Maintaining high standards of occupational health and safety to ensure the wellbeing of all employees, customers, and the community. Companies shall ensure appropriate safety measures, equipment, training, and procedures are implemented consistently and reviewed regularly in line with regulatory requirements.

3.4. Skills Development: Actively promoting skills development in line with the National Skills Act.

3.5. Industry Engagement: Participating proactively in discussions regarding industry improvements, without political or commercial bias.

3.6. Certification Obligations: Issuing PIRB Plumbing CoCs accurately and in strict compliance with prescribed requirements.

3.7. Reputation and Conduct: Refraining from making any statements or taking actions that could bring the PIRB into disrepute or negatively affect fellow plumbers or the plumbing industry as a whole.

3.8. Companies agree to issue a PIRB Plumbing Certificate of Compliance (CoC) promptly upon request from any client for plumbing works conducted by PIRB-licensed plumbers in their employ. This obligation applies irrespective of whether the client explicitly requested a CoC prior to the commencement of work, provided the work falls within the scope of work that requires certification.

3.9. Companies commit to adhering strictly to the PIRB Code of Conduct, maintaining compliance and professional standards for all plumbing work performed. This responsibility extends to all work executed under the company's name or authority, irrespective of whether the plumbing services were conducted directly by a licensed plumber, supervised personnel, employees, subcontractors, or third parties engaged by the company. The company acknowledges full accountability for upholding these standards across all work associated with its registration.

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4. Job Management System (JMS)

4.1. Companies acknowledge that the Job Management System (JMS) is integrated with the PIRB Audit-IT system and is provided as an optional, opt-in service.

4.2. Selected features of the JMS are free to use provided that the company maintains at least one active PIRB-licensed plumber in its employment. Free access is limited and directly linked to the number of PIRB-licensed plumbers employed by the company. Specifically:

- Companies employing one registered plumber receive up to three free JMS user accounts.
- Additional registered plumbers employed by the company entitle the company to an increased number of free JMS user accounts proportionally.
- Companies requiring additional JMS user accounts beyond their allocated free quota, without increasing their number of registered plumbers, will incur charges.

4.3. Companies explicitly acknowledge that if they do not have any active PIRB-licensed plumbers employed, their free JMS access will automatically be suspended and revert to a pay-for-use option. PIRB takes no responsibility for any costs or consequences arising from this suspension of the Company's access.

4.4 Companies acknowledge that while many features within the JMS are available free of charge, there are optional, premium features and services available for purchase or at a fee.

4.5. Companies can use the JMS to manage job-related data, including, but not limited to job management and dispatching, quotes, pricing, invoicing, and scheduling.

4.6. Companies accept full responsibility for the accuracy, protection, and appropriate management of sensitive information entered into the JMS.

4.7. PIRB bears no liability for data misuse, errors, inaccuracies, or losses resulting from the company's use of the JMS.

5. Protection of Personal Information (POPIA Compliance)

5.1. Companies acknowledge that, through the use of PIRB and Audit-IT/JMS systems, personal and sensitive business data may be collected and processed.

5.2. PIRB commits to treating all personal information with confidentiality and in strict accordance with South Africa's Protection of Personal Information Act (POPIA).

5.3 PIRB commits to using third-party service providers, essential to the functioning and further development of the JMS and PIRB's operations, that also commits to treating all

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personal information with confidentiality and in strict accordance with South Africa's Protection of Personal Information Act (POPIA).

5.3. Companies remain solely responsible for ensuring the security, accuracy, and lawful processing of their own data and information entered into the PIRB and Audit-IT/JMS systems.

5.4. PIRB shall not be liable for any unauthorised access, misuse, alteration, or loss of company data resulting from the company's own management or misuse of system access credentials or internal controls.

6. System Use and Misuse

6.1. Companies acknowledge that the use of the PIRB's Audit-IT/JMS platform is entirely voluntary (opt-in).

6.2. Companies accept sole responsibility for ensuring the legitimate and appropriate use of these systems.

6.3. PIRB retains the right to suspend or terminate access if a company is found abusing, misusing, or exploiting PIRB's systems in a manner contrary to their intended purpose or PIRB's Code of Conduct.

6.4. PIRB reserves the right to publicly disclose suspension or termination actions along with reasons for such actions.

7. Company Liability and Accountability

7.1. Companies acknowledge and accept liability for costs and resolution efforts in the event of complaints resulting from failure by their licensed plumbers to issue CoCs or from plumbing work that breaches the PIRB Code of Conduct or applicable regulations.

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