



16th October 2025

NATIONAL CONSUMER COMMISSION

Attention: The Acting Commissioner:

Mr Hardin Ratshisusu

Dear Mr. Ratshisusu

SUBJECT: APPLICATION BY THE PLUMBING INDUSTRY REGISTRATION BOARD (PIRB) FOR RECOGNITION AS A CONSUMER PROTECTION GROUP (CPG)

The Plumbing Industry Registration Board (PIRB) is pleased to submit this formal application for recognition as a Consumer Protection Group (CPG) in terms of Section 78 of the Consumer Protection Act, 2008 (Act No. 68 of 2008).

As a SAQA-recognised professional body, PIRB has, since 2012, worked in the public interest to uphold professionalism, technical competency, and accountability within South Africa's plumbing industry. Through our national auditing programme, consumer awareness campaigns, and collaborative partnerships with the Institute of Plumbing South Africa (IOPSA), Consumer Goods and Services Ombud (CGSO), and other regulatory stakeholders, PIRB has established an extensive infrastructure for protecting consumers and promoting lawful conduct.

However, the industry continues to face a growing scourge of non-compliant products and unethical practices that threaten consumer safety, public health, water conservation, and the viability of compliant local manufacturing. The absence of a coordinated enforcement mechanism has created a gap between what the law requires and what happens in the market.

Through this application, PIRB seeks to formalise its proactive consumer-protection role as a recognised Consumer Protection Group providing the NCC with a trusted, sector-based partner capable of:

- Monitoring and reporting systemic non-compliance through PIRB's Audit-IT and field-

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

SAQA Professional Body
Recognition Number:
PIRB831

NPO Registration
Number: 256-359 NPO



auditing network;

- Implementing an Industry Code of Good Practice aligned to the CPA to guide suppliers, merchants, and manufacturers;
- Educating both consumers and industry on product compliance, safety, and legal obligations; and
- Supporting the NCC and NRCS in preventing consumer harm and improving market conduct within the plumbing and water-services sector.

PIRB's application is fully supported by the Institute of Plumbing South Africa (IOPSA) and the Consumer Goods and Services Ombud (CGSO), with whom formal collaboration protocols have already been established.

We respectfully request the NCC's consideration and endorsement of this application, and we look forward to engaging further to support the Commission's broader mandate of protecting consumers and strengthening compliance across South Africa.

Please do not hesitate to contact us should further clarification or supporting documentation be required.

Yours sincerely,

Lea Smith
Chairperson of the PIRB

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Plumbing Industry Registration Board Consumer Protection Group (CPG) Application

Application by the Plumbing Industry Registration Board (PIRB) for recognition as a Consumer Protection Group under Section 78 of the Consumer Protection Act to promote consumer safety, compliance, and fair market conduct.

Document Control

Prepared: 16th October 2025

Created By: Lea Smith

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**“Compliance is not a cost — it’s the
foundation of safety, jobs, and trust”**

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CONFIDENTIALITY

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1. Applicant Details

Legal Name: Plumbing Industry Registration Board (PIRB)

Registration No.: 2009/008596/08

Nature of Entity: Non-Profit Company

NPO Number: 256-359 NPO

SAQA Professional Body Recognition Number: PIRB831

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2. Introduction

South Africa's plumbing industry is in the grip of a scourge of non-compliance that is undermining public safety, consumer confidence, and national economic stability. Despite the existence of sound regulatory instruments, including the National Building Regulations, SANS standards, and the Consumer Protection Act (CPA), a growing flood of non-compliant plumbing products continues to enter the market unchecked.

These products are often cheap, untested, and unsafe. Their use exposes consumers to serious health and safety risks, including contaminated water supplies, product failures, flooding, scalding, and even structural damage to homes and buildings. The consequences reach far beyond individual households: as an example every failed fitting or leaking installation contributes to massive water wastage, a direct threat to South Africa's already fragile water security.

The problem is not confined to consumers. The unfair competition created by non-compliant imports is crippling South Africa's legitimate manufacturing base. Local manufacturers who invest in SABS-approved, SANS-compliant products find themselves competing on unequal footing against inferior, uncertified imports. The result is a steady erosion of domestic production capacity, factory closures, job losses, and rising unemployment, a cascading effect that undermines both the industrialisation goals of the Department of Trade, Industry and Competition (the dtic) and the country's broader economic recovery efforts.

While the professional plumber is legally accountable for ensuring compliance at the point of installation, the supply chain that feeds non-compliant products into the market largely escapes accountability. This imbalance has left plumbers

exposed, consumers vulnerable, and regulators overstretched. The absence of coordinated, real-time proactive enforcement allows unsafe products and practices to persist, creating a system where, **doing the right thing often comes at a commercial disadvantage.**

The PIRB, as a SAQA-recognised professional body, has long championed professionalism, safety, and compliance within the industry. Through its national auditing network, consumer awareness campaigns, and technical governance frameworks, PIRB has already built a credible and proactive platform for protecting the public and promoting lawful conduct. Unlike reactive mechanisms that only intervene once harm has occurred, PIRB's model is centred on prevention, early detection, and education ensuring that risk is addressed before it reaches the consumer.

However, the scale and persistence of systemic non-compliance demand a more formalised mandate one that provides recognised legal standing, strengthens collaboration with the National Consumer Commission (NCC), and enables the industry to proactively identify, report, and escalate systemic risks, unsafe products, and unethical supplier conduct directly to the appropriate authorities.

Accordingly, PIRB seeks accreditation as a Consumer Protection Group (CPG) in terms of Section 78 of the Consumer Protection Act. Through CPG recognition, PIRB aims to:

- Intensify its existing compliance and education campaigns, focusing on the dangers and social costs of non-compliant plumbing products;
- Address the root causes of non-compliance at manufacturing, import, and retail level through the introduction of an Industry Code of Good Practice aligned to the CPA;
- Engage directly with suppliers and merchants to educate them on their legal obligations and promote proactive, transparent disclosure to consumers; and
- Provide the NCC and NRCS with verified field intelligence and technical insight drawn from PIRB's proactive auditing and compliance monitoring systems.

By granting PIRB CPG status, the NCC will be partnering with an established, proactive, self-funded, and technically competent industry body ready to help restore accountability, rebuild consumer trust, protect South African manufacturing, and safeguard the health, safety, and economic wellbeing of all citizens.

3. About the PIRB

The PIRB is a SAQA-recognised professional body established in 2010 to promote accountability, technical competency, and ethical conduct within South Africa's plumbing industry.

Registered as a non-profit organisation (NPO), PIRB operates independently and in the public interest to ensure that plumbing work across the country is performed safely, responsibly, and in accordance with national standards and regulations.

As part of its mandate, PIRB:

- Registers and regulates qualified plumbers in line with the National Qualifications Framework (NQF) and SAQA recognition criteria;
- Issues and audits Certificates of Compliance (CoCs) to verify that installations meet the requirements of the South African National Standards (SANS) and the National Building Regulations;
- Conducts proactive compliance inspections across all nine provinces to ensure public health and safety;
- Manages disciplinary processes where non-compliance or unethical conduct is identified; and
- Promotes continuing professional development (CPD) and consumer education to uplift industry standards.

With over a decade of operational experience, a robust auditing and data management system, PIRB has become the trusted compliance authority within the plumbing sector. Its role extends beyond professional regulation to active consumer protection, water conservation, and product safety advocacy ensuring that plumbing practices contribute to national health, and environmental sustainability.

4. Purpose and Scope

The PIRB seeks recognition under Section 78 of the Consumer Protection Act (Act 68 of 2008) as a Consumer Protection Group representing the interests of South African consumers in the plumbing and water services sector.

PIRB's primary purpose is to protect consumers by ensuring that all plumbing work in South Africa is carried out safely, ethically, and in compliance with national regulations and standards. As a SAQA-recognised professional body, PIRB maintains a live registration system of qualified professionals, issues and audits Certificates of Compliance (CoCs), and enforces technical and behavioural standards that uphold public health, water safety, and environmental integrity.

It is noted that unlike Ombud schemes, which provide reactive dispute resolution between individual consumers and suppliers, a CPG Group operates as a preventive, public-interest watchdog. This proactive approach complements rather than duplicates the role of accredited Ombuds such as the Consumer Goods and Services Ombud (CGSO).

This application aligns with the NCC's mandate to promote fair, safe, and responsible conduct by service providers and to advance consumer education and redress mechanisms. PIRB's consumer protection activities extend nationally and include:

- Monitoring and addressing non-compliant plumbing practices that pose risks to consumers or the environment.
- Managing consumer complaints and disciplinary processes in a transparent and accountable manner.
- Collaborating with regulators, municipalities, and industry stakeholders to strengthen market conduct and product compliance.
- Educating both consumers and practitioners through ongoing public awareness and professional development initiatives.

Through CPG recognition, PIRB aims to formalise and expand its role to focus on monitoring systemic risks, educating consumers and suppliers, identifying non-compliant behaviour before harm occurs, and escalating serious or recurring issues to the NCC and other regulators. This partnership with the NCC will strengthen efforts to prevent consumer harm, promote lawful market conduct, and support a sustainable and fair plumbing services sector in South Africa.

5. Recognition as a SAQA Professional Body

The PIRB is a SAQA-recognised Professional Body in terms of the National Qualifications Framework (NQF) Act, 2008 (Act No. 67 of 2008). PIRB was formally recognised by the South African Qualifications Authority (SAQA) in 2012 under Professional Body Number PIRB831, and has since maintained continuous compliance with the *SAQA Policy and Criteria for Recognising a Professional Body and Registering a Professional Designation*.

As a recognised professional body, PIRB fulfils the following obligations in alignment with Section 13(1)(i) of the NQF Act and SAQA's policy framework:

- Regulation and registration of professionals: PIRB administers a live national register of qualified plumbers, ensuring each registrant meets competency and ethical requirements.

- Protection of the public interest: PIRB enforces a Code of Conduct and disciplinary framework to safeguard consumers from malpractice or unsafe plumbing work.
- Professional standards and accountability: PIRB sets, monitors, and promotes technical and ethical standards consistent with the National Standards (SANS) and industry regulations.
- Continuing Professional Development (CPD): PIRB requires ongoing professional learning and audits compliance to maintain professional designations.
- Recognition of Prior Learning (RPL): PIRB provides pathways for experienced practitioners to gain recognition based on evidence of competence, thereby supporting transformation and access to the profession.
- Public awareness and education: PIRB promotes consumer awareness regarding the importance of using registered professionals and compliant products and systems.

PIRB feels strongly that these functions mirror the objectives of the CPA and the criteria for CPGs, particularly in promoting fair, safe, and responsible conduct by service providers; protecting consumers from deceptive or harmful practices; and ensuring accountability in the marketplace.

Through its SAQA recognition, PIRB already operates within a nationally validated governance, ethics, and quality assurance framework, positioning it as an ideal candidate to extend its mandate to formal consumer protection collaboration under the National Consumer Commission.

6. Geographical Area of Operation

The PIRB operates throughout the Republic of South Africa, with its head office situated in Centurion, Gauteng. PIRB's activities extend nationally across all nine provinces, ensuring that its consumer protection and compliance functions are accessible to every region.

Through its proactive auditing and inspection programme, PIRB believes it maintains one of the largest field-based compliance networks in the built environment sector. This network of qualified plumbing inspectors conducts regular proactive on-site audits of installations linked to CoCs, reactive investigations of consumer complaints, and verifies adherence to national plumbing standards and safety regulations.

PIRB's effectiveness is strengthened through strategic collaboration with industry associations such as the Institute of Plumbing South Africa (IOPSA) and other

recognised partners. These collaborations enhance the reach and quality of inspections, facilitate the sharing of technical expertise, and create coordinated mechanisms for resolving consumer complaints and promoting ethical conduct across the sector.

By integrating professional oversight, industry partnerships, and national coverage, PIRB ensures that consumer protection, compliance monitoring, and redress are delivered consistently across South Africa, supporting both the public interest and the integrity of the plumbing profession.

7. Constitution

The PIRB is governed by its Constitution, which provides the legal and governance framework under which all its operations, decisions, and disciplinary processes are conducted. The Constitution outlines the objectives, powers, and responsibilities of the Board, ensuring accountability, transparency, and good governance in alignment with national legislation and professional body requirements.

All activities undertaken by PIRB including professional registration, compliance auditing, consumer protection, and industry collaboration, are guided by the principles and provisions contained in this Constitution.

A copy of the PIRB Constitution is attached as Annexure A for reference.

8. Governance and Organisational Structure

The PIRB operates as a NPO governed by a Board of Directors in accordance with its Constitution, the Companies Act (Act 71 of 2008), and its recognition as a Professional Body by SAQA. The Board provides strategic direction, ensures compliance with statutory obligations, and upholds PIRB's mandate to protect consumers and regulate professional plumbing practice in the public interest.

The Board is representative of key stakeholders within the plumbing and water services sector, including:

- Plumbing employers and employees;
- The Building Control Officers Forum;
- The Insurance Industry; and
- Recognised and registered plumbing organisations.

The Board is supported by a structured governance system that includes standing committees responsible for specific oversight areas such as Compliance and Auditing, Continuous Professional Development (CPD), Management Committee, and Disciplinary Matters. The Executive Director manages the day-to-day

administration and implementation of Board decisions, supported by qualified staff and regional auditors across South Africa.

This governance model ensures independence, accountability, and transparency, while maintaining alignment with both SAQA's Policy and Criteria for Professional Bodies and the National Consumer Commission's principles of fair administration, consumer protection and redress.

An organisational chart illustrating the PIRB governance and operational structure is attached as Annexure B.

9. Operational Capacity

9.1 Human resources

The PIRB employs a dedicated national team of administrative, technical, and compliance professionals, supported by an extensive network of qualified plumbing auditors and inspectors operating across all nine provinces.

The core team, of 15, is managed from the Centurion head office and includes specialists in registration, compliance, consumer affairs, technical auditing, data management, and communications. The organisation is led by an Executive Director and overseen by the Board of Directors, ensuring that all operational activities align with the Constitution and national policy frameworks.

In addition to its permanent staff complement, PIRB works closely with industry partners such as the IOPSA and authorised technical experts, extending its capacity to manage inspections, complaints, and compliance interventions at a national scale.

9.2 Physical infrastructure (offices, systems)

PIRB's head office, located in Centurion, Gauteng, serves as the central administrative and coordination hub. The organisation operates a fully integrated digital compliance management system (Audit-IT), which supports:

- The registration and monitoring of professionals;
- Real-time tracking of Certificates of Compliance (CoCs);
- Management of inspection data and audit results; and
- Secure document and record storage compliant with POPIA requirements.

This cloud-based system allows for seamless interaction between field inspectors, administrative staff, and plumbers. PIRB's technology infrastructure ensures that all activities are traceable, transparent, and capable of supporting large-scale consumer protection and regulatory functions across the country.

9.3 Complaint-handling platforms

PIRB maintains an accessible and transparent complaint-handling mechanism for members of the public. Consumers may lodge complaints through multiple channels, including:

- The PIRB website (online complaint submission form);
- The dedicated consumer email and helpline; and
- Direct reporting through the Audit-IT platform, which links complaints to the relevant registered plumber and CoC.

Each complaint is logged, assigned a case number, and investigated by the Compliance and Audit Department, with outcomes formally communicated to both the consumer and the service provider. Where necessary, matters are referred to PIRB's Disciplinary Committee for formal proceedings.

This structured process ensures that consumer redress, transparency, and accountability are central to PIRB's operations, fully aligned with the objectives of protecting consumers from unsafe, unethical, or non-compliant practices.

10. Experience and Track Record

The PIRB has an extensive and proven record of consumer-focused advocacy, compliance monitoring, and education initiatives. Through its dual mandate of professional regulation and public protection, PIRB has built a nationally recognised system that actively safeguards consumers from unsafe, unethical, and non-compliant plumbing practices.

10.1 Proactive Auditing and Compliance Monitoring

One of PIRB's most significant and successful consumer protection achievements is its proactive auditing and compliance verification programme.

Since inception, PIRB Licensed Plumbers has issued over 1.1 million CoCs for plumbing installations across South Africa. Each CoC represents a declaration that the work performed is compliant to the South African National Standards (SANS) and is building regulations.

To uphold integrity and consumer confidence, PIRB proactively audits a representative sample of these installations across all nine provinces. These on-site inspections are conducted by qualified, independent PIRB plumbing inspectors, who verify technical compliance, identify potential risks, and ensure corrective action where necessary.

This programme is unique within the built environment and has become a cornerstone of consumer protection, providing tangible assurance that plumbing work meets health, safety, and environmental standards. It has also generated a substantial national compliance dataset that supports continuous improvement, training, and enforcement activities.

10.2 Consumer Education and Advocacy

PIRB conducts ongoing national awareness campaigns aimed at empowering consumers to make informed choices when engaging plumbing services. These campaigns include:

- **Television and Radio Segments:** Regular appearances on national and regional radio and TV programmes providing insight to the plumbing sector and professionalism.
- **Print and Digital Media:** Monthly features in its official magazine *The Artisan.Africa* and other trade publications distributed nationally through retailers, suppliers, and built environment partners.
- **Vodcast and Podcast Production:** Using PIRB's in-house studio, the organisation produces educational video and audio content such as *Plumbing 101* and *Ask the Plumber*, designed to simplify complex technical concepts for consumers.
- **Community Outreach and National Roadshows:** Continuous participation in expos, roadshows, and school engagements focusing on the value of qualified plumbers and the health and safety benefits of compliance.

10.3 Industry Collaboration and Advocacy for Compliance

PIRB works in close collaboration with IOPSA, and other sector partners to advance consumer protection through shared compliance messaging. These partnerships support consistent public communication on:

- The importance of using SANS-approved and compliant products;
- The dangers associated with counterfeit or sub-standard plumbing materials; and
- The environmental and safety implications of non-compliant installations.

11. Financial Sustainability

11.1 Summary of Funding Sources

The PIRB operates as a self-funded, NPO. Its activities are financed through a combination of registration fees, compliance certification revenue, and

professional development programmes.

The primary funding sources include:

- Annual registration and renewal fees from registered professionals;
- Certificate of Compliance (CoC) sales, which directly support consumer protection and inspection functions;
- Training and Continuing Professional Development (CPD) activities; and
- Project-based partnerships with aligned industry and public-sector stakeholders for awareness and transformation initiatives.

PIRB does not rely on government funding or external grants for its core operations, ensuring long-term independence and impartiality in its regulatory and consumer protection role.

11.2 Budget Overview and Sustainability Model

PIRB applies a sustainability-based financial model that prioritises operational efficiency, reinvestment in compliance systems, and expansion of consumer outreach.

The budget is developed annually and approved by the Board of Directors, covering:

- Administrative and governance costs;
- System maintenance and national inspection operations;
- Consumer communication and education initiatives;
- Staff training and capacity development; and
- Reserve funding for future compliance innovation and technology enhancement.

PIRB's financial strategy ensures that revenue generated through professional activities is continuously reinvested into public-interest functions, notably auditing, consumer education, and technical training, thereby reinforcing its ability to sustain CPG responsibilities without additional fiscal support.

11.3 Financial Statements

PIRB maintains full financial transparency in accordance with the Companies Act (Act 71 of 2008) and SAQA's Professional Body recognition requirements.

The organisation prepares audited annual financial statements reviewed by an independent external auditor and presented to the Board at its Annual General Meeting.

Copies of PIRB's most recent audited financial statements are attached as Annexure C, evidencing consistent financial performance, sound governance, and the ability to sustain the expanded mandate as a CPG.

12. Conflict of Interest Disclosure

PIRB's governance structure, as set out in its Constitution and Code of Conduct, ensures independence, transparency, and objectivity in all decision-making processes.

All Board members, committee representatives, and senior management are bound by a formal conflict-of-interest policy and are required to act solely in the best interests of the PIRB and the public it serves. Each individual is obliged to declare any personal, financial, or professional interest that could give rise to an actual or perceived conflict, and to recuse themselves from any deliberation or decision where such conflict may exist.

PIRB maintains cooperative working relationships with key sector stakeholders. These relationships are collaborative and non-commercial, aimed solely at promoting technical standards, compliance education, and consumer protection. PIRB retains full operational and financial independence in all matters, and no external entity exerts control or influence over its governance, regulatory decisions, or disciplinary outcomes.

Through these governance measures and its strict adherence to ethical standards, PIRB affirms its independence, impartiality, and integrity in the execution of its duties. All actions are undertaken without fear, favour, or prejudice, ensuring that the organisation remains a trusted and objective custodian of consumer protection and professional accountability within the plumbing sector of South Africa.

13. Proposed Activities as a CPG

The PIRB, proposes to operate as an accredited CPG in terms of Section 78 of the Consumer Protection Act, 2008 (Act 68 of 2008).

While PIRB already performs extensive consumer protection, compliance, and education functions, formal CPG recognition will enable these activities to be intensified and expanded, focusing specifically on addressing systemic non-compliance within the plumbing industry and its upstream supply chain.

The vision is to create a fully coordinated, top-down and bottom-up compliance ecosystem:

- **Top-down**, through advocacy, education, and cooperation with merchants, importers, and manufacturers to prevent non-compliant products from entering the market; and

- **Bottom-up**, through PIRB's proactive auditing of installations and accountability enforcement at the point of use.

13.1 Education, Monitoring, Reporting, and Escalation Pathways

PIRB will expand its existing communication and monitoring platforms to deliver national consumer and industry education aligned with the Consumer Protection Act. Through this integrated model, PIRB will continue to act as the NCC's sectoral monitoring and intelligence arm, ensuring real-time visibility and early detection of consumer-risk patterns.

Activities include:

- **Enhanced Public Awareness Campaigns:** Intensifying ongoing radio, television, podcast, and print media initiatives to focus on non-compliance risks, the dangers of unsafe plumbing products, and the rights and responsibilities of consumers under the CPA.
- **Escalation Mechanisms:** Systematically reporting and referring systemic non-compliance, repeat offenders, and high-risk products to the NCC and National Regulator for Compulsory Specifications (NRCS) for enforcement.
- **Feedback Integration:** Converting field intelligence into educational tools and regulatory insights that can be shared with the NCC, industry partners, and the public to drive sustained behavioural change.

13.2 Intended Interventions and Complaint-Handling Scope

PIRB's intervention model under CPG accreditation will retain its proactive, preventative, and corrective character. It will include:

- **Proactive Auditing and Accountability:** Expanding the national inspection programme to verify installation compliance, trace product sources, and hold installers accountable where non-compliant products are used.
- **Proactive Merchant and Manufacturer Engagement:** Conducting on-site visits to suppliers, retailers, and manufacturers to educate them on their obligations under the CPA, including disclosure duties, product safety requirements, and consumer rights. These visits will also serve to identify and call out persistent bad practices.
- **Consumer Complaint Interface:** Enhancing existing online and call-centre platforms for consumers to report unsafe products or poor workmanship. Legitimate systemic cases will be escalated to the NCC; and where relevant individual contractual disputes will be redirected through the Consumer Goods and Services Ombud (CGSO) via formal referral protocols.

- Behavioural Correction and Market Discipline: Using audit data, compliance reports, and public awareness campaigns to create market pressure that rewards compliant behaviour and exposes non-compliant conduct.

13.3 Industry Code of Good Practice and Upstream Collaboration

While the Consumer Protection Act (CPA) clearly defines the legal obligations of manufacturers, importers, distributors, and merchants; particularly under Sections 55, 56, 61, and 82, it does not provide specific guidance on how these obligations should be practically fulfilled. The law establishes what must be done, but remains silent on *how* businesses should implement these duties in day-to-day operations, such as identifying compliant products, disclosing risks to consumers, or ensuring ongoing verification against national standards.

This gap has contributed to widespread confusion, inconsistent practices, and a lack of accountability across the supply chain. In many cases, merchants and manufacturers may not intentionally act unlawfully, they simply lack a clear, uniform framework for operational compliance.

To address this, in conjunction with industry stakeholders, PIRB will spearhead the introduction of an Industry Code of Good Practice for Plumbing Products and Services, formally aligned with the Consumer Protection Act (Section 82). The Code will serve as the practical mechanism that translates the CPA's obligations into clear, actionable standards for the plumbing sector.

The Code will:

- Provide practical guidance to manufacturers, importers, and merchants on their legal responsibilities under the CPA, including product safety, disclosure, and fair marketing;
- Promote transparent product disclosure, ensuring consumers are clearly informed of the difference between compliant and non-compliant products and the associated safety and health risks;
- Encourage responsible marketing and labelling consistent with SANS standards, NRCS Compulsory Specifications (VCs), and water-efficiency requirements;
- Establish voluntary mechanisms for suppliers to self-declare compliance, participate in preferred supplier programmes, and display responsible trader credentials; and
- Create a foundation for industry-wide cooperation with the NCC, NRCS, and SABS on education, product monitoring, and enforcement support.

In practice, this Code will operate in tandem with PIRB's bottom-up auditing framework, ensuring the entire value chain, from product design and import, to retail sale, and final installation is held accountable for protecting the consumer.

13.4 Formal Collaboration with the Consumer Goods and Services Ombud (CGSO)

To strengthen the national consumer redress framework, PIRB will enter into a formal Referral Protocol and Memorandum of Understanding (MOU) with the Consumer Goods and Services Ombud (CGSO).

This agreement establishes a structured referral and reporting mechanism for plumbing-related reactive consumer complaints received by the CGSO, ensuring efficient resolution and consistent escalation pathways under the Consumer Protection Act. It also commits both parties to joint consumer education, data-sharing, and annual workshops aimed at improving awareness, reducing duplication, and strengthening alignment between the plumbing industry and the national consumer protection system.

A copy of the draft MOU is attached as Annexure E to this application.

By combining top-down behavioural guidance (through the Code) with bottom-up technical enforcement (through PIRB's national auditing network), the plumbing industry will, for the first time, close the loop between policy, compliance, and consumer protection.

14. Undertaking

The Plumbing Industry Registration Board (PIRB), duly represented by its authorised signatory, hereby provides the following undertaking in support of its application for recognition as a Consumer Protection Group (CPG) in terms of Section 78 of the Consumer Protection Act (Act 68 of 2008):

Commitment to the Consumer Protection Act:

PIRB undertakes to uphold the objectives and spirit of the Consumer Protection Act by promoting fair, transparent, and responsible conduct within the plumbing industry and by working to prevent consumer harm arising from non-compliant products, poor workmanship, or misleading practices.

Co-operation with the National Consumer Commission:

PIRB commits to full collaboration with the National Consumer Commission (NCC) and all other relevant regulators, including the National Regulator for

Compulsory Specifications (NRCS) and the Consumer Goods and Services Ombud (CGSO), to ensure efficient information-sharing, case referral, and coordinated enforcement.

Maintenance of Independence and Integrity:

PIRB confirms that it operates as an independent, non-profit professional body and that its actions and decisions will remain free from commercial or political influence. All governance activities will be conducted in accordance with its Constitution, Code of Conduct, and the Companies Act (Act 71 of 2008).

Financial and Operational Sustainability:

PIRB undertakes to maintain the financial and operational capacity necessary to fulfil the responsibilities of a recognised Consumer Protection Group, ensuring that all activities are sustainably funded through its existing revenue streams and reinvested in the public interest.

Transparency, Reporting, and Accountability:

PIRB will provide the NCC with periodic reports on consumer protection activities, systemic non-compliance findings, and education campaigns, and will make all relevant records available for review upon request.

Public Interest Mandate:

PIRB acknowledges that its primary duty, both as a SAQA-recognised professional body and as a proposed Consumer Protection Group, is to act in the public interest, protecting consumers, supporting lawful market conduct, and promoting professional integrity within the plumbing sector.

15. Annexures

The following annexures are submitted in support of this application and provide detailed reference material.

- Annexure A: PIRB's Constitution
- Annexure B: Organisational chart
- Annexure C: 2024/2025 Annual Financial statements
- Annexure D: SARS Tax Clearance Certificate
- Annexure E: Draft Memorandum of Understanding between IOPSA/PIRB and the Consumer Goods and Services Ombud (CGSO): Referral Protocol for Complaint Handling
- Annexure F: Supporting letters
 - F1 - The Institute of Plumbing of South Africa

- F2 - Consumer Goods and Services Ombud
- Annexure G: SAQA Professional Body Certificate
- Annexure H: PIRB Introductory Profile

RULES AND CONSTITUTION OF THE PLUMBING INDUSTRY REGISTRATION BOARD (PIRB)



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DOCUMENT CONTROL AND REVISION

This is a controlled document, and changes needs to be captured as per the table below. Changes constitute spelling and grammar, further motivations for already stated chapters. A review constitutes a change in strategy or programme and a new version of the document will need to be approved by the board of the PIRB, signed by the chairperson.

Version Control	Activity	Date	Person	Change Description
Version 1.5	Current	July 2017		Current Construction
Version 1.6	Proposed Changes	September 2023	Lea Smith	Corrections of numbering and wording, inclusion of Plumbing Organisations, SAQA review requests.
Version 1.6	Checked by	September 2023	Martin Coetzee / Marlise van Aswegen	
Version 1.6	Board Approval	September 2023		
Version 1.6	Correction spelling	March 2024	Lea Smith and Marlise van Aswegen	Changed sub-committee to committee
Ver 1.7	Review	Lea Smith	Lea Smith and Marlise van Aswegen	Review of PIRB to align to “SAQCC” requested changes
Version 1.7	Board Approval	July 2025		

1. NAME

The name of the Non-Profit Company is “The Plumbing Industry Registration Board” (PIRB).

Company Registration Number: 2009/008596/08

TAX reference Number: 9246/512/17/3

VAT Registration: 4230255327

2. REGISTERED OFFICE

The Registered Office of the PIRB Plumbing is 164 Ruimte St, Wierdapark, Centurion or any other place in South Africa that the Board decides upon from time to time.

3. PIRB’s PLUMBING MISSION

To serve as the central regulatory authority for the plumbing industry, ensuring compliance with national regulations and standards, protecting consumer interests, and supporting the development and maintenance of infrastructure that upholds the health, safety, and sustainability of South Africa’s water systems. PIRB Plumbing advocates for professional excellence, promotes skills development at all levels, and drives the sector's growth, transformation, and inclusivity. By empowering registered professionals, ensuring transparent regulation, and collaborating with stakeholders, we commit to upholding the highest standards of plumbing practices for the benefit of the South African community.

4. PIRB’s PLUMBING VISION

To be the leading authority in plumbing regulation, setting the standard for professional excellence, consumer protection, and industry transformation, while supporting the development and maintenance of infrastructure that ensures the sustainability, safety, and efficiency of South Africa's water systems for future generations.

5. PIRB’s PLUMBING OBJECTIVES

- 5.1 To effectively administer a live and updated plumbing registration system in South Africa
- 5.2 To promote and encourage the upliftment of the training and skills development at all levels in the plumbing sector.
- 5.3 To promote, monitor and maintain expertise and competencies among industry professionals
- 5.4 To work with the community to address concerns and complaints about work carried out by plumbers
- 5.5 To monitor compliance to technical standards of plumbing work through professional industry plumbing inspectors and there by assisting authorized local and central government bodies with the application of plumbing compliance.
- 5.6 To promote plumbing practices that protect the environment, the health and safety of consumers; and the integrity and sustainability of the water supply, waste water, hot water heating and solar water heating systems; through the application and application of South African National Standards and Codes of Practice.
- 5.7 To actively promote and support a consistent and effective regulatory environment throughout South Africa.
- 5.8 To regularly consult and liaise with the plumbing industry and with authorized bodies related to the industry.

- 5.9 To actively promote and support transformation within the plumbing industry by encouraging the industry's collective efforts towards achieving diversity and inclusivity.
- 5.10 To collaborate with stakeholders and representative bodies to foster an environment where demographic representation, aligned with South Africa's transformation goals, is encouraged, while recognizing the varying capacities and contexts of different industry participants.

6. CATEGORIES OF PIRB PLUMBER REGISTRATION

The PIRB will hold and maintain the following Categories of Plumber Registration as per schedule 3 .

7. REGISTRATION FEES

7.1 The PIRB Financial Year

The PIRB Financial Year commences on March 1st and concludes on Feb 28/29th each year.

7.2 Registration Fees

- a) A Yearly Registration Fee shall be payable upon lodgment of an application for PIRB registration and thereafter on the anniversary of registration.
- b) The Yearly Registration fee shall be determined by the Board.
- c) The Board may defer for such period as it deems fit any registration fee due by a registered person.

8 ADMINISTRATION AND MANAGEMENT

8.1 The Board

- a) The Board shall be representative from the following plumbing constituencies:
 - i. *Four (4) representatives from plumbing employers and/or employees (preferably qualified plumbers).*
 - ii. *One (1) nominated representative from the Building Control Officers Forum.*
 - iii. *One (1) nominated representative from the Insurance Industry*
 - iv. *One (1) nominated representative from each of the representative plumbing organisations defined as per clause 9.8.*
- b) *All Board members, regardless of their affiliation or nominating constituencies, must act independently and exercise impartial judgment in fulfilling their duties on the Board, free from undue influence by their nominating constituencies and prioritising the interests and objectives of PIRB as a whole.*
- c) *Each Board member shall prioritise the interests and objectives of PIRB as a whole, ensuring their contributions reflect the organisation's mission and values above any personal or external influences.*

- d) All Directors in terms of the PIRB Non Profit organisation shall automatically be included as the Board. If so directed a Director may hold a representative position as per 8.1 (a) on the Board over and above their position as a Director.
- e) A Member nominated to the Board shall hold office for five (5) years.
- f) Subject to the direction of this constitution the Board will have power to manage its own proceedings.
- g) The Board will have power to appoint from time to time representatives and sub-committees for such purposes and with such powers as the Board may deem necessary. These representatives and sub-committees will be subject to the control of the Board and will make regular reports of their activities to the Board.
- h) The Executive Director must provide Members of the Board with formal letters of appointment under the PIRB letterhead, which set out their duties and responsibilities as Members.
- i) Members must accept their appointment by signing the letter and Code of Conduct and returning it to the Executive Director.
- j) If any member of the Board ceases to be a member of the Board, the powers and duties of the Board will not be invalidated because of such vacancy.
- k) The constituencies contemplated in Schedule 3 of this Constitution may designate Alternates to act in the place of Members who represent their groups, in the event that such Members are unable to attend a meeting of the Board.
- l) A designated Alternate may only attend meetings of the Board when a Member is unable to attend.

8.2 Role and functions of the Board

The role and functions of the Board are –

- a) to govern and control the PIRB;
- b) to ensure that the PIRB achieves the objectives contemplated in section 5 of this Constitution;
- c) to provide effective leadership to and ensure independence in decision-making of the PIRB;
- d) to set strategic direction for the PIRB;
- e) to liaise with relevant stakeholders;
- f) to ensure that the PIRB complies with the relevant statutory requirements and this Constitution;
- g) to manage institutional risk;
- h) to appoint the directors in terms of any relevant legislation
- i) to Appoint an Executive director
- j) to establish and oversee a Nomination Committee as per schedule 4 of this constitution and
- k) to monitor the performance of the PIRB.

8.3 Exercise of powers by the Board

The Board may –

- a) exercise all such powers as are necessary to enable it to perform its functions as required in terms of any relevant legislation and this Constitution;
- b) make decisions on any matter related to the performance of its functions on which this Constitution is silent;
- c) establish committees of the PIRB to assist it in performing its functions;
- d) ensure that the Board Members, and the members of any committees established by it, comply with the Code of Conduct;
- e) exercise any other powers conferred on it by relevant legislation and this Constitution; and
- f) as deemed necessary, nominate persons, organisations, or relevant national and local government authorities to the Board in a non-ex officio role to provide additional expertise or representation. Nominations can be made from both the public and private sectors, provided they contribute to the objectives of the PIRB Plumbing.

8.4 Delegation of powers and functions

- a) The Board may, subject to any conditions that it may impose, delegate any of its functions –
 - i. to the Management Committee;
 - ii. to the Executive Director; or
 - iii. to any other committee of the PIRB.
- b) If not directed by this constitution every delegation by the Board must be in writing, setting out the terms and conditions of the delegation, and must be recorded.
- c) The Board is not divested of any power, duty or function by virtue of any delegation and may vary or set aside any decision made under any delegation.

8.5 Suspension of Members of the Board

- a) The Board may on reasonable grounds suspend a Member pending an inquiry.
- b) Before suspending a Member, the Board must –
 - i. give notice of its intention to do so to that Member;
 - ii. give reasons for the intention to suspend; and
 - iii. give the Member a reasonable opportunity, under the circumstances, to make representations to the Board.

8.6 Vacation of office by Members of the Board

- a) A Member of the Board vacates office if that Member –
 - i. resigns by written notice addressed to the Board;
 - ii. no longer satisfies the eligibility requirements contemplated in Schedule 1 to this Constitution;
 - iii. dies; or

- iv. is removed from office as contemplated in clause 9.6 (b) of this Constitution.
- b) The Board may remove a Member –
 - i. on the written request of the organisation represented by that Member;
 - ii. for absence from two consecutive meetings of the Board without the prior notification to the Board, unless the Member shows good cause;
 - iii. for permanent incapacity;
 - iv. for serious misconduct;
 - v. for failure to comply with any provision in the Code of Conduct contained in Schedule 1 of this Constitution
 - vi. for conduct that undermines or brings the PIRB, the Board or any of its Members into disrepute; or
 - vii. for any other valid reason.
- c) Before removing a Member, the Board must –
 - i. give notice of its intention to do so to that Member;
 - ii. give reasons for the intention to remove; and
 - iii. give the Member a reasonable opportunity under the circumstances to make representations to the Board.
- d) If the Board contemplates removing a Member in terms of clause 9.6 (b) of this Constitution, the Board must hold an inquiry to determine whether or not the Member should be removed from office.
- e) The Board must appoint three (3) of its Members, who should normally include the Chairperson, to preside over the inquiry.
- f) The Chairperson must inform the Member in writing in sufficient detail of –
 - i. the allegations against the Member; and
 - ii. the date, time and venue of the inquiry.
- g) The Member must be given adequate time to prepare for the inquiry and may be represented by a fellow Member at the inquiry.

8.7 Filling vacancies in the Board

- a) If a Member of the Board vacates office before the expiry of that Member's term of office for any reason contemplated in clause 8.6 of this Constitution, the constituency which was represented by that Member may nominate a new Member for the remaining period of that Member's term.
- b) If any respective constituency does not nominate a new Member within sixty (60) days of a written request by the Board to do so, the Board may appoint any Member to represent the interests of that organisation or respective constituency.

8.8 Application to the Board by a representative Plumbing organisations

- a) Any representative plumbing organisation that meets the criteria in clause 8.8 (b) may apply to the Board to have a representation on the Board.
- b) The representative plumbing organisation must submit and demonstrate to the Board –

- i. That it is legally Constituted;
 - ii. That it is a registered Non-Profit-Company or Non-Profit-Organisation, or a body established through an act of parliament and be in good standing;
 - iii. That it has been actively engaged in the plumbing industry for a minimum of three years, with a proven track record of industry representation and participation; Be governed either by a statute, charter or a constitution;
 - iv. That it adheres to good governance practices and has a defined structure of leadership and accountability;
 - v. That it represents a verifiable and meaningful portion of the plumbing industry, demonstrating a broad and active membership base that reflects significant engagement and influence within the industry, as determined by the Board based on factors such as geographic reach, industry participation, and contributions to the sector.
 - vi. Have a transformation policy that guides its constitution/statute/charter of the Board, staff and membership, that proactive steps are being taken to promote a demographic profile that is reflective of South Africa.
 - vii. a motivation for consideration; and
 - viii. any other information the Board considers relevant.
- c) If the Board is of the view that the organisation is sufficiently representative of the plumbing sector, with a constitution or equivalent that aligns with the values and objectives of PIRB, and demonstrates a broad and active membership base with significant industry engagement and influence, the Board may consider nominating the organisation as one of the representative plumbing organisations as outlined in the Board's structure.
- d) Each representative plumbing organisation must continuously demonstrate alignment with the values and objectives of PIRB and maintain the criteria outlined in clause 8.8 for the duration of its representation on the Board. Upon request by the Board, the organisation must provide evidence of its continued compliance with these criteria. Failure to meet or demonstrate compliance with the criteria, or failure to align with the values of PIRB, may result in the Board removing the organisation as a representative plumbing organisation.

8.9 Nomination and Tenure of Representative Plumbing Organisation Board Members

- a) Each representative plumbing organisation shall nominate one (1) individual to serve on the Board for a specified term of five (5) years, with the nominated representative expected to serve their full term unless formally recalled by the organisation following an internal resolution process.
- b) The Board shall only accept a change in representation from an organisation upon receiving formal written notification of the resolution process and outcome within the organisation, demonstrating that the change aligns with the respective organisation's governance rules.
- c) In the event of a dispute within a representative organisation regarding the designated Board representative, the organisation must resolve the matter independently, without involving the PIRB Board in the dispute.
- d) Any unresolved conflicts regarding representation that may impact the organisation's participation must be addressed through an independent arbitration process or other neutral conflict resolution method before any further action is taken by PIRB.
- e) If a representative of an organisation is elected as a director on the PIRB Board, the directorship is deemed non-transferable and belongs to the individual at the discretion of the Board.

- f) If a dispute within a representative organisation escalates to a level that affects PIRB Board operations, the Board reserves the right to temporarily suspend the representative's participation until the organisation resolves the issue and submits formal documentation of the resolution.

9 MANAGEMENT COMMITTEE OF THE BOARD

9.1 Establishment of the Management Committee of the Board

- a) The Board must vote in a Management Committee consisting of a maximum of four (4) Members and subjective to 9.1 (b) must be voted in from the residing Board members.
- b) Two (2) of the Directors in terms of the PIRB Non-Profit organisation shall automatically be included as part the Management Committee.
- c) The Management Committee will meet as required between meetings of the Board and subject to the direction of this constitution, will have the power to manage its own proceedings.

9.2 Composition of the Management Committee

- a) The Management Committee will consist of the Chairman of the Board, the Executive Director (who will be a non-voting member) and 3 other members.
- b) The Management Committee may not consist of more than one representative member of the various constituencies as prescribed in Schedule 1 of this Constitution.

9.3 Term of office of the Management Committee

- a) A Member of the Management Committee shall hold office for two (2) years.
- b) A Member is eligible for re-appointment to the Management Committee.

9.4 Functions of the Management Committee

- a) Subject to the directions of the Board, the Management Committee is responsible for the supervision and control of the everyday management and administration of the PIRB.
- b) Without limiting its functions, the Management Committee must –
 - i. supervise the proper management of all financial matters and make decisions on these matters;
 - ii. Authorise the expenditure of monies as required for the conduct and purposes of the PIRB.
 - iii. Administer the property and advise on the investment of the funds of the PIRB.
 - iv. Approve the payment of any funds from the Trust fund of the PIRB, at the direction of the Board.
 - v. coordinate and supervise the implementation of the policies of the Board;
 - vi. monitor national policy issues and developments and make recommendations on the adoption of policies by the Board;
 - vii. manage Staff employment issues;
 - viii. determine budgets, marketing and business plans;
 - ix. monitor the relations and interactions of the PIRB with various organisations representing the Plumbing Industry; and
 - x. perform any other function or duty, delegated to it by the Board or conferred by this Constitution.
 - xi. The Management Committee will be subject to the control of the Board and will make regular reports on its activities to the Board.

10 MEETING PROCEDURES

11.1 Meetings of the Board

- a) The Board must meet at least four (4) times each year, one of which must be an Annual General Meeting of the PIRB Board and its Directors.
- b) The Board will direct the Executive Director on the issues to be addressed at the Annual General Meeting.
- c) The business of the Board at the Annual General Meeting must include consideration of:
 - i. the annual audited financial statements of the PIRB;
 - ii. the annual report on the Board's affairs;
 - iii. the approval of any constitution changes;
- d) The business of the Board at other Board meetings includes:
 - i. the discussion of any matter referred to it or arising out of the financial statements or reports;
 - ii. the appointment of new Members of the Board;
 - iii. the discussion of any matter of which notice has been given to the Chairperson at least ten (10) days before the date of the meeting;
 - iv. the transaction of such other business as is required to be transacted by the Board under the Act, or this Constitution;
 - v. the approval of the PIRB annual budget and business plan; and
 - vi. the delegation of its functions, powers and duties to Members, Management Committees or other committees.

11.2 Meetings of the Management Committee

- a) A meeting of the Management Committee shall be held at least once per month or as often as is considered necessary at such time and place as the Management Committee decides

11.3 Special meetings of the Board, the Management Committee and other committees

- a) The Chairperson may, on grounds of urgency, call a special meeting of the Board or Management Committee on forty-eight (48) hours notice, whether in the form of a physical meeting, telephone or video conference, internet or e-mail meeting.
- b) If the Chairperson receives a request signed by at least half of the Members of the Board or the Management Committee, the Chairperson must as soon as is practicable, give notice of a special meeting of the Board or the Management Committee, and that special meeting must be held within fifteen (15) working days of receiving the request.

11.4 Chairperson of meetings of the Board and Management Committee

- a) The Chairperson must preside at meetings of the Board and the Management Committee.
- b) If the Chairperson is absent from the meeting, Members at the meeting must elect a Member from amongst themselves to act as Chairperson at that meeting.

11.5 Meeting procedures for all committees

- a) In respect of meetings of the Board, the Management Committee or any other committee established by the Board, whether in the form of a physical meeting, telephone, or video conference, internet or e-mail meeting the relevant chairperson must –
 - i. give at least ten (10) working days written notice of the forthcoming meeting to Members; and
 - ii. include an agenda with the notice.

- b) A quorum at a meeting, whether in the form of a physical meeting, telephone or video conference, internet or e-mail meeting, must consist of at least half of the total Committee members be it the Board, Management or other, plus one Member.
- c) If, within one (1) hour of the time fixed for a scheduled meeting, a quorum is not present –
 - i. that meeting must stand adjourned to a day, time and venue determined by the chairperson;
 - ii. the chairperson must notify Members who were absent from the scheduled meeting of the follow-up meeting; and
 - iii. the Members present at the follow-up meeting that was set at the adjourned meeting constitute a quorum.
- d) When a Member is unable to attend a meeting the Member must inform the relevant chairperson no later than forty-eight (48) hours prior to the meeting.
- e) The procedures and decision making at meetings are as follows–
 - i. each Member present has a single vote on any matter before a meeting for its decision;
 - ii. proxy votes are not allowed;
 - iii. any decision at a meeting requires the support of at least fifty percent (50%) of those present plus one of the Members present;
 - iv. decisions must be made by way of a show of hands or, if at least half the Members present so require, by way of closed ballot; and
 - v. in the event of an equality of votes, the chairperson has a casting vote.
 - vi. The Executive director does not have a vote.
- f) The chairperson must ensure that –
 - i. the minutes of each meeting are taken;
 - ii. the minutes are forwarded to the Members within four (4) weeks of the meeting;
 - iii. the minutes are tabled at the next meeting for approval by the Members; and
 - iv. approved minutes are retained in a record system.
- g) The chairperson must sign the approved minutes as confirmation of their correctness

12. Chairperson and Vice Chairperson of the Board

12.1 Appointment of Chairperson and Vice Chairperson of the Board

- a) The Executive Director must call for nominations for both the Chairperson and Vice Chairperson of the Board at the first meeting of the new term of office of the Board.
- b) The Board must nominate a Chairperson, with a preference for the Chairperson to be selected from one of the representative plumbing organisations. The same process applies for nominating the Vice Chairperson.
- c) The nominee for Chairperson and Vice Chairperson must be formally proposed and seconded by Members of the Board, and the nominees' availability confirmed.
- d) If there is only one nominee for either position, the Executive Director must declare the Member concerned nominated as Chairperson or Vice Chairperson. If there is more than one nomination for either position, the Executive Director must conduct a closed ballot.
- e) The nominee for Chairperson and Vice Chairperson who receives the highest number of votes must be declared nominated.

- f) In the event of an equality of highest number of votes for either position, the Executive Director must place the names of the nominees concerned in a box and draw the name of one of them from the box. The Member whose name is so drawn must be declared nominated as the Chairperson or Vice Chairperson of the Board.
- g) In the event of the Chairperson or Vice Chairperson being unable to perform their duties on a permanent basis, the Board must nominate a new Chairperson or Vice Chairperson of the Board in accordance with clause 10.1 of this Constitution for the remaining period of their term of office.

12.2 Term of office of the Board Chairperson

- a) The term of office of the Chairperson shall coincide with the term of office of the appointed board.
- b) The Chairperson is eligible for re-appointment for a further term of office on expiry of the Chairperson's term of office.

12.3 Functions of the Board Chairperson

The Chairperson of the Board must –

- i. preside at meetings of the Board and the Management Committee;
- ii. conduct such meetings in accordance with clause 9.1 of this Constitution; and
- iii. perform any further duties or functions determined by the Board.

12.4 Temporary absence or incapacity of the Board Chairperson

In the absence or incapacity of the Chairperson, the Vice Chairperson shall assume and perform all functions and duties of the Chairperson. Should both the Chairperson and the Vice Chairperson be absent or incapacitated, the Board shall elect an Acting Chairperson from among its members in accordance with Clause 11.5(e) of the Constitution to perform such functions for the period of absence or incapacity.

12.5 Vacation of office of the Board Chairperson

- a) The Chairperson must vacate office if –
 - i. the Chairperson is removed as a Member as contemplated in clause 8.6 of this Constitution; or
 - ii. seventy-five percent (75%) of the Members of the Board pass a resolution to remove the Chairperson from office, notice of which must be given at least ten (10) days before convening the meeting at which the resolution is passed; or
- b) If the Chairperson has vacated office, a new Chairperson must be nominated by the Board. The New Chairperson must be nominated on the same day or instance that the resolution of members was passed for the vacating Chairperson to vacate the position.

13 The Executive Director

13.1 Appointments by the Board

The Board may –

- a) appoint an Executive Director for the effective performance of the functions of the PIRB;
- b) determine the terms and conditions of his/her employment; and
- c) provide written specifications of the role and functions of the Executive Director of the PIRB.

13.2 Duties of the Executive Director

The Executive Director must –

- a) implement the decisions of the Board;

- b) manage the day to day affairs of the PIRB;
- c) attend the meetings of the Board and the Management Committee;
- d) promote strategic planning and policy development;
- e) ensure strict and responsible control over the finances of the PIRB;
- f) supervise and direct the other employees of the PIRB; and
- g) perform such other functions as are determined by the Board or the Management Committee from time to time.

14 FINANCES

14.1 Sources of finance

The sources of finance for funding the activities of the PIRB are–

- a) Yearly Plumber Registration Levies;
- b) Moneys received from the sale of the PIRB Plumbing Certificates of Compliances;
- c) grants, donations and bequests received;
- d) income earned on surplus money deposited or invested;
- e) income earned on services rendered in the prescribed manner; and
- f) money received from any other legal source.

14.2 Investments

The money received by the PIRB, must be paid into it's banking account at any registered bank and may be invested only in –

- a) savings accounts, trust fund, permanent shares or fixed deposits in any registered bank or other financial institution.
- b) in line with the investment options mentioned in section 14.2 (a) the PIRB shall ensure that the best available interest rates are obtained to maximize returns on its investments, while adhering to the relevant regulatory and risk management requirements.

14.3 Purpose for which funds may be used

The moneys received by the PIRB may be used only to –

- a) fund the performance of its functions;
- b) assist with Plumbing Industry Training requirements and needs; and
- c) pay for its administration within the prescribed limit.

14.4 Financial records of the PIRB

The Board must –

- a) prepare audited financial statements for each financial year in accordance with generally accepted accounting practices;
- b) keep full and proper records of the financial affairs of the PIRB;
- c) submit the financial statements referred to in clause 14.4 (a) of this Constitution within six (6) months after the end of the financial year

14.5 Signatories to accounts –

- a) The Board must appoint at least three (3) signatories to each account of the Board.
- b) At least two (2) of the three (3) signatories must be required to authorise any payment by the Board.

15 DISPUTE RESOLUTION

Any dispute concerning the interpretation or application of this Constitution must be determined in accordance with Schedule 2 of this Constitution.

16 INDEMNIFICATION

The PIRB indemnifies, Members of the Board and its committees and employees of the PIRB against any claim that may be made against them which may arise during the course and scope of their employment or the performance of their duties, provided that such claim did not arise as a result of dishonesty, fraud, breach of trust, wilful default or wilful breach of duty, or contravention of the Code of Conduct of the PIRB or any other illegal activities.

17 CODE OF CONDUCT

Adherence to the Code of Conduct

- a) Members of the Board, Management Committees and other committees established by the Boards are bound by a Code of Conduct included as Schedule 1 of this Constitution.
- b) This Code binds Members in the performance and conduct of their functions and duties. Serious neglect of duty or misconduct may result in Members being removed from office or termination of membership of a committee.

18 DISSOLUTION

- a) The PIRB may be dissolved by a Resolution passed at a Board meeting where a quorum is formed by at least two-thirds of the voting members of the Board of Directors, either present in person or by proxy. A 30-day written notice of the meeting must be given to all relevant parties. The resolution for dissolution requires a majority vote of the members present at the meeting.
- b) If upon the distribution or winding up of the Board there remains after the satisfaction of all its debts and liabilities any property whatsoever, the same shall not be paid to or distributed among the members of the Board but shall be transferred to some other organisation having objects similar wholly or in part to the objects of the Board and which shall prohibit the distribution of its income and property among the members.

19 AMENDMENT OF THIS CONSTITUTION

- a) The Chairperson must give notice of any proposed amendment at least thirty (30) days before any meeting of the Board convened to discuss the amendment.
- b) The Constitution may be amended by the Board only by a resolution of a seventy-five percent majority (calculated in number of votes) of members present personally at an Annual General Meeting or a General Meeting of the Board at which there is a quorum.
- c) The Executive Director of the PIRB must ensure that copies of the proposed amendment, notifications for the meeting and the agenda are dispatched to all Members of the Board at least twenty one (21) days prior to the meeting at which an amendment of the Constitution is to be considered.
- d) For the purposes of this clause, any amendment to a Schedule to this Constitution must be regarded as an amendment of this Constitution.

20 Policy Implementation and Maintenance

20.1 *The PIRB shall implement and maintain, at a minimum, the following policies:*

- a) **Professional Designations Policy:** To develop, award, monitor, and revoke professional designations in line with PIRB rules.
- b) **Recognition of Prior Learning (RPL) Policy:** To allow for the awarding of designations to candidates who do not have the required underlying qualifications but meet the criteria through prior learning.
- c) **Membership Policy:** Detailing responsibilities, benefits, use of designations, and categories of registration.
- d) **Continuing Professional Development (CPD) Policy:** Ensuring professionals maintain their ability to practice safely, effectively, and legally.
- e) **Transformation Policy:** To promote demographic representation in the board, staff, and registrar.
- f) **Code of Conduct:** A formal code to which all registered person of the PIRB must adhere, outlining professional ethics, obligations, and conduct, as well as a mechanism for reporting and investigating breaches of the code to protect public interest.

20.2 Under direction of the Board, the PIRB shall also implement any additional policies that it deems necessary to ensure its effective functioning and alignment with its own operations and that of industry standards.

SCHEDULE 1: CODE OF CONDUCT

1. INTRODUCTION

This document outlines the Code of Conduct of the PIRB.

2. APPLICATION OF THE CODE

- 1) All Members of the Board and any committee established by the Board are subject to this Code of Conduct and are required to comply with both the letter and the spirit of the code.
- 2) The Members of the Board and any committee established by the Board –
 - a) stand in a fiduciary relationship to the PIRB;
 - b) must comply with all applicable laws and regulations that regulate the activities they are engaged in for and on behalf of the PIRB;
 - c) must perform their functions fairly, honestly and in good faith, giving full effect to the obligations and spirit of the Act and this Constitution;
 - d) must protect and promote the reputation and goodwill of the PIRB;
 - e) must perform their duties conscientiously and in the best interest of the PIRB;
 - f) must conduct themselves ethically and in accordance with the principles of good governance.

3. CONFLICTS OF INTEREST

- 1) Members must not use their positions and/or knowledge gained through their relationship with the PIRB for private or personal gain, or in such a manner that a conflict or an appearance of conflict arises between the PIRB interests and their personal interests.
- 2) If Members perceive that a course of action that has been pursued, is being pursued, or is intended to be pursued, may give rise to a conflict of interest, they must immediately disclose all known facts to the Chairperson of the PIRB. The Chairperson will, in consultation with the Board, make a determination, which will be final and binding.
- 3) Where a conflict of interest cannot be avoided by Members they must immediately disclose the nature of the conflict to the Chairperson and must excuse themselves from any related decision making. All such disclosures made to the Chairperson must be recorded in writing, together with the decision taken on the recusal and the motivation therefore.
- 4) Members should ensure that they are independent from any natural or legal person having a contractual relationship with the PIRB, or is providing goods or services to the PIRB, if such association might influence, or create the impression of influencing, their decisions or the execution of their PIRB duties. Under these circumstances, Members should not invest in or acquire a financial interest, directly or indirectly, in relation to such natural or legal person. In the case of such a relationship existing, Members must disclose such relationship to the Chairperson.

4. GIFTS AND BENEFITS

- 1) Gifts, hospitality and entertainment may only be offered to a third party if they are consistent with accepted practice, are modest in value, not in contravention of any law, and where public disclosure thereof would not embarrass the PIRB.

- 2) Members may not accept personal favours or other preferential treatment that might place the recipient under any obligation.
- 3) The recipient of an unsolicited gift that is not within reasonable and acceptable limits must immediately advise the Chairperson of such unsolicited gifts. In such a case the Chairperson will resolve to return the gift, or alternatively donate it to a respectable registered charity.

5. PIRB RESOURCES

- 1) Members must not abuse the financial and other resources of the PIRB.
- 2) Members must at all times ensure that the PIRB financial and other resources are used only for legitimate business purposes.
- 3) When funds are to be spent, it is the responsibility of Members to use sound judgment and to ensure that appropriate value is received by the PIRB for such expenditures.
- 4) Members who become aware that the PIRB funds or property have been used, are being used, or may be used in a fraudulent or improper manner, should immediately and in confidence advise the Chairperson or alternately the Executive Director.

6. SECURITY OF INFORMATION AND PATENT RIGHTS

- 1) Only information necessary to PIRB business may be collected, used and retained.
- 2) Members of the PIRB may not copy or reproduce, by any means, confidential or privileged information acquired during the performance of their functions or duties for use other than for the exercise of their functions or duties in terms of the Act, the SDA or other relevant legislation or this Constitution.
- 3) Upon termination of term of office, Members must hand over to the Chairperson all documents, drawings, plans, electronic records, samples, models and other information, equipment, accessories in their possession or under their control that may contain confidential or privileged information, or that relates to or is in any way connected to the business and affairs of the PIRB, or any of the Constituencies of the PIRB.

7. CONTRAVENTION OF THE CODE

- 1) Any contravention of the Code is a serious offence.
- 2) Members who suspect that they may have contravened the Code should immediately advise the Chairperson.
- 3) Members suspecting a contravention of the Code by another Member should report this, preferably in writing, to the Chairperson, who must maintain confidentiality and ensure that the matter is investigated impartially.
- 4) A contravention of the Code may result in disciplinary action being taken that could result in Members being removed from office or termination of employment or membership of a committee or chamber of the PIRB.

8. DISCIPLINARY PROCEDURE

- 1) If a Member is reasonably suspected of having breached this Code, the Board must hold an inquiry to determine whether or not the Member should be removed from office.

- 2) The Board must appoint three (3) of its Members, who should normally include the Chairperson, to preside over the inquiry.
- 3) The Chairperson must inform the Member in writing in sufficient detail of -
 - (a) the allegations against the Member; and
 - (b) the date, time and venue of the inquiry.
- 4) The Member must be given adequate time to prepare for the inquiry and may be represented by a fellow Member at the inquiry.
- 5) The Member must be afforded an opportunity to represent a case. This includes calling witnesses, giving oral evidence and presenting documentary evidence.
- 6) If the Members presiding at the inquiry, on a balance of probability, finds that the Member has indeed transgressed the Code, they may make a recommendation to the Board to sanction the Member by issuing a written warning, by removing the Member from office or by terminating the Member's membership of a committee of the PIRB.
- 7) The Board must make the final decision on the appropriate sanction of the Member.
- 8) If a Member is removed by way of this disciplinary process, the constituency that the Member represented may nominate a new Member for appointment to the Board.
- 9) If the transgression constitutes a criminal offence, the Chairperson must report the matter to the South African Police Services.

SCHEDULE 2: DISPUTE RESOLUTION

- 1) Any party to a dispute concerning the interpretation or application of this Constitution may refer to the dispute to the Executive Director.
- 2) If the dispute has a direct bearing on the Executive Director, the dispute is to be referred to the residing Chairman.
- 3) The referral must –
 - (a) be in writing,
 - (b) adequately describe the dispute; and
 - (c) be delivered to every other party to the dispute by the party referring the dispute.
- 4) The Executive Director (Chairman) must, as soon as is reasonably practicable, refer the dispute to the Board which must endeavor to resolve the dispute by conciliation within thirty (30) days of referral of the dispute.
- 5) If the Board fails to resolve the dispute within thirty (30) days of its referral, any party to the dispute may refer it for arbitration by an arbitrator appointed in terms of the Arbitration Act, 1965 (Act 42 of 1965).
- 6) The arbitrator must be agreed to by the parties to the dispute with the approval of the Board or, failing such agreement or approval, by an arbitrator appointed by the Board.
- 7) The arbitrator must first attempt to conciliate the dispute. If conciliation is not possible, the arbitrator must arbitrate the dispute.
- 8) The arbitrator must conduct the arbitration in a manner that the arbitrator considers appropriate in order to resolve the dispute fairly and quickly, and must deal with the substantial merits of the dispute with the minimum of legal formality.
- 9) Within fourteen (14) days of conclusion of the arbitration proceedings –

- (a) the arbitrator must issue a signed arbitration award with reasons; and
 - (b) the Executive Director (Chairman) must provide a copy of the award to every party to the dispute.
- 10) The arbitration award is final and binding on the parties to the dispute.
- 11) The costs of the arbitration must be borne equally by the parties to the dispute. The arbitrator may however make a different and appropriate award of costs if -
 - (a) a party to the dispute, without reasonable cause, refuses or fails to attend the arbitration, or unduly delays arbitration proceedings; or
 - (b) the arbitrator finds that a party pursuing or resisting the dispute did so vexatiously or frivolously or had no reasonable prospect of succeeding.
- 12) An arbitrator may, on own initiative or as a result of an application by an affected party, vary or rescind an award if –
 - (a) the award is erroneously sought or made in the absence of any party affected by the award;
 - (b) there is ambiguity or any obvious error or omission, but only to the extent of the ambiguity, error or omission; or
 - (c) the award is granted as a result of a mistake common to the parties to the proceedings.

SCHEDULE 3: CATEGORIES OF REGISTRATION

1 Licensed Plumber:

Persons applying for this category of registration will have passed the relevant plumber trade test as specified in the Manpower training act section 28 or 13 and/or have obtained a plumbing qualification in terms of the Skills Development Act. Persons applying for this category of registration must have written and passed the PIRB Licensed Plumber exam and are required to have the relevant insurance in place.

2 Qualified Plumber:

Persons applying for this category of registration will have passed the relevant plumber trade test as specified in the Manpower training act section 28 or 13 and/or have obtained a plumber qualification in terms of the Skills Development Act. Persons applying for this category of registration are required to have the relevant insurance in place.

3 Hot Water System Installer:

Persons applying for this category of registration must have passed a National Certificate: Hot Water Heater System Installation qualification in terms of the Skills Development Act.

4 Learner Plumber:

Persons applying for this category of registration must be trained under the adequate supervision and/or mentorship of Licensed/Qualified Plumber.

5 Solar (Qualified) Installer:

Persons applying for this category of registration will have passed the relevant plumber trade test as specified in the Manpower training act section 28 or 13 and/or have obtained a plumber qualification in terms of the Skills Development Act and have completed and passed the relevant Solar Elective Skills Program.

6 Heat Pump (Qualified) Installer:

Persons applying for this category of registration will have passed the relevant plumber trade test as specified in the Manpower training act section 28 or 13 and/or have obtained a plumber qualification in terms of the Skills Development Act and have completed and passed the relevant Heat pump award .

7 Plumbing Training Assessor:

Persons applying for this category of registration will have passed the relevant plumber trade test as specified in the Manpower training act section 28 or 13 and/or have obtained a plumber qualification in terms Skills Development Act and have completed and passed a relevant accredited assessors course.

8 PIRB Plumbing Inspector:

Persons applying for this category of registration must be Qualified Licensed Plumber have a minimum of five years plumbing experience and have attended and passed the relevant PIRB Plumbing Inspector's course.

SCHEDULE 4: NOMINATION COMMITTEE FORMATION AND PROCESS

1. Establishment of the Nomination Committee:

- The existing Board shall establish a **Nomination Committee** to oversee and manage the process of nominating and appointing new board members.
- The **Nomination Committee** will be led by an **external independent candidate**, who will be appointed by the existing Board. This candidate must not have any direct affiliation with any of the represented sectors to ensure impartiality and objectivity.
- The Committee shall consist of additional members, including representatives from the Board and other relevant stakeholders, as deemed necessary by the Board.

2. Terms of Reference:

- The Nomination Committee will operate in accordance with a **Terms of Reference (ToR)**, which will be developed and approved by the existing Board. The ToR will outline the **scope, responsibilities, and procedures** of the committee.
- The ToR must include the following key responsibilities:
 - **Calling for Nominations:** The committee will issue an open call for nominations from the various sectors listed in section 8.1 (a) of the PIRB Constitution.
 - **Review of Candidates:** The committee will carefully review the qualifications and suitability of all nominated candidates. This process will involve assessing candidates based on criteria such as experience, commitment to PIRB mission, adherence to transformation policies, and relevant sectoral expertise.
 - **Recommendation to the Board:** After reviewing all nominations, the Nomination Committee will make formal recommendations to the existing Board regarding the most suitable candidates for each position.

3. Selection Process:

- The final selection and appointment of Board members will remain the responsibility of the existing Board, based on the **recommendations** of the Nomination Committee.
- The Board will review the recommendations and vote on the appointments through a formal resolution process.

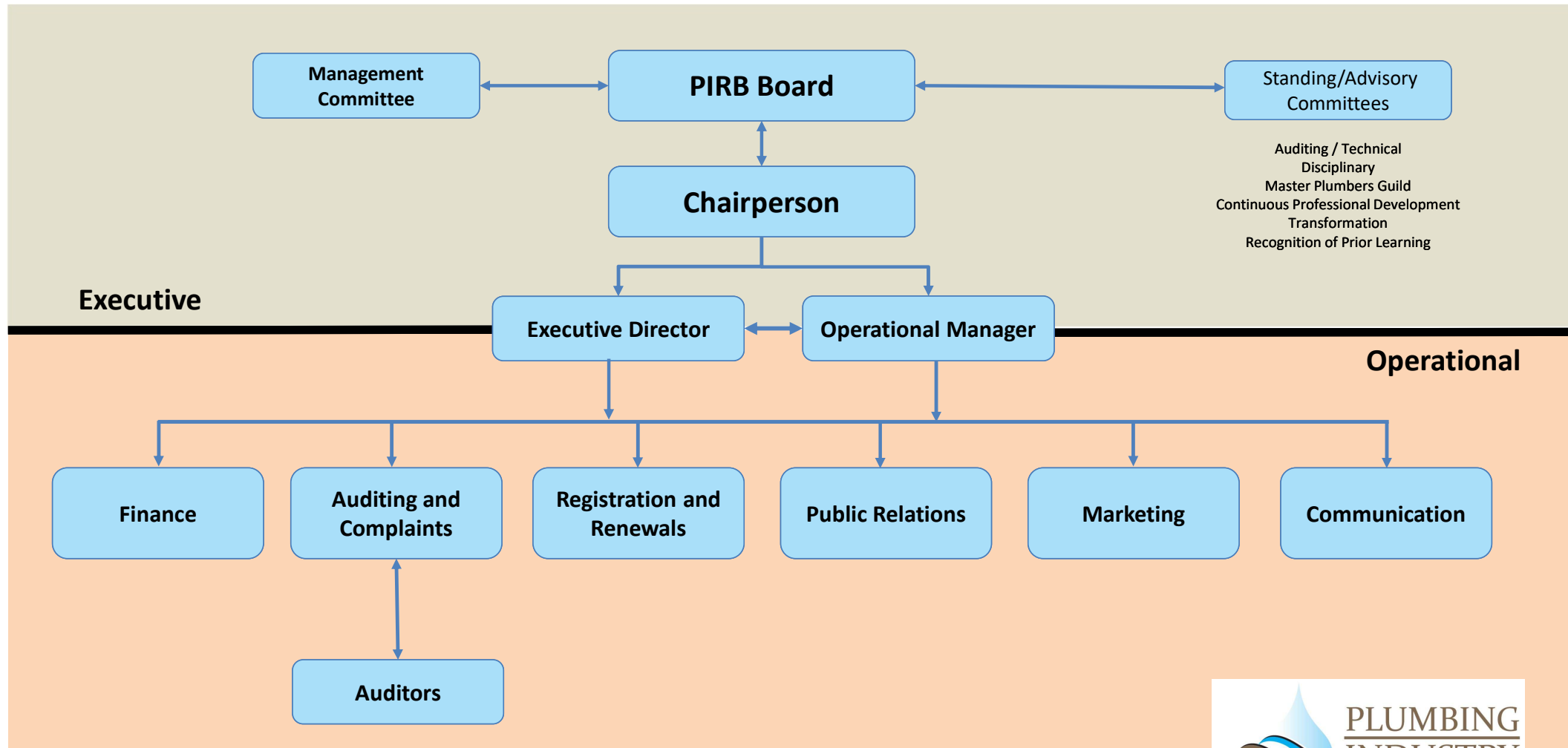
4. Transparency and Accountability:

- The Nomination Committee will be required to document its processes and provide regular **reports** to the existing Board on its activities, ensuring **transparency and accountability**.
- A detailed report of the nomination process, including how candidates were reviewed and selected, will be presented to the Board prior to the final appointment.

5. Committee Term:

- The Nomination Committee will be **ad hoc**, convening only when a new Board needs to be constituted or when there are vacancies that require filling. Once its mandate has been completed, the Committee will be dissolved until needed again.

PIRB's Governance and Operational Structures



REFERRAL PROTOCOL AND MEMORANDUM OF UNDERSTANDING (MOU) FOR COMPLAINTS HANDLING

Between

**Plumbing Industry Registration Board
(Hereinafter referred to as the "PIRB")**

And

**THE CONSUMER GOODS AND SERVICES OMBUD
(Hereinafter referred to as the "the CGSO")**

PREAMBLE

The Consumer Goods and Services Ombud (CGSO) is an accredited independent body established under Section 82(6) of the Consumer Protection Act 68 of 2008 (CPA) and governed by the Consumer Goods and Services Industry (CGSI) Code of 2015, to provide a free, accessible, and efficient Alternative Dispute Resolution (ADR) service. The CGSO serves as a crucial mechanism for protecting consumer rights and promoting fair business practices within the consumer goods and services sector in South Africa. It operates in coordination with the National Consumer Commission (NCC) and the Department of Trade, Industry, and Competition (DTIC), in ensuring a comprehensive consumer protection framework.

To add in background of PIRB and scope of jurisdiction.

PURPOSE

To harness the advantage that the relationship between the CGSO and the PIRB, the entities have agreed to create and standardised the process for the CGSO to refer consumers complaints to PIRB for the speedy handling of complaints related to Plumbing Services Sector.

This agreement shall in no way interfere with general principles of law, and the mandate of the CGSO as an Accredited Ombud in terms of the CGSI code, and does not create, confer and/or afford any third-party right or expectations in terms hereof.

1. OBLIGATIONS OF PIRB

1.1 PIRB to fill in

1.1 Complainant Awareness and Education:

- 1.1.1 Upon receipt of a complaint from a Consumer, PIRB will inform a consumer of this referral protocol and how it relates to the complaint process.
- 1.1.2 The contact details and summary of the escalation process to the CGSO will further be documented in the final correspondence to the complainant upon closure of a complaint by PIRB.

1.2 Quarterly reporting

- 1.2.1 PIRB will on a quarterly basis report the following:
 - 1.2.1.1 Complaints received by the CGSO are categorised as follows:
 - 1.2.1.1.1 Number of complaints received, current and resolved.
 - 1.2.1.1.2 Nature of complaint.
 - 1.2.1.1.3 Type of product.
 - 1.2.1.1.4 Outcome of complaint.
 - 1.2.1.1.5 Days taken to resolve.
- 1.2.2 PIRB undertakes to provide further details of complainants received if required by the CGSO from time to time.

1.3 General

- 1.3.1 PIRB will submit an annual and quarterly statistics to the CGSO that will reflect the statistics and trends of matters addressed by PIRB.

2. Obligations of CGSO

- 2.1 Education and awareness on the mandate of the Ombud office and the relationship with PIRB to enhance consumer protection in terms of the CPA.
- 2.2 To engage with PIRB from time to time to assess the effectiveness of the referral process and require changes if needed.
- 2.3 To provide PIRB with summary reports of complaints received when as and when requested.
- 2.4 The CGSO will arrange for an annual workshop with PIRB to explore ways of strengthening consumer education, reporting and general compliance with CPA and the CGSI code.

3. Referral Process

- 3.1 Upon receipt of a complaint, the CGSO will conduct an initial assessment to determine the nature of the complaint and if the complaint requires a referral to PIRB.
- 3.2 The CGSO may then refer the complaint to PIRB within 5 (five) business days from date of receipt from the CGSO.
- 3.3 Should the complaint not be resolved to the satisfaction of the complainant, PIRB will inform the complainant of his/her right to seek further redress in terms of the CPA by escalating the complaint to the CGSO.

4. COMMENCEMENT AND DURATION

- 5.1 Notwithstanding the date of signature, this agreement shall be effective upon the date of the last signature and will remain in effect until terminated by either party by providing a 30 (thirty) day written notice.

Signed for and on behalf of the **CGSO**

Signature

Date: _____

Witnesses

1. _____

2. _____

Signed for and on behalf of the Plumbing Industry Registration Board

Signature

Date: _____

Witnesses

1. _____

2. _____



16th October 2025

NATIONAL CONSUMER COMMISSION

THE ACTING COMMISSIONER: Mr Hardin Ratshisusu

National Consumer Commission

Private Bag X84

Pretoria

0001

Dear Mr. Ratshisusu

SUBJECT: LETTER OF SUPPORT – PLUMBING INDUSTRY REGISTRATION BOARD (PIRB) APPLICATION FOR RECOGNITION AS A CONSUMER PROTECTION GROUP (CPG)

The Institute of Plumbing South Africa (IOPSA) fully supports the application by the Plumbing Industry Registration Board (PIRB) for recognition as a Consumer Protection Group (CPG) in terms of Section 78 of the Consumer Protection Act, 2008 (Act 68 of 2008).

PIRB's long-standing partnership with IOPSA has consistently strengthened professional accountability and public protection through joint initiatives such as compliance audits, consumer education campaigns, and industry-wide advocacy. The formal recognition of PIRB as a Consumer Protection Group will significantly enhance these efforts, enabling a structured, proactive mechanism to address systemic risks that currently undermine consumer safety and fair market conduct.

IOPSA supports this application on the following grounds:

- PIRB's proactive auditing network and compliance data provide valuable early-warning insight into non-compliant products and practices.
- The proposed Industry Code of Good Practice for Plumbing Products and Services, developed under PIRB's leadership, aligns directly with the objectives of the Consumer Protection Act by guiding manufacturers, merchants, and importers in responsible disclosure and product safety.
- Recognition of PIRB as a CPG will facilitate closer cooperation between the NCC, CGSO, NRCS, and the plumbing industry, helping to prevent consumer harm, improve enforcement, and restore confidence in compliant market behaviour.

IOPSA therefore strongly endorse PIRB's application for accreditation as a Consumer Protection Group, recognising it as a vital step towards improving consumer safety,

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Platinum Members

Builders Warehouse, Cachet, Grohe-Dawn
Watertech, Kwikot, Marley Pipesystems,
OnTap, Plumblink, Saffer

37 Linksfield Road,
Dowerglen,
Johannesburg, 1609
PO Box 4419 Edenvale,
1610



professional integrity, and sustainable industry transformation within South Africa's plumbing sector.

Sincerely,

Steve Brown
Executive Director

cc. Mr Jabulani Mbeje

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23 April 2024

Mr L Smith
Chairman of the Board
Plumbing Industry Registration Board
PO Box 680
WIERDA PARK
0149

Dear Mr Smith

**2ND FEEDBACK LETTER FROM THE BOARD OF THE SOUTH AFRICAN QUALIFICATIONS
AUTHORITY: RE-RECOGNITION OF THE PLUMBING INDUSTRY REGISTRATION BOARD
AND THE RE-REGISTRATION OF ITS PROFESSIONAL DESIGNATIONS**

In terms of clause 21 of the *Policy and Criteria for Recognising a Professional Body and Registering a Professional Designation for the Purposes of the National Qualifications Framework Act, Act 67 of 2008 (2023) (P&C for professional bodies)* "SAQA will re-recognise a professional body for subsequent five (5) year periods, subject to the favourable outcome of a monitoring and evaluation process which will be set out in the guideline document issued by SAQA".

The South African Qualifications Authority (SAQA) is pleased to inform you that on 20 March 2024 the SAQA Board approved the re-recognition of the Plumbing Industry Registration Board (PIRB) as a professional body and the re-registration of the following PIRB professional designations on the National Qualifications Framework (NQF):

- Licensed Plumber;
- Qualified Plumber;
- Solar Installer; and
- Plumbing Training Assessor.

The renewal of the recognition period is from 10 May 2022 until 9 May 2027.

A copy of the second re-recognition report is attached.

As pointed out to PIRB on 18 April 2024, clause 32. i. iii. of SAQA's *P&C for professional bodies (2023)* states that "A non-statutory body of expert practitioners applying to be recognised as a professional body by SAQA will have policy and criteria on membership, which includes but is not limited to the responsibilities and benefits, voting right, use of designation, and different categories of memberships".





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PIRB must comply with clause 32. i. iii of the said *P&C for professional bodies (2023)* as a Registrant Policy is not acceptable to SAQA. PIRB's Registrant Policy refers to the various designations. Compliance with clause 32. i. iii of SAQA's *P&C for professional bodies* would be checked for compliance when SAQA conducts a mid-term monitoring review to ensure compliance with the *P&C for professional bodies*.

Furthermore, SAQA will provide PIRB with assistance regarding its professional designation information, which would be checked for compliance when SAQA conducts a mid-term monitoring review to ensure compliance with the *P&C for professional bodies*.

We trust that the re-recognition as a professional body will be to the benefit of your sector as a whole, and that it will contribute to the objectives of the NQF as well as to skills development and professional service delivery in South Africa.

We look forward to continuing co-operation between PIRB and SAQA.

Yours sincerely

JHA Nel (Mr)
SENIOR MANAGER: REGISTRATION AND RECOGNITION

cc: Mr Temba Mokoena, Acting Manager: Professional Bodies, SAQA





INTRODUCTORY PROFILE



**ACTIVELY PROMOTING, MONITORING, AND MAINTAINING
EXPERTISE AND COMPETENCIES AMONG PLUMBING
INDUSTRY PROFESSIONALS**



Professional Body Recognition
Number: PIRB831

ABOUT THE PIRB

The Plumbing Industry Registration Board (PIRB) is the only professional body for plumbers in South Africa, as recognised by the South African Qualifications Authority (SAQA) and in accordance with the NQF Act 67 of 2008 (As amended, 2023).



The PIRB supports compliance, safety, and professionalism within the plumbing industry by holding the professional plumber accountable through continuous professional development, proactive national audits, and disciplinary measures.

The PIRB's framework not only enhances public trust but also strives to create an inclusive, regulated, and compliant environment for all plumbers working in or wanting to enter the South African Plumbing Industry.

Registering with the PIRB offers much value. A registration fee is applicable, but there are no monthly fees. Registration is required to be renewed after a 12-month period, and a renewal fee is applicable. PIRB-registered plumbers are required to carry their PIRB ID cards and present those to their customers for easy identification.

Licensed plumbers, with an active status, are required to issue PIRB COCs for plumbing work they do.

WHAT IS A COC?

A Certificate of Compliance (COC) is an official document, issued by the plumber, to self-certify that their work and the products they used meet the requirements of national standards and regulatory requirements.

Plumbers are responsible for compliance and can be held accountable if found, via PIRB's Audit Process, that any aspect of their work or the products they used is not compliant. The PIRB COC is widely accepted and well-respected.

WHO MAY ISSUE A PIRB COC?

Only PIRB-licensed plumbers, with an active registration status, may issue PIRB COCs.

THE PIRB'S AUDIT PROCESS

- All PIRB COCs are strictly controlled and managed through an advanced online management system, ensuring transparency and accountability.
- PIRB plumbing COCs certify compliance, promotes consumer protection, and environmental safety, as outlined in PIRB's Constitution.
- PIRB COCs and audits, maintain high industry standards and compliance, as PIRB proactively audits 5% of all COCs issued per month, nationally.



DESIGNATIONS

- ✓ Technical Assistant Practitioner
- ✓ Learner Plumber
- ✓ Licensed Plumber
- ✓ Master Plumber



THE PIRB'S AUDIT PROCESS (CONTINUED)

- The PIRB's auditing process is independent and audits are conducted on-site. Using external, third-party auditors, ensures impartiality and transparency. This helps avoiding any potential conflicts of interest, while maintaining the integrity of the compliance certification process.
- Plumbers issuing PIRB COCs are accountable to the professional body, PIRB, and are subject to corrective and/or disciplinary actions, depending on the extent of non-compliances that may be found.

CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

As the professional body for plumbers in SA, PIRB is required by the South African Qualifications Authority (SAQA), to implement and maintain Continuous Professional Development (CPD). CPD ensures that industry practitioners continue to learn about their trade and industry, to avoid stagnation and promote development and progression.

Registered plumbers are encouraged to actively participate in CPD, by being rewarded for their CPD achievements. CPD achievement is divided into 5 different tiers, and achievers are rewarded according to the tier they achieve and maintain. The more CPD points accumulated and maintained for a required period, the greater the rewards.

Enquire from PIRB about their list of CPD-accredited activities.

JOB MANAGEMENT SYSTEM

In addition to increased demand from consumers and increased consumer trust, PIRB-licensed plumbers and their plumbing companies can also enjoy access to FREE features of a Job Management System that can help their companies streamline the management of the following operational aspects:

- ✓ Job Management
- ✓ Quoting Management
- ✓ Purchase Order Management
- ✓ Customer/Client Management
- ✓ Teams Management
- ✓ Company Profile Setting



Although the abovementioned features can be accessed and used by PIRB-licensed plumbers and their plumbing companies for FREE, there are more features to this awesome system that can be acquired at a fee.

Let's get your plumbing company's operations management streamlined!

ENGAGEMENTS, EVENTS & ACTIVITIES

PIRB puts in much effort to engage with registered plumbers, not only to keep them updated and informed, but also to strengthen our relationships.

Here are a few examples of how we do that (Most of which are CPD-accredited):

- Bulk emails and bulk SMS communications
- Social media posts
- Roadshow outreach to all provinces (Merchants Visits, Workshops, TVET Colleges and Training School Visits)
- Events (World Plumbing Day, World Toilet Day, Champions 4 Charity, Training Sessions)
- Associations (Plumbers Evenings, Golf Days, & Other Events)
- Live Webinars
- Plumbing Podcasts (PIRB YouTube Channel and Podcast Platforms)

Follow us on social media and YouTube:



**TO FIND OUT MORE,
CONTACT US TODAY!**

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