NATIONAL BUILDING PRODUCTS COALITION

BUILDING PRODUCT INFORMATION
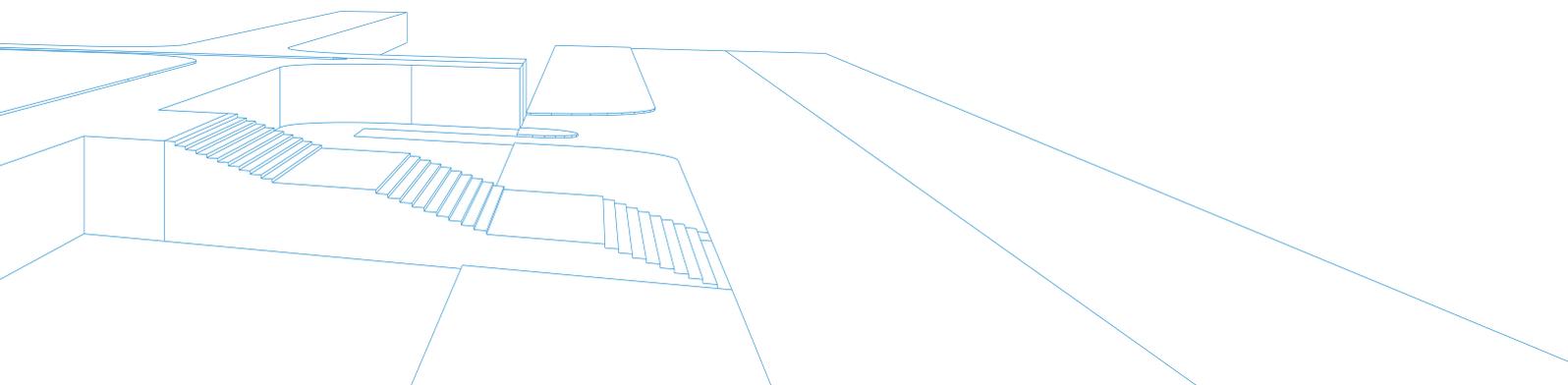
GOOD PRACTICE CONFORMITY GUIDE

CONTENTS

WHY THIS GUIDE MATTERS

More than a decade on from the Lacrosse Apartment fire in Melbourne and the national electrical cable recall, industry continues to grapple with the risks of non-conforming and misused products. Both of these events exposed serious gaps in building product safety compliance. The fire triggered reforms, government inquiries, and stronger regulatory oversight, but the underlying issues haven't disappeared.

What's become clear is this: lasting change requires more than regulation—it demands leadership from within the industry itself.

This Good Practice Building Product Information Guide is an industry-led initiative developed by the National Building Products Coalition (NBPC); a collaboration of leading industry bodies committed to lifting standards and transparency across the sector. It reflects a shared belief that industry must take responsibility for raising the bar on product information, performance claims, product use and accountability.

But this Guide isn't just about public safety or system-wide reform, it's also about helping all those in the building supply chain succeed, including manufacturers and suppliers and those who specify and install building products

By following the good practice behaviours outlined here, businesses can:

- Build trust and reputation with clients and regulators.
- Reduce risk and liability exposure.
- Improve productivity and market competitiveness.
- Support a level playing field, where doing the right thing is rewarded.
- Contribute to an estimated $2.4 billion in annual economic benefits[1].
- Deliver products that are part of a more sustainable built environment.

This voluntary Guide provides practical tools and prompts that can be directly applied within your business. It outlines twelve key behaviours that establish what *should* be practiced to provide credible, verifiable product information—helping everyone in the supply chain make more informed, confident decisions.

If you're a manufacturer, supplier, specifier, builder / installer, certifier, or regulator, this Guide is your opportunity to lead, differentiate your business, and strengthen the industry as a whole.

Read on to see how better product information is better business—for everyone.

The NBPC would like to thank and acknowledge the work of the UK Construction Product Association. This Guide has been adapted from their Code for Construction Product Information[2].

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1   Building Ministers' Meeting: Communiqué June 2024

2   https://www.cpicode.org.uk/ways-of-working/

HOW TO USE THIS GUIDE

The Guide begins with a set of straightforward, practical questions that serve as prompts to help users understand not only their own responsibilities, but also the information and reporting needs of others across the building product supply chain.

The guide is provided in two parts:

- Specifiers / Installers: Key Product Conformity Questions to Ask

- Manufacturers / Suppliers: Good Practice Behaviours.

For manufacturers and suppliers, it provides a good practice checklist focused on strengthening the credibility, clarity, and verifiability of product information and claims.

Further guidance for manufacturers and suppliers (Further information) outlines the minimum expectations that help clarify how each action can be effectively achieved.

While the Guide is voluntary, the actions use the word 'should' to reflect a shared expectation of what constitutes responsible behaviour.

To support implementation the Guide also provides the NCC evidence of suitability requirements which are the regulated benchmark for compliance and links to further information.

Together, these elements make the Guide a practical resource for improving transparency, accountability and confidence in building products at both the industry and individual business level.

SPECIFIERS/INSTALLERS:
KEY PRODUCT CONFORMITY QUESTIONS TO ASK

When assessing whether a building product or system is suitable for the design and conforms to its intended use, start by asking these questions:

1 PRODUCT TYPE AND SCOPE OF USE

- What is the product type and where will it be used in the building?

- Are there any limitations in the product design, installation and/or use as part of a system that could affect its suitability?

- Is the product to be used as an individual component or part of a system?

- What is the risk to building safety if the product fails?

- Are the materials safe for people and the environment? Does the product contain any known chemicals of concern or emit Volatile Organic Compounds? And if so, are there alternatives? (refer to Useful Links) Do you need an environmental impact disclosure or environmental impact statement?

- Will the product perform reliably over its intended lifespan while minimizing waste and environmental impact? (refer to Useful Links)

Note: A product may have multiple, and perhaps conflicting, attributes, some, which not all of which will require conformity assessment – e.g. durability, slip-resistance, fire resistance.

2 REGULATORY OBJECTIVES AND REQUIREMENTS

- What are the regulatory objectives and requirements in Australia for the manufacture, supply, installation and use of the product?

- Have you referred to evidence of suitability under the National Construction Code (NCC) and referenced standards?

- Are safety data sheets (SDS) or other regulatory documents required for installation or use?

3

TYPE OF PRODUCT CONFORMITY ASSESSMENT

- What evidence of conformity with Australian standards or requirements of the NCC has been provided: professional opinion, accredited laboratory test, third-party certification, other?

4

ASSESSMENT RIGOUR

- Is the rigour of the evidence provided appropriate to the level of risk?

- Does the evidence satisfy your supply chain's reporting requirements?

- Have all the key features have been assessed?

- Is the product conformity data and information relevant to the product and proposed use?

- Does the test data or other evidence of conformity cover the product's design, intended onsite installation and use?

- Are there sufficient details in the evidence to facilitate design and then on-site installation compliance verification with tested prototypes or benchmarks?

- If it is to be part of a system, how has it been tested and validated as part of that system?

- For life-safety products, does the testing, inspection, certification and resulting documentation offered by the manufacturer and/or supplier establish the level of trust expected by the community?

- Are installation instructions, training or accredited installers lists provided?

- If the material, product or assembly makes sustainability claims, are these claims consistent with the ACCC's Making Environmental Claims Guide (refer to Useful links)?

5

VERIFIABLE EVIDENCE

- Can you verify the impartiality, competency and capability of the person or body who conducted testing, provided the evidence or the certification body that issued the certification?

- Can you access a full copy of the test report/certificate from the accredited laboratory or the product certificate from the certification scheme?

- Has the evidence been third party verified?

- How is evidence provided? Is a certificate or listing available on a publicly accessible directory?

- Is a certificate or listing available on a publicly accessible directory?

- Is there a product marking that links to certificates containing details of the source of raw materials, source of components, factory manufacturing locations, test reports, factory inspections or surveillance?

- Has a chain of custody record been provided?

6

CONFORMITY TRACEABILITY

- What link is there between physical product and conformity information or a digital certificate of compliance?

- Is there a product-mark linked to an accessible directory?

- Can the product-mark persist through traceability events (e.g. steel product transforming from coil to sheet). (Refer to Useful Links)

MANUFACTURERS/SUPPLIERS:
GOOD PRACTICE BEHAVIOURS

To respond to the questions that should be asked by the Specifiers / Installers and achieve good practice behaviours, a manufacturer or supplier should:

ACTION ONE

Have in place a standard operating procedure that covers a documented sign-off process for creating consistent product information in line with the data template in the NBPC's Traceability & Digitalisation Guide[3]. Ensure processes are in place in the event that a product recall is required in line with regulation. Ensure all products carry a globally unique identifier to ensure unambiguous access to the correct product information. (Refer to Useful Links)

ACTION TWO

Have in place as part of the standard operating procedure a formal version control process for all product information.

ACTION THREE

Not use misleading or ambiguous wording, phrasing or imagery and embrace the use of plain English to ensure accurate representation of product information, performance and sustainability claims.

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3   https://industrycoalition.wixsite.com/building-products-co/about-6

ACTION FOUR

Provide:

1. evidence that the process for product testing, inspection and certification has been conducted by impartial, qualified individuals or organisations; and

2. valid and demonstrable documentation claiming compliance to, or achievement of, any certification, classification, or industry standard (including in relation to environmental performance, social performance and or work health & safety performance). [Note: ready access will improve design and construction authorisation and authorisation of occupation approval timeframes]; and

3. evidence that is current and where certificates have an expiry date, they cover the period in which the material, product or assembly will be installed; and

4. relevant warranties, safety data sheets and information for operation and maintenance manuals.

ACTION FIVE

Provide specific documentation when making any product performance or sustainability claims which are outside of certification, classification or industry standard tests.

ACTION SIX

Make available on a webpage the descriptive, physical and sustainability characteristics of the building product in line with the data template in the NBPC's Traceability & Digitalisation Guide[4].

ACTION SEVEN

Have a documented process ensuring all changes affecting product information resulting from changes to the building product (including change in manufacturing plant location or source of raw materials) are identified and reflected in revised product information that can be traced to the product and are made publicly available on the relevant webpage.

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4   https://industrycoalition.wixsite.com/building-products-co/about-6

ACTION EIGHT

8

Publish for Australian users, clear product information on design limitations, handling, installation, operation, maintenance and disposal of the building product. This in combination with any installer accreditation, installation training obligations and safety and/or environmental regulations.

ACTION NINE

9

State what is covered, excluded, and required to comply with when making any claims of guarantees and/or warranties. The guarantee/warranty should be transparent, have a clearly stated period of validity, be in plain English and in a format that will be recognised by users and Australian Consumer Law.

ACTION TEN

10

Ensure technical helpline contact details (telephone and/or email) are visible and accessible on a webpage for Australian users.

ACTION ELEVEN

11

Ensure anyone conveying product information is qualified or competent to the level of knowledge required and ability to communicate effectively for their role.

ACTION TWELVE

12

Provide all of the information required in actions 1 to 11 inclusive and not miss an action or parts thereof.

FURTHER INFORMATION

NCC Evidence of Suitability:

State and Territory building laws call up the National Construction Code (NCC) as the technical regulations for constructing buildings in Australia.

Within the NCC's governing requirements are the A5G1 suitability provisions, which amongst other things require (i.e., they are mandatory) that:

"(1) A building and plumbing or drainage installation must be constructed using materials, products, plumbing products, forms of construction and designs fit for their intended purpose to achieve the relevant requirements of the NCC.

(2) For the purposes of (1), a material, product, plumbing product, form of construction or design fit for purpose if it is—

 a. *supported by evidence of suitability in accordance with—*

   i. *A5G2; and*

   ii. *A5G3 or A5G4 as appropriate; and*

 b. *constructed or installed in an appropriate manner."*

This evidence can be established in a number of different ways (see [here](https://ncc.abcb.gov.au/editions/ncc-2022/adopted/volume-one/a-governing-requirements/part-a5-documentation-design-and-construction)[5]), however, regard should be had to the level of risk associated with the product's intended application, as well as whether or not its compliance with the requirements of the NCC can be established against a referenced standard within the Deemed to Satisfy Provisions. If it is an innovative product for which no referenced standard exists, then other than where a plumbing product is required to have a WaterMark certification, the potential exists for compliance to be established using a Performance Solution, which the A5G3 provisions again outline.

Useful Links:

- ACCC's Making environmental claims December 2023: A guide for business
  https://www.accc.gov.au/system/files/greenwashing-guidelines.pdf

- A Guide to Australian Building Product Conformity, NSW Government for the Senior Building Officers Group, 2018: A Guide to Australian Building Product Conformity
  https://www.abcb.gov.au/sites/default/files/resources/2022/Guide-australian-building-product-conformity.pdf

- Australasian Procurement and Construction Council, Procurement of Construction Products – a guide for achieving compliance
  https://static1.squarespace.com/static/6399096d4f946e597b746d34/t/63ec49b71d0e7d4cb4bccb1b/1676429758074/Procurement+of+Construction+Products+-.pdf

- DCCEEW's National Framework for Recycled Content Traceability
  https://www.dcceew.gov.au/environment/protection/waste/recycled-content-traceability

- Ellen MacArthur Foundation: Principles of a Circular Economy
  https://www.ellenmacarthurfoundation.org/topics/circular-economy-introduction/overview

- Evidence of Suitability Handbook, Australian Building Codes Board, 2021: Handbook: Evidence of suitability
  https://ncc.abcb.gov.au/sites/default/files/resources/2022/Handbook-evidence-suitability-2021-2.pdf

- International Organisation of Standards (ISO) https://www.iso.org/about

- ISEAL Code of Good Practice for Sustainability Systems
  https://isealalliance.org/what-we-do/credible-practice/iseal-code-good-practice-sustainability-systems

- Modern Slavery Act | Modern Slavery in Australia
  https://www.modernslavery.gov.au/australias-response/laws-and-policies/modern-slavery-act

- Safe Work Australia's Work Health and Safety laws: Model WHS laws
  https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws

- Safe Work Australia's Globally Harmonised System of Classification and Labelling of Chemicals: Classifying Chemicals
  https://www.safeworkaustralia.gov.au/safety-topic/hazards/chemicals/classifying-chemicals/using-ghs

- Standards Australia's Universal Data Protocol
  https://www.standards.org.au/engagement-events/strategic-initiatives/universal-data-protocol

- Traceability and Digitalisation of Building Product Information, National Building Products Coalition, 2024: Traceability | Building Products Co
  https://industrycoalition.wixsite.com/building-products-co/about-6

- UK Code for Construction Product Information 2025: Home - Code for Construction Product Information United Nations Traceability Protocol https://www.cpicode.org.uk/

- UK Construction Products Reform Green Paper 2025: Construction Products Reform Green Paper 2025 (HTML) - GOV.UK
  https://www.gov.uk/government/consultations/construction-products-reform-green-paper/construction-products-reform-green-paper-2025-html

MANUFACTURERS/SUPPLIERS – FURTHER GUIDANCE FOR IMPLEMENTING GOOD PRACTICE

This section expands on the twelve actions listed above in guidance for Manufacturers/Suppliers: Good Practice Behaviours.

1 ACTION ONE

Should have in place a standard operating procedure that covers a documented sign-off process when creating product information.

Minimum expectations:

- A named individual(s)/role(s) should be nominated to be responsible for the creation of the product information.

- All products to be allocated a globally unique identifier to support verifiable transparency and traceability of the product.

- The final product information should be signed off by an appropriately competent person.

- There should be an audit trail: keep records of processes undertaken, documentation reviewed, including input from internal and external third parties.

- Should have, and be able to demonstrate, a process for issuing the product information to all appropriate internal and external channels.

Should have, and be able to demonstrate, a process for issuing notice of a product recall and or notice of manufacturing issue (e.g. asbestos traces found in product) including exact product manufacturing date range, specific product type impacted, etc.

Have a process for the recall of products should they be subject to performance, claims, safety or health and safety issues. Communicate the recall to the supply chain effectively and ensure the ACCC is notified.

2 ACTION TWO

Should have in place as part of the standard operating procedure a formal version control process for all product information.

Minimum expectations:

- Where appropriate product information should show unique identifiers with a) version identifier, and b) date of issue.

- Have a documented process that sets out the rules for assigning identifiers.

- Be clear about how stakeholders can check that the product and or system information is the latest version.

- Retain and be clear about how stakeholders can obtain previous versions of product and or system information.

- Be clear about how stakeholders can access pre-existing product information relating to previously sold/ discontinued 'building products'.

- Should have, and be able to demonstrate, a process for updating all appropriate internal and external channels within a reasonable deadline pre-set by the manufacturer.

- Should have, and be able to demonstrate, a system process of retaining raw material data and resultant batch numbers that can be made available, upon request, to building owner (including future building owner).

3 ACTION THREE

Should not use misleading or ambiguous wording, phrasing or imagery and must embrace the use of plain English to ensure accurate representation of product information, performance and sustainability claims.

Minimum expectations:

- Do not use words or phrases that exaggerate and/or do not accurately represent a building product's performance or capability.

- Only use Australian industry terminology and abbreviations, including acronyms, where the competent intended user of the product information would be expected to understand them. (refer to Useful Links).

- Do not use imagery that could mislead the user into inaccurate application, representation and/ or performance of the building product.

- Be explicit about what the product is, its intended application and where known, provide examples of limitations or inappropriate applications.

- Only use product images (real or rendered) that accurately reflect the building product being sold. If one building product image is used to represent a range, provide a statement of clarity near said image for the user.

  1. Provide a reference guide for ambiguous words/phrases and the use of correct imagery that can be used in the creation of product information – this may include referring to relevant industry association guidance.

  2. If in any doubt as to which words, phrases or imagery would be appropriate or acceptable, please refer to appropriate government guidance around claims or industry association for clarity.

4 ACTION FOUR

Should provide:

1. evidence that process for product testing, inspection and certification has been conducted by impartial, qualified individuals or organisations; and

2. valid and demonstrable documentation claiming compliance to, or achievement of, any certification, classification, or industry standard (including in relation to environmental performance and social performance where required), [Note: ready access will improve design and construction authorisation and authorisation of occupation approval timeframes].

3. evidence that is current and where certificates have an expiry date they cover the period in which the material, product or assembly will be installed.

4. relevant warranties, safety data sheets and information for operation and maintenance manuals.

Certification - Carried out by an impartial third-party organisation accredited to ISO/IEC 17065 by a national Accreditation Body. Certification should be carried out in accordance with the schedule of accreditation, which will be published on the Accreditation Body webpage. Details of the certificate number and validity period must be publicly available on your webpage and certificate provider stated for a third-party to check. You must make them available, in full, on request by persons or authorities.

Classification – Carried out by an independent test laboratory accredited to ISO/IEC 17025 by a national accreditation body including checking for yourself that the scope of accreditation matches the formally published classification standard. The classification report to be based on one or more prescribed tests as identified in a formally published classification standard, confirming a level of performance based on defined applications.

Industry approved or recognised standard - A formally agreed and publicly available method of determining a level of achievement and/or performance. This method must be capable of being reproduced by different testing bodies and therefore provides a reliable basis from which comparisons can be made. Such testing is to be in accordance with an impartial test laboratory accredited to ISO/IEC 17025 by a national Accreditation Body and that their scope of accreditation reflects the formally published prescribed standard. This allows people to determine the performance needs of a product without specifying a particular product.

Details of test report numbers are publicly available on a webpage and test report provider stated for a third-party check. Test reports are available, in full, on request, by persons or authorities. This is crucial for verification of both design compliance and installation compliance where reference to the reports and other published materials is critical to understanding if the design details and then the installation matches all relevant parameters involved in demonstrating compliance.

Where environmental performance claims are made (e.g. Environmental Product Declarations or Carbon Product Footprints), even if not required for the purpose of regulatory compliance, these should be carried out in accordance with the processes that align with global climate disclosure standards, such as ISO 14025 and ISO 14067, and construction sector standards consistent with ISO 21930 and/or EN 15804. As with other certification, documentation should be made publicly available with relevant identification information to enable verification of claims.

Documentation of sustainability claims should be made in accordance with ACCC's Making environmental claims guide (refer to Useful Links).

5 ACTION FIVE

Should provide specific documentation when making any product performance or sustainability claims which are outside of certification, classification or industry standard tests.

Minimum expectations:

- All stated performance or sustainability claims should be referenced back to a valid and dated test, certification or specified technical assessment.

- Where a test is referenced, it should state the building product or system tested, the test, date passed, under what standard, where tested and by whom and the last date its validity was reviewed.

- Stated performance data should be clear as to whether it is based on calculated and/or tested performance and manufacturers must clearly state where tests are laboratory tests.

- Specific properties relevant to intended application should be clear (e.g., structural/fire/acoustic/thermal/carbon emissions/recycled content).

- Be explicit about what the product is, its intended application and where known, provide examples of limitations or inappropriate applications.

Note: When product performance or sustainability claims are outside of certification, classification or industry standard tests there is an increased chance they will not be accepted by authorities having jurisdiction (building surveyors / certifiers) owing to the assessment being subjective due to the lack of recognised evidentiary backing.

6 ACTION SIX

Should make available on their webpage the descriptive, physical and sustainability characteristics of the building product, including, where applicable and not limited to:

- Manufacturer Name.
- Product Name.
- Brand.
- Product Classification.
- Product Identifier.
- Model Number.
- Serial or Batch Number as required.
- Description.
- Country of Origin.
- Application/Use.
- Raw material(s) used in a product, including country(ies) of origin.
- Recycled content and its origin.
- Weight.

- Dimensions.
- Finish /Colour.
- Packaging.
- Pack size (nett content).
- Unit of measure.
- Chemical properties/Safety data sheets.
- Size/dimensions (product & installation spatial requirement).
- Expiry Date if applicable.
- Formally Published Standard product is manufactured to.
- Certification relating to environmental claims such as Environmental Product Declaration or other certificates from Product Certification schemes.

7 ACTION SEVEN

Should have a documented process ensuring all changes affecting product information resulting from changes to the building product (including change in manufacturing plant location or source of raw materials) are identified and reflected in revised product information that can be traced to the product and are made publicly available on the relevant webpage.

Minimum expectations:

- The manufacturer or supplier can demonstrate an internal process for reviewing the accuracy of the product information against the manufactured or bought-in product, and that there is a process for manufacturing or operations to advise those departments handling product information of changes brought about by a manufacturing or component change.

- If a change is made which would have an impact on the declared product information, then loop back to actions 1 and 2 accordingly and communicate the change to the supply chain as necessary.

8 ACTION EIGHT

Should publish and make easily accessible on their webpage for Australian users, clear product information, where applicable, on design limitations, on handling, installation, operation, maintenance, and disposal of building products in combination with any installer accreditation and or installation training obligations and safety and environmental regulations.

9 ACTION NINE

When making any claims of guarantees and/or warranties, the manufacturers or suppliers webpage should state what is covered, excluded, and required to comply with its terms. The guarantee/warranty should be transparent, have a clearly stated period of validity, be in plain English and in a format that will be recognised by users and Australian Consumer Law.

Minimum expectations:

WHAT IS COVERED?

- Who is offering the guarantee/warranty and how is it underwritten?

- What does the guarantee/warranty cover e.g., building product, building system, installation, design?

- Who benefits from the guarantee/warranty? Length of guarantee/warranty and from when does it take effect? (e.g. date of delivery, date of installation, date of practical completion, etc.).

- What is the principal function(s) and/or performance(s) of the building product and or system being guaranteed/ warranted?

- What is the value and/or nature of the cover?

- Does the level of cover diminish over time? If so, how?

- Is the guarantee transferable from the builder to the first building owner, to another building owner, is there a limit to the amount of times you can do this, or a cost attached?

WHAT IS EXCLUDED?

- What does the guarantee/warranty not cover (e.g., building products supplied by others, installation, design)?

- What function(s) and/or performance(s) is expressly excluded from the building product being guaranteed/warranted?

WHAT IS REQUIRED TO COMPLY WITH THE TERMS?

- A clear statement detailing any conditions on who and how the building product/ system was specified (e.g. has the manufacturer or supplier been involved in the specification if it is required under the guarantee).

- A clear statement of the requirements (e.g. maintenance, cleaning frequency with associated records of proof, attendance at installation and or post building hand over inspections, repairs in conjunction with the terms of the guarantee) to maintain continuity to the guarantee/warranty.

- What could invalidate the guarantee (e.g. withheld payment of monies related to the project, change of use of the building or modifications to the area without consultation with the guarantor)?

10 ACTION TEN

Should ensure current technical helpline contact details (telephone and/or email) are visible and accessible on a webpage for Australian users.

Minimum expectations:

- Apply appropriate signposting to contact information (e.g., 'three-click rule'), to ensure that users seeking product information assistance are not put off by the effort required to access it.

11 ACTION ELEVEN

Should have in place a robust training program (for new and existing personnel) to ensure that anyone conveying product information is competent to the level of knowledge required and ability to communicate effectively for their role.

Minimum expectations:

- Manufacturers to define a knowledge and competence matrix for all roles that are involved with product information, including all customer-facing roles.

- Maintained training and qualifications register.

- Demonstrate understanding from all personnel of where, due to competency, they cannot provide product information.

- Provide all personnel with the most current information and relevant references to enable them to communicate product information to the requirements of all users.

12 ACTION TWELVE

Should provide all of the information required in actions 1 to 11 inclusive and not miss an action or parts thereof.

Acknowledgement *- The actions have been adapted from the UK Code for Construction Product Information and used with the kind permission of CPI Ltd: https://www.cpicode.org.uk/ways-of-working/*

WHO ARE WE

The [National Building Products Coalition](link) (NBPC) is an industry alliance from across the Australian construction supply chain working to improve confidence in the building products used across Australia. Members cover the entire construction supply chain and include industry associations, certification bodies, sustainability councils, and technology providers.

The NBPC has come together to improve confidence in product information and streamline product compliance processes. It works collaboratively to advance the recommendations of the National Building Product Assurance Framework, which highlighted the need for clearer responsibilities, improved traceability and better access to verified data.

Through this work, the NBPC aims to ensure all building products used in Australia can be trusted and are fit to be used for their intended purpose. By building partnerships across sectors, the NBPC is helping to deliver a safer, more transparent and more productive built environment.

To learn more about the work of the NBPC and how you can contribute, visit our website at nbcoalition.net

Members

Supporters