



## **PRESS RELEASE**

### **FCCC Signs Voluntary Compliance Framework with RC Manubhai & Ajax Spurway Fasteners Wednesday 4 November 2020**

The Fijian Competition and Consumer Commission (FCCC) has signed a Voluntary Compliance Framework (VCF) with R.C. Manubhai & Company Pte Limited and Ajax Spurway Fasteners Pte Limited.

The VCF covers R.C Manubhai & Company Pte Limited's Suva and Nadi branches, and Ajax Spurway Fasteners Pte Limited's Suva and Lautoka branches. R.C Manubhai Pte & Company Limited is the third business from the Hardware industry who have come on board.

"We believe that the best way to ensure businesses are compliant, and the rights of Fijian consumers are being protected, is through a collaborative approach with businesses, which makes the participation of companies like RC Manubhai & Company Pte Limited and AJAX Spurway Fasteners Pte Limited very encouraging," said FCCC CEO Joel Abraham.

The VCF is a set of guidelines to make sure that businesses comply with the FCCC act and operate fairly, without constant oversight by FCCC, and was introduced after noting low compliance levels.

"The VCF is an excellent opportunity for proactive businesses to work with us to learn their role and responsibilities when it comes to compliance, and FCCC welcomes and invites any organisation that wants to sign up," said Abraham.

"Previously, many FCCC Act 2010 violations were due to an improper understanding of the law by traders and while this is not a legal defence, we believe this approach is more effective in the long run and benefits everyone," said Abraham.

Abraham commended the companies for signing up, especially considering their reputation as operators in Fiji's hardware industry.

"By coming forward and stepping up, they are serving examples to other traders in the field as to what can be achieved when we work together. And it genuinely benefits the business, as well - a happy customer base equals a blooming business," added Abraham.

Managing Director of R.C Manubhai & Company Pte Limited & Ajax Spurway Fasteners Pte Limited, Dinesh Patel said, “It is important to note and recognize that consumers are right at the forefront of all businesses and are one of the major drivers of the economy. Simply put, without consumers, the existence of businesses is not possible, which in turn affects employment as well.”

“In this ever-evolving business climate, more and more emphasis is being placed on improving the customer service and experience by all establishments in the private sector. Consumer rights are often forgotten or misinterpreted, and, in this regard, we welcome the move by FCCC to carry out the pilot project of implementing the VCF.”

R.C Manubhai & Company Pte Limited as part of their business engages in trade and commerce of hardware, building materials, structural steel, engineering supplies, tiles, sanitary ware, light fixtures, bathroom fixtures, gardening supplies, paint and office furniture.

They were established in 1960 as a Grocery and Hardware Business and subsequently, in the mid-1980s, exited the competitive grocery market and fully focused on the Hardware business and has branches in Ba, Lautoka, Nadi, Suva, Tavua, Rakiraki, Valelevu, Labasa and Nausori.

AJAX Spurway Fasteners Pte Ltd, as part of their business, engages in trade and commerce of metallic fasteners, painting gears, adhesives and sealants, abrasives, tools, power tools, welding machines and consumables, safety gears, automotive fillers & batteries, water meters, pipe fittings and other industrial range of products. They were established 34 years ago, in conjunction with Ajax GKN Group (UK), and has branches in Suva, Lautoka and Nadi.

FCCC is an independent statutory body established under Section 7 of the FCCC Act 2010 that promotes effective competition and informed markets, encourages fair trading, and protects consumers and businesses from restrictive practices, and controls prices of regulated industries and other markets where competition is lessened or limited.

**For more information on the duty reduction and a list of items affected by the duty rate change, you can go to <https://fcc.gov.fj/duty-reduction/>.**

**For more information, you can contact FCCC on 8921991 or through live chat on their website at [fcc.gov.fj](https://fcc.gov.fj).**

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