



RETROFITWORKS
BUILDING EFFICIENCY TOGETHER

Code of Conduct

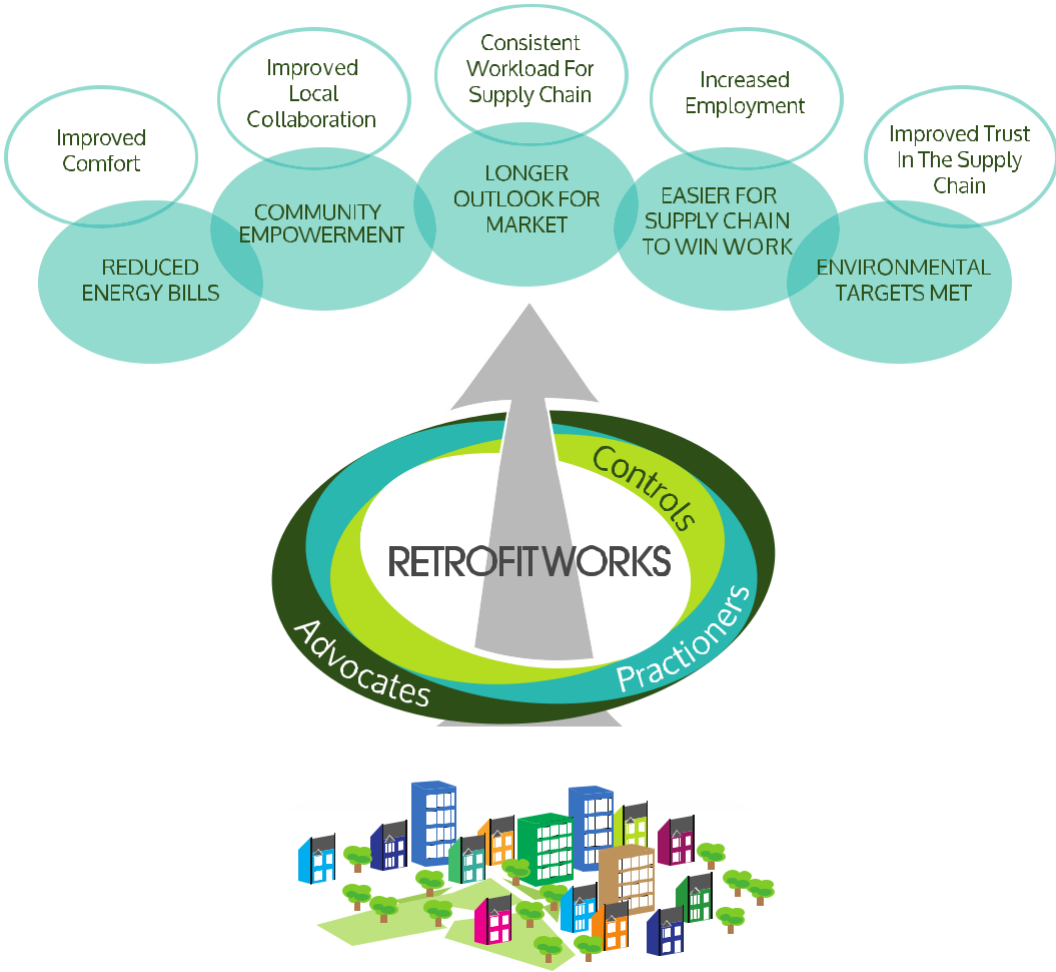
for all Members



RetrofitWorks is a multi-stakeholder Co-operative, matching property owners and community groups up with local, certified retrofit professionals and trades under one administration.

It is designed to tear down industry silos, and to benefit clients/consumers/occupants/property owners (hereafter referred to as the Customer), community groups and local authorities through the development of local, quality-focussed services.

Being locally driven but centrally operated, RetrofitWorks is inherently scalable, capable of delivering solutions nationwide whilst generating tangible local economic and social benefits.





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Introduction to Code of Conduct

This document sets out all of the principles each member of the RetrofitWorks Co-operative (hereafter referred to as Member) are required to follow. Membership of RetrofitWorks (hereafter referred to as Membership) is intended to be available to all, but also to be a rigorous process of entry and oversight during the Membership period. Small organisations may have fewer in-depth requirements to larger organisations, this is partly because RetrofitWorks has designed these principles to be easy to follow, and in being drawn up in parallel with Membership principles of other leading Trade Associations and Professional Institutions, the terms of reference should already be familiar to a Member already professionally accredited.

The Suite of Membership Documents

This document fits alongside others to form a full suite. Hereafter follows an explanation of each of these: -

Primary Rules These rules were formally cast on the 29th July 2013. They describe at a high level what the Co-operative is going to do, by whom and in what way. They apply to all Members of the Co-operative and describe the organisation structure, Member voting rights, and other core organisation governance details. They can be made available again upon request.

RetrofitWorks Membership Agreement This Membership Agreement is in effect an application form that sets out the demonstrable criteria required upon entry for all Members. It explains what is expected of each Member type, and how activities and processes will be managed. As RetrofitWorks is a multi-stakeholder Co-operative, the document refers to generic requirements for all Members but also for specific Membership types and how they must comply with bespoke Membership requirements and principles. By signing the Membership Agreement form, the Members agree to abide by the requirements and principles set out.

Importantly, some requirements are generic and apply to all trades or professions, whilst others are specific to trade or profession types, organisation size and trading experience. A lot of work has been put into making sure smaller or newer companies are not precluded from becoming Members, and also to ensure that that they are given extra guidance on reaching the full requirements over a period of time.

Code of Conduct – this document - The Principles are effectively the specific behaviours, responsibilities and commitments, which a Member will abide by in order to remain as a Member of the Co-operative.



Membership Principles

Supporting RetrofitWorks in the market

A1	<p>Promoting the Co-operative - Members are urged to promote the benefits of using a RetrofitWorks Member to customers.</p> <p>Members will not act in any way to bring the brand of RetrofitWorks, the Co-operative model or any of its individual Members into disrepute.</p>
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Compliance and breaches of Membership

B1	<p>Code of Conduct - Upon signing up as to membership, the Member is agreeing to comply with all elements of the Code of Conduct.</p> <p>If at any stage a Member realises they have breached the code in any way they must inform their liaison officer at RetrofitWorks.</p> <p>If at any stage a Member becomes aware that another Member has breached any element of Membership requirements of code of conduct, it should be reported to a Liaison officer.</p>
B2	<p>Staff Briefing - Members must ensure that all of their staff, including temporary staff, are briefed on the contents of the Code of Conduct. Any member of staff not complying with the Code of Conduct will be considered a breach of Membership terms and conditions.</p>
B3	<p>Monitoring and Measuring - RetrofitWorks will carry out the following monitoring and auditing measures, and report the results to the RetrofitWorks Senior Management Team, which in turn reports to the RetrofitWorks Board: -</p> <ol style="list-style-type: none"> a) Assess feedback from the Customer obtained through qualitative research surveys b) Analyse cases of which it becomes aware, in which Members have not kept to/or breached this Code of Conduct c) Carry out regular audit compliance checks of the performance of a Member d) Assess case conciliation and arbitration to resolve performance issues



Disciplinary procedures

C1	<p>Complaints - A complaint or dispute concerning a Member's performance is very different from a complaint about their professional conduct. A complaint about performance should be resolved by the Member's own complaints procedures. Complaints about the professional misconduct or concerns regarding competency will be recorded and shared with the trade association, professional institution or competent person scheme, such as TrustMark (a prerequisite for our grant-funded schemes), or MCS for renewables, with the relevant competency body reappraising credentials each year, whilst the Customer can contact the likes of RECC for consumer support.</p>
C2	<p>Breach of Conduct - In circumstances where it becomes apparent that there may have been a breach of conduct, the RetrofitWorks Board of Directors may implement disciplinary action against the Member firm. Such disciplinary action is based on a 3 tier classification: -</p> <ul style="list-style-type: none"> a) Insufficient detail or case unfounded (Outcome – no disciplinary action taken) b) 1st action (advisory) level – verbal notice (Outcome – verbal instruction of business improvement actions to be made by the Member firm, confirmed in writing to the Member). c) 2nd action level – serious warning notice (Outcome – formal written notice of urgent business improvement actions to be taken emphasising the need to take remedial action, the result of a re-occurrence/non-provision of information being expulsion). d) 3rd action level – expulsion from Membership (Outcome - expulsion from Membership, and removal of right to reapply for future Membership). <p>All decisions will be proposed and actioned by the Board of Directors of the Co-operative.</p>
C3	<p>Performance Review – The Senior Management Team will review the performance of a Member where there are tangible concerns that re one or mmm more the following, that the Member has: -</p> <ul style="list-style-type: none"> a) Failed to investigate a complaint, or carry out remedial work identified as necessary following a complaint. b) Failed to satisfy the requirements of the most recently issued Surveillance or Quality Assurance frameworks, as established by RetrofitWorks. c) Acted to the detriment of another Member. d) Entered into a voluntary agreement with their creditors. e) Committed a material breach of the Code of Conduct that, if capable of remedy, is not remedied within 28 days. f) Consistently failed to pay debts in a timely manner. g) Ceased, or threatened to cease, trading. <p>Termination of Membership shall not absolve the Member from contractual and legal liabilities and responsibilities accrued during their Membership.</p>





Fair Trading Practice

D1	<p>Sufficient Resources - The Member must not undertake or continue work for which they knowingly lack sufficient and adequate resources, be they relevant competence, sufficient number of experienced operatives, tools and appropriate materials.</p>
D2	<p>Anti - Bribery - The Member will comply with all UK law with regard to anti-bribery controls.</p>
D3	<p>Competition Law - The purpose of competition law is to preserve free, fair and efficient competition for the benefit of all organisations operating in the industry and their Customers.</p> <p>The Member agrees to comply with the relevant legislation at all times, by adhering in all of its business practices to the principle of fair competition, and not anti-competitive.</p>
D4	<p>Price Fixing - Members shall not exchange competitively sensitive information or engage in discussions that may lead to the co-ordination of anti-competitive behaviour and, in particular, must not share information about current or future pricing intentions for tenders, or any element that might affect prices or pricing practices, including the exchange of cover prices.</p> <p>Members understand that co-operation with a competitor is justified only under the exceptions permitted by the competition rules, or where they have been expressly required to enter into such arrangements by a Customer - for example, certain joint ventures and framework agreements - in which case, such arrangements will be fully disclosed to the Customer and to RetrofitWorks in advance of tendering.</p>
D5	<p>Outside Interests - Members involved in any other business activity that might impact (even indirectly) on RetrofitWorks' business, must declare this involvement to the Customer or employer before any contract is finalised. If the other activity is unacceptable to the Customer, Members should either withdraw from it during the engagement, or decline the work. If the other activity is unacceptable to the employer, Members must either withdraw from it during the employment, or resign from/refuse to accept the job.</p> <p>Members must not undertake functions that require independence and impartiality, if they are connected to the contracting party.</p>
D6	<p>Treating Customers Fairly - Members will provide each Customer with clear, unambiguous terms of business that do not disadvantage the Customer. Members will ensure that they carry out their contractual obligations without excluding their liabilities. All terms must conform to the Unfair Terms in Consumer Contract Regulations 1999 and the Consumer Protection from Unfair Trading Regulations 2008 ('CPRs'). All terms of business must be effectively communicated in writing or email to the Customer and form part of the quotation.</p>
D7	<p>Privacy and Confidentiality - Members must adhere to any reasonable contractual provisions regarding confidentiality and should also comply with the legal rights of privacy. e.g. taking photographs of private buildings from public highways with the intention of publishing them, or discussing private details with third parties such as journalists, if there has been no explicit permission to do so.</p>
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Members should therefore ascertain from their Customers what type of publicity they will allow about their project, and agree the terms and conditions for publication. This also applies to a Member's own promotional material.

Data held by Members concerning others must be handled in accordance with the prevailing data protection legislation.

D8

Working Outside Remit - Members should seek appropriate advice when faced with a situation that they recognise as being outside their own or their practice's experience or capabilities.

A key function of RetrofitWorks is to match each Member with other Members by capability, experience, capacity an availability.

Consumer Credit License

E1

Financial Advice Regulations - Members will not advise the Customer on financial matters regarding potential retrofit work, unless an appropriate Consumer Credit License/Authorisation (CCL) is held.

Continuing Development

F1

Continuing Professional Development (CPD) - The Co-operative encourages each Member must to ensure that they engage with CPD to stay relevant, competent and compliant, and to compliment their existing qualifications. Members providing professional services must adhere to the CPD set down by their institution.

People, Equal Opportunity and Diversity

G1

Valuing Everybody - Good employment practice will contribute positively to the effectiveness and influence of the Co-operative and its Members. It will also improve business opportunities, employment diversity and personal development, and is vital to the Co-operative's mission to constantly improve the quality of the domestic built environment and quality of life across society through delivering retrofit.

The Member will apply the National Working Rule Agreement where appropriate or maintain standards not less favourable to the employee, and the [CIJC Working Rule Agreement for Construction Industry](#), where appropriate.

G2

Dispute Resolution - The Member should have in place a clear process whereby each of its staff are made aware of the internal procedure for resolving disputes.

G3

Living Wage - The Member agrees that each member of staff engaged in work experience, training, secondment, student placements or internships shall be treated in the same manner as any other employee. The Member shall refrain from providing any unpaid roles and as a minimum, aim to achieve a Living Wage - not just a minimum wage - for employees. (<http://www.livingwage.org.uk/what-living-wage>)

G4

Discrimination - The Member agrees not to discriminate on the grounds of gender, race or ethnic origin, sexual orientation, marital status, creed, nationality, disability or age, and shall seek to eliminate such discrimination by others to promote equal opportunities.



G5	<p>Diversity - Members should have due regard for the religious, cultural or political interests of their staff, and should try to accommodate them as far as is practicable. The Member agrees to support their staff and suppliers should they be a 'conscientious objector' in a given situation, and agreement to a withdrawal should not unreasonably be withheld.</p>
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Dealing with Vulnerable Customers

H1	<p>Appropriate and Considerate behaviour - Members are expected to provide extra care and support. A person may be vulnerable as a consequence of mental or physical infirmity, age, credulity, learning difficulties, illiteracy or if their first language is not English. The objective standard is that it should be reasonable for the Member to identify or foresee this vulnerability. The information which a Member provides should be appropriate to the Customer's needs. The Member should take special care to ensure that the Customer (or a named person acting on their behalf) understands the key documents: -</p> <ul style="list-style-type: none"> - The quotation document - The contract of works - The Member's Terms and Conditions - Any applicable guarantee arrangements <p>To reiterate, where appropriate, the Member should seek the involvement of a named trusted friend or relative at the outset and throughout the customer journey.</p>
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Respecting other Members & the RetrofitWorks Tender Process

I1	<p>Other Members' Customers - Members should not deliberately approach another Member's Customer in a conscious attempt to take over an active project. Members should therefore avoid, as far as possible, sending advertising mailshots, or any other forms of publicity, aimed at a specific project where it is apparent that another Member has already been appointed.</p>
I2	<p>Customer Introductions - If an introduction to a Customer has been initiated through a RetrofitWorks Scheme or initiative, any additional works proposed by the Customer to be regarded as a variation under the same contract. Members shall refrain from engaging Customers outside of the RetrofitWorks model when the benefits of grants, finance, training support and other services provided by RetrofitWorks staff are being provided. This will be regarded as a breach of the code of conduct.</p>

Advertising / Marketing / Communication / Branding

J1	<p>RetrofitWorks' Logo - The RetrofitWorks logo provides a guarantee of a high standard of service to every Customer. It may only be used by current Co-operative Members. Any Member may use the RetrofitWorks logo strictly in line with RetrofitWorks' brand guidelines. If a Member is entitled to use other logos, they must also follow the conditions of use for these, so long as there is no conflict with the conditions set out in these Member Principles.</p>
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J2	Advertising Standards – The Member will ensure that advertisements and marketing - whether placed directly by the Member or via a third party - shall be factual and relevant in substance and presentation. These materials must not contain information which is untrue, misleading, or otherwise discreditable to the industry and RetrofitWorks.
J3	Telephone Sales - If a Member undertakes telephone sales, they must be registered as a member of the Telephone Preference Service .
J4	Cold Calling - Where cold calling is used to generate interest, those engaged in the cold calling on behalf of the Member shall provide full information about the scope, process and any charges associated with all processes including energy assessments. Any assessment visit must take place at least a day after the original cold-call approach, unless the Customer specifically requests a same day assessment. No Member should engage in cold calling activities (whether face-to-face, by phone or electronic communication) if the Customer has indicated by any means that they do not wish to be contacted in that way. The Member must immediately cease cold calling activities in respect of that Customer. The Privacy and Electronic Communications Regulations (PECR) give people the right to protect their privacy and reject unwanted communication.
J5	Conduct in using Leads – No Member should accept any sales leads from persons who are known or suspected to engage in pressure sales techniques. Each Member must take reasonable steps to satisfy themselves about how other parties obtain sales leads before entering into arrangements with them.
J6	Incentives - Members must not offer payments or other remuneration which incentivise staff or other persons to engage in inappropriate sales techniques, or to recommend specific products or services when these may not be appropriate for the Customer.
J7	Member’s own marketing materials – Members must not use their own marketing literature in dealing with RetrofitWorks’ leads, customers or groups associated with RetrofitWorks. Members may only use RetrofitWorks’ literature for marketing purposes.

Data Protection

K1	GDPR – Members must ensure they comply with the General Data Protections Regulations for the protection of privacy and personal information.
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Impartial Advice

L1	Treating Customers Fairly – To build trust in the retrofit industry and engagement with the RetrofitWorks Co-operative, it is essential that Members are open about their role when engaging with customers. In contact with each Customer, the Member must ensure that they clearly distinguish between (i) the impartial assessment of a property in question, and recommendations produced via / or alongside / or instead of that assessment; and
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dii) any additional marketing and sales activities, whether relating to Green Deal or other products or services.

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Sales Techniques

M1	<p>Appropriate Sales Techniques – Each Member's sales and customer-facing staff will treat customers with respect and courtesy at all times, and will behave in a manner that reflects the integrity of RetrofitWorks and the Co-operative.</p> <p>Members will promote products and services based on their strengths and not on competitor “weaknesses”.</p> <p>The Member’s employees or persons representing the Member must not give false or misleading information about the Member or the product, services or facilities being offered. The staff must not make any statement that is likely to mislead the Customer in any way. Sales employees and representatives, whether employed directly, sub-contracted or selling on the Member's behalf, must not use any selling techniques designed to pressurise the Customer into making an immediate decision.</p>
M2	<p>Doorstep Selling - Members will comply with the Doorstep Selling Regulations, (AKA Door to door sales) link to gov.uk site.</p>

Taking on the Work of other Members

N1	<p>Making arrangements - The Co-operative model allows for arrangements for other similarly capable Member organisations to carry out works in the event of an unforeseen circumstance that prevents the first Member from completing the works. All processes then in progress, or otherwise outstanding, can be transferred to another Member and completed in accordance with the relevant standard and design specification, PAS 2030 or the Competent Persons Scheme where relevant to the individual Retrofitworks scheme or associated project.</p>
N2	<p>Verifying the Work - If a Member is approached by a Customer to undertake work on an existing project, that Member should make reasonable enquiries to establish whether or not any other Member is already involved. If that is the case, the Member must clarify with the Customer whether their role will be to replace an appointed Member OR if their role is to take on separate work within the same project.</p> <p>Unless there is a justifiable reason not to, the Member should inform the originally appointed Member that the Customer has approached them. However, if the Customer denies, misleads or fails to mention that another Member is already engaged for this work, RetrofitWorks is unlikely to regard an omission to notify the original Member as misconduct.</p>
N3	<p>Communicating the matter - Acknowledging the contribution of others - The contribution of others to a Member’s work should be appropriately acknowledged. Members should not seek to pass off someone else’s work as their own.</p>

Customer Service



O1	<p>Making and keeping appointments</p> <p>The Member shall endeavour to be prompt when keeping to appointments and if likely to be more than 10 minutes late to an appointment, to make a telephone call to the Customer to notify them of this in advance when it is safe to do so.</p>
O2	<p>Behaviour and Appearance - In all work related activity, act professionally and adopt a form of behaviour and appearance that will not cause offence or embarrassment to others and shall not adopt a form of behaviour or appearance that could damage the dignity, standing and reputation of the Co-operative and the wider retrofit industry.</p>



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- O3 **Respecting the Customer's Property** - Operatives and persons acting on behalf of the Member must, as far as reasonably practicable, take care to avoid damage to the property/site of works, including its contents. It is advisable that if the Member is made aware or becomes aware of pre-existing issues before work commences at the property, this should be drawn to the attention of the Customer before commencing work, and resolved beforehand if necessary (but not by the Member unless the Customer agrees to a specific quotation).
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- O4 **Identification Cards** – Every employee or representative of a Member organisation must, on initial first face-to-face meeting, disclose their identity to all customers and potential customers by showing an identification document, along with details of their employer or other person they are acting on behalf of (where applicable) and provide an explanation of the specific services they are authorised to provide. They must disclose: -
- Any links with other Members or third parties
 - Any limitations on their independence (including any fees or commissions payable)
 - The products or services they wish to offer
- This information must also be confirmed in writing at the earliest practicable opportunity. Note that the Member should not attend a property where there are minors unsupervised.
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- O5 **Tidiness, Protection and Diligence** – Every employee or representative of a Member must leave the site in a clean and tidy condition and ready for use. All waste will have been properly disposed of unless this is not included in the contract (non-emergency work) / or this is included in the price (emergency work).
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Contractual and Commercial Considerations with the Customer

P1	<p>Form of contract - All work that is to be engaged via the RetrofitWorks will have a contract in place.</p> <p>Members should always use every endeavour within the limits of the contract conditions to:</p> <p>(a) Complete contracts on time and within costs limits.</p> <p>(b) Fulfil obligations under contracts.</p> <p>(c) Establish that the Customer understands the contract & the implications of all variations.</p> <p>(d) Provide value for money.</p>
P2	<p>Contract arrangements and obligations - Although RetrofitWorks will help its</p> <p>Members where reasonable to engage with the Customer and vice-versa, it is not the responsibility of RetrofitWorks to put in place or ensure that contractual obligations are met.</p> <p>However, it is the duty of RetrofitWorks to make the Customer aware of contract options. It is the responsibility of the Member to make, agree and meet contractual arrangements and commitments.</p>
P3	<p>Sufficient information in advance - When invited to quote for work, the Member should ensure that they have sufficient information about the envisaged scope of works to allow for the calculation of the price. Any quotation will clearly indicate the type and extent of the services (through a scope of works) to be undertaken for that fee, and will also enable any subsequent changes to be made, under variation clauses.</p>
P4	<p>Providing a quotation - When providing a quotation to the Customer the Member should consult the relevant Scheme Design Document (SDD) of each RetrofitWorks-led or collaborative scheme under which it is providing a service, the starting point being clarity and transparency of the quotation, including the following where applicable to the expectations of the scheme, be it private (able-to-pay) or grant-funded: -</p> <ul style="list-style-type: none"> - An itemised list of the goods to be supplied. - The price of goods and services to be supplied, shown separately, including the costs of any required safety checks and all taxes payable including VAT (at either 5% or 20%). - An itemised list of all survey, design, installation and other services. - Items and services not included in the quotation, which the Customer will need to provide to complete the work (including permissions and approvals, any work needed to restore the property to its original state). - Site conditions and special circumstances beyond the control of the Member which may result in extra chargeable work not covered by the quote (and hourly or daily rates which would apply in this situation). - A timetable for supplying any goods and services for the property. - Business terms, including the payment method and timetable, how long the quote will be valid for and other conditions. - Terms and Conditions (to be agreed by the Customer) - Completion dates for carrying out the work.



P5	<p>Providing a quotation (1) - The quotation must be fully transparent to the services and goods on offer with no hidden charges as the project progresses that should have been understood at quotation stage. This includes all ancillary works that are required to facilitate and finish off the work.</p>
P6	<p>Providing a quotation (2) - Where a Customer is expecting a certain saving on energy bills as a result of the work, this should be conveyed by an independent body or their energy provider.</p> <p>It is important not to oversell goods and services based on over-inflated potential savings. Where the estimate is based on some standard or 'average' premises (rather than being specific to the property concerned), Members must provide full details of the source of the assumptions that underpin the data.</p>
P7	<p>Providing a quotation (grants) - Members will advise the Customer about any grants or other incentives available for the work and agree whose responsibility it is to apply for them.</p> <p>It is envisaged that RetrofitWorks will provide staff that can support discussions with The Customer on this subject.</p>
P8	<p>Providing a quotation (fees to RetrofitWorks) - The relevant Scheme Design Document (SDD) will set out in writing any fees (% based or otherwise) payable to RetrofitWorks by the Member when delivering their services for remuneration on a defined RetrofitWorks Scheme. The Member will be expected to sign the SDD before commencing any involvement on the Scheme. There is a specific SDD for each RetrofitWorks Scheme.</p>
P9	<p>Providing a quotation (Cooling off period) - Members who sign a contract with a Customer must give the latter the right to cancel without penalty within 14 days (this is known as the 'cooling off period').</p> <p>Members who fail to give the Customer written notice that they can cancel the contract, may not be able to enforce the contract, and may be committing a criminal offence. The notice Members provide must be exactly in line with the Doorstep Selling Regulations.</p>
P10	<p>Providing a quotation (Cancellations by Member and customer) - Before the contract is signed, Members must explain how the Customer can cancel the contract, give the name and address of the person to contact in this event, and provide a prominent cancellation form as part of the contract document.</p> <p>Members will give the Customer not less than 14 working days to cancel the contract without penalty after they have signed it.</p>
P11	<p>Formal acceptance by the Customer - Work should not commence until both parties have signed the contract.</p> <p>Once an offer has been accepted by the customer, the Member is under an obligation to carry out the work as stated in his offer, and the customer is under an obligation to pay for the work on satisfactory completion, subject to agreed arrangements for payments on account.</p>
P12	<p>Interim Payments - Any invoice rendered by the Member for interim payment on account shall represent no more than a reasonable valuation of the work done and materials delivered to the site up to the date of the invoice.</p>
P13	<p>Communicating with the Customer - Develop a good working relationship</p>



with
the Customer or their appointed representative. If you have any concerns about the
work,
discuss them with the Customer or their appointed representative as soon as possible.



P14	Dealing with variations – The Member will confirm verbally and always in writing any changes to the work specified (variations or additional work), with details of any extra costs and obtain the Customer's authorisation in writing before any variations or additional work commence.
P15	Dealing with programme changes - Wherever practicable, the Member shall state the expected dates for the start and completion of the work, and keep the customer informed of any variation in these.
P16	The use of subcontractors - Members should not transfer or sub-contract their agreed responsibilities without first obtaining the written consent of the Customer.
P17	The use of subcontractors - The Members agrees to ensure that the Customer is fully aware that a subcontractor is to be used. They must do so in advance, and must communicate that all liabilities still rest with the Member, as well as insurances and guarantees etc.
P18	Snagging - Agree a return date with the Customer to complete any defects or "snagging" which may have arisen after handover, during an agreed period within the contract and cross-referenced with the Member's own Terms and Conditions which will have already been shared with the Customer, and the Customer agreed to prior to works commencing.

Commercial considerations between RetrofitWorks and Members

Q1	Subsequent Works - Any customer met with the aid of RetrofitWorks shall always be recognised as a RetrofitWorks Customer, and administered as such for the initial work.
Q2	Pausing Works - Any work acquired through the RetrofitWorks that was never executed (but paused), must be enacted through via Retrofitworks if it is re-started at any point in the future.

Processes and Management of Works

R1	Collaborative working on site - All Members should be aware of, and consider, the great opportunities that exist for other Members and non-Members on any retrofit project for improving safety, productivity and quality.
R2	Measure Specific Design - The installer Member shall not commence any installation without first having obtained from the specifier a location-specific design specification for each measure to be installed.
R3	Whole House Energy Performance - Each Member should demonstrate commitment to ensuring



that the whole house performance improves both in the current phase of work and



	<p>others beyond. Furthermore the Member should ensure as far as practical: -</p> <ul style="list-style-type: none"> - That all measures are planned to be installed as the manufacturer intended. - That all measures designed for the installation into a building work together as a system. - That all future measures are considered for works beyond the existing phase so that opportunities are not impeded and future work is facilitated.
R4	<p>A system for maintaining records - Depending on each Scheme, RetrofitWorks will provide an online facility (such as Airtable or Sharepoint) to record the following: -</p> <ul style="list-style-type: none"> • Work location and address. • Actual commencement and completion date. • Surveys, designs, specifications and drawings. • Briefing records, scanned and uploaded. • Inspection records. • Test outcomes (if applicable). • Commissioning records (if applicable).

Processes, Management of Installation Works and Records of Work Undertaken

S1	<p>Working with multiple contractors - The Member shall give due consideration to the requirements of other trades and professions on any job.</p>
S2	<p>Quality and handling of materials - RetrofitWorks expect that the supplied product(s) used by the Member will be manufactured to, and with materials in accordance with, current Building Regulations, and British and European standards.</p> <p>The Member shall ensure that where storage, handling, packaging, and transportation of products takes place, it is done in a manner that protects the product from potential damage or minimises deterioration.</p>
S3	<p>Test equipment - Where test equipment is needed in the retrofit process, the Member shall keep calibration and verification records for equipment, gauges, measuring and test equipment, and shall include:</p> <ol style="list-style-type: none"> a) Equipment identification, including the measurement reference standard against which the equipment is calibrated. b) Any out-of-specification readings when equipment is submitted for calibration. c) A statement of conformity to specification after each calibration or verification. <p>A site visit will also check suitable number of items of equipment to cope with the volume of work that you are undertaking.</p>
S4	<p>Confirmation of pre-approvals from the Customer and funder (if required) - Each Member will ensure that formal confirmation of pre-approvals is received from the Customer and/or funder (if required) if it is the Member's responsibility for such activities.</p>
S5	<p>Pre-installation surveys - The Member should always obtain and record sufficient information relating to the proposed work including the Customer's requirements, materials specification, the</p>



property and location features.



S6	Confirming site conditions and planned works - The Member must check the suitability of the property to receive the proposed measure and if in doubt, seek additional advice from the specifier/designer and/or manufacturer of the system as required. Any Planning Permission requirements must similarly be assessed and addressed if required.
S7	Installation checklists - The Member shall have a checklist that aligns with its method statement, for key items of work to be confirmed as completed, and for other planning and logistical items to be checked off. This will include notification of interim Inspections and review meetings, both from a Customer perspective and that of the relevant Scheme.
S8	Checking condition and suitability of products, systems and Materials - The Member shall ensure that all products and materials are checked so that the correct product/material has been supplied, and the quantities are correct. Any critical measurements should be identified, and records should indicate acceptance or rejection of products/materials. This may be in addition to a typical work checklist.
S9	Dealing with changes to method statements - In the event that the property survey findings reveal potential installation problems, the installer shall notify the Energy Efficiency Measures (EEM) specifier and any relevant statutory authorities, and work with the EEM specifier as necessary to develop a mutually agreed solution. The installer shall always obtain the written agreement of the EEM specifier to any introduction of changes. Any variation to the method statement and/or installation methods shall be defined, documented and agreed with the EEM specifier before proceeding.
S10	Ensure the method statement is briefed and used by the site Team - The Member shall have a procedure to demonstrate that the information contained in the method statement for each installation is available to, and has been used by, the operatives undertaking that installation.

Competence and Supervision

T1	Keeping records - The Member must keep up to date training records, certificates of attendance, and records of induction training.
T2	Allocating appropriate resources to works - The Member must: - <ul style="list-style-type: none"> • Comply at all times with the surveillance requirements of any competent person scheme or relevant insurance backed guarantee scheme. • Point out when trainees are in use on site, via the method statement. • Ensure there is a minimum of one competent operative on a site. • Provide all necessary tools and equipment including personal safety equipment in order to undertake the work safely, competently and in accordance with relevant regulatory requirements. • Withdraw an Operative from work where it is shown that an Operative no longer has the capability, intention or competence to undertake the installation of the system in the correct or safe manner.





T3	<p>Appoint a Principle duty Holder for training and competency - Each Member shall specify a named internal individual "Nominee", whose responsibility shall be the control and overall supervision of all activities that fall within the scope of the Scheme, which is in addition to having a competent person on site for the duration of the works.</p> <p>The nominee, often referred to as a competent person, has responsibility for the maintenance of the overall standards and quality of installation work undertaken by the Members' organisation. It is their role to ensure that appropriate information for certification and other technical documentation is issued and that appropriate, suitably qualified, Qualified Supervisors are assigned to the work and activities being assessed.</p>
T4	<p>Comply with building control - The Member organisation must ensure to have adequate processes in place to comply with building control, which would either be the use of building inspectors or participation in a Competent Person Scheme. We encourage that at least one person in the organisation should be a Member of a recognised Competent Person Scheme for each of the items of work that the organisation wishes to carry out.</p>
T5	<p>Internal review of competency - Oversee and inspect all personnel regularly, and sufficiently, to provide assurance of their continued competence, and to comply with the requirements of training within their competent person scheme / or insurance scheme.</p>
T6	<p>Membership of other Associations - Members who meet RetrofitWorks Membership entry requirements complimented by evidencing existing Trade Association/Professional Institution or other certification/competence schemes, must inform RetrofitWorks immediately if membership of any of these schemes is no longer applicable.</p>

Quality Management Systems

U1	<p>The system - Have in place a maintained documented quality management system. If using a standard template provided by RetrofitWorks, the Member must take 100% ownership of it and keep it up to date.</p>
U2	<p>External documents - The Member shall ensure that they have access to the latest editions of relevant external documents including any amendments.</p>

Minimising Environmental Impact through Work Practices

V1	<p>Journeys - Members shall as far as possible minimise journeys travelled in petrol or diesel fuelled vehicles whether by themselves, their subcontractors or suppliers.</p>
V2	<p>Depot location - Members shall actively seek to provide local depots or office for locations where orders for work make this possible.</p>



- V3 **Depot and office usages** - Members shall seek to minimise CO₂ emissions in all off site activities as far as possible.
- V4 **Use of zero carbon electricity** - Members shall seek to source energy for their offices from zero carbon electricity suppliers / tariffs.

Notes page



RETROFITWORKS

BUILDING EFFICIENCY TOGETHER

RetrofitWorks	Tel: 0300 123 1334
Block A, Unit 230/231	Email: info@retrofitworks.co.uk
Riverside Business Centre	Website: www.retrofitworks.co.uk
London SW18 4UQ	@retrofitworks