



**ASSESSMENT AND SURVEILLANCE SCHEME  
FOR APPROVED INSTALLERS OF  
CAVITY WALL INSULATION**

(15-01-01)

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Note: This document may be revised from time to time, for example to take account of improvements and amendments to test and assessment methods and material innovations. Readers are advised to contact the British Board of Agrément to check the latest edition.

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Issue	Date	Nature And Location Of Change
7	26/10/2017	Clarification of inspection frequency; addition of partial fill photograph requirement
6	18/07/2017	Inclusion of appendix 4, BBA survey form
5	9/6/2017	Revision in line with PAS2030 and PAS2031 2017. Addition of identification of combustion burning appliances. References to CIGA approved alternative schemes removed.
4	31/03/2017	Revision in line with CASS™ (JH).
3	27/07/2015	Document completely revised and reformatted.
2	02/03/2015	Document reformatted and assigned document number. Authoriser and revision history table added.
1	21/05/2012	First issue

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## 1.0 TERMS AND CONDITIONS OF USE

Intellectual Property Rights, including Copyright, in the BBA Assessment and Surveillance Scheme for BBA Approved Installers of Cavity wall Insulation (hereinafter referred to as the Scheme), this Scheme Document and any other related documentation belong to the BBA.

This Scheme Document has to be read, considered and used as a whole document — it may be misleading and will be incomplete to be selective.

You may view, read, print and copy this Scheme Document, for your own personal use and/or your business purposes. If a copy is passed to a third party, the BBA's Intellectual Property Rights must be acknowledged. Use and copying of this Scheme Document is permitted only in accordance with these terms and conditions.

References in this Scheme Document to any Act of Parliament, Statutory Instrument, Directive or Regulation, British, European or International Standard, Code of Practice, manufacturers' instructions or similar publication, are references to such publication in the form in which it was current at the date of this Scheme Document.

The BBA makes no warranties, representations or undertakings in respect of this Scheme Document.

In no event will the BBA be liable for any direct or consequential loss or damage arising from its use or use of, or reliance on its content.

### ***The British Board of Agrément (BBA)***

BBA offers a range of services that provide reassurance to UK users, specifiers, insurers and regulators of construction products and encourages the adoption of innovative construction solutions.

More specifically it:

- Tests and assesses construction products against UK requirements or other relevant recognised documents, issuing Agrément Certificates for those products it considers are fit for purpose
- Inspects and certifies manufacturers to confirm consistency of production; and
- Inspects the installation of products through independent or government schemes.

### ***BBA Agrément Certificates***

BBA Agrément Certificates provide BBA's independent opinion of the fitness for purpose of a product or system having assessed all relevant performance factors including as appropriate safety, installation, durability and other essential requirements.

## 2.0 INTRODUCTION

The Scheme encompasses the installation by Approved Installers of cavity wall insulation which is the subject of a BBA Agrément Certificate, in buildings not exceeding 12 metres in height. See note below. The BBA approves installers as competent to install defined products or systems that have a valid Agrément Certificate where the installation has a significant part in their performance. Installers must be assessed by the BBA as meeting the requirements of the scheme before approval and surveillance is carried out by the BBA, where installers are so approved. These tasks are undertaken by BBA's Inspectors, trained and experienced in the technology, which ensure that the installers are competent to install the related product or system in accordance with the relevant Agrément Certificate.

Note: Where buildings are above 12 metres high, installation may take place if the relevant Certificate holder has assessed the building as suitable and this is provided for in the relevant Agrément Certificate. In such cases, the Certificate holder must carry out an assessment and maintain a documented record that they have given approval for the installation to take place.

The BBA Scheme for the assessment and surveillance of installers of cavity wall insulation is based on a three party arrangement:

- the BBA,
- the Agrément Certificate holder and
- the Approved Installer, approved by BBA as competent to install products under the related Certificate.

The responsibilities of each are set out in this Scheme.

Information about the BBA, Agrément Certificates and Approved Installers is available on the BBA website at [www.bbacerts.co.uk](http://www.bbacerts.co.uk) from which documents can be downloaded and printed.

### **Statutory requirements**

The Installer shall comply with the statutory requirements applicable to the building to be insulated, for example relevant Building Regulations.

### **3.0 SCOPE**

This Scheme Document is valid only within the UK, Isle of Man and Channel Isles.

### **4.0 REFERENCE DOCUMENTS**

#### **Standards**

ISO 17065:2012 Conformity assessment — Requirements for bodies certifying products, processes and services

BS EN ISO/IEC 17020:2012 Conformity assessment - Requirements for the operation of various types of bodies performing inspection

PAS 2030:2017 Specification for the installation of energy efficiency measures in existing buildings

PAS 2031:2017 Certification of energy efficiency measure (EEM) installation in existing buildings

#### **Other relevant documents**

BBA Brand Guidelines (19-05-01)

Cavity Assessment Surveillance Scheme Document

Common Minimum Technical Competences

DCLG Building Regulations: Third Party Certification Schemes – Conditions of Authorisation

ECO 2 Guidance: Delivery

GD CAP01 Accepted approach to installer surveillance evaluation

GD CAP03 Inspection and surveillance of External, Hybrid and Internal wall insulation

Green Deal Code of Practice + Annex C: Green Deal Installers + Annex D: Green Deal Products and Systems Annex E: Certification Bodies

Green Deal Oversight and Registration Body: Overview of monitoring strategy Jan 2013

Green Deal Quality Mark requirements and Guidelines 2.1

Green Deal Terminology

ORBCOMM018 Green Deal Code of Practice – compliance requirements

ORBCOMM029 Pre-installation survey requirements for telecommunication services in Solid Wall Insulation installations

Terms and Condition of Sub-Sublicense (Installer)

TrustMark Core Criteria

## 5.0 DEFINITIONS

<b>Abbreviation or term</b>		<b>Explanation of abbreviation or term</b>
1)	<b>Approved Assessor</b>	A person who has satisfactorily completed the training programme operated by the installer and system supplier and been registered by them and is approved under the BBA Approved Assessor Scheme, and so is capable of assessing buildings according to the Agrément Certificate and this Scheme Document.
2)	<b>Approved Installer</b>	The company or organisation accepted into the Scheme.
3)	<b>Buildings under Construction</b>	A building deemed under construction before the issuing of such notification described in the existing buildings section.
4)	<b>CASS™</b>	Cavity Assessment Surveillance Scheme
5)	<b>Certificate Holder</b>	The Company which holds a valid and relevant Agrément Certificate.
6)	<b>Customer</b>	The person/homeowner, company or organisation, on whose behalf the work is being undertaken.
7)	<b>Existing Buildings</b>	A building deemed existing when the Local Authority has been notified in writing on its completion, signifying compliance with the Building Regulations.
8)	<b>Green Deal Advisors</b>	A Green Deal Advisor is an individual employed or contracted by an authorised Green Deal Assessor who visits the property to undertake a Green Deal assessment and make recommendations for energy saving improvements.
9)	<b>Green Deal Assessor</b>	A Green Deal Assessor is a Green Deal Approved organisation that is certified by an accredited Green Deal Certification Body against the Assessor Specification and is authorised by the Secretary of State to act as a Green Deal Assessor.
10)	<b>Installation Manual</b>	The Installation Manual prepared by the Certificate holder and approved by the BBA.
11)	<b>Installer</b>	The company or organisation applying for assessment for the installation of cavity wall insulation. Once accepted, the installer is known as an Approved Installer.
12)	<b>Office</b>	The administrative centre from which statutory notices of intention to install insulation are issued and / or from where staff are managed or supervised.
13)	<b>Product</b>	The material used for insulating the cavity space.
14)	<b>Scheme</b>	BBA Assessment and Surveillance Scheme for BBA Approved Installers of Cavity Wall Insulation.
15)	<b>Scheme Document</b>	The BBA Scheme Document for the Assessment and Surveillance of Installers of Cavity Wall Insulation.
16)	<b>System Installed</b>	The system that comprises the insulation, machinery and method of installation as defined in the Agrément Certificate for which the Installer is approved or as agreed between the Certificate holder and BBA.
17)	<b>Team</b>	A team that comprises at least one Technician trained by the Certificate holder.
18)	<b>Technician</b>	A person who has satisfactorily completed the Certificate holder's training programme and a relevant training course in flues, chimneys and combustion air ventilators.

## 6.0 THE APPROVED SYSTEM

The BBA operates a UKAS accredited product Certification Scheme under the terms of ISO17065:2012.

BBA Certificated products and systems are subject to both a rigorous initial assessment and ongoing surveillance to ensure that they are fit for their intended use.

Products with CE marking will also require independent third party validation of installation requirements and address the relevant UK design, use and Building Regulations provisions.

Annex D of the Green Deal Code of Practice sets out eligibility requirements for inclusion under the terms of the Green Deal.

In addition, as part of this Scheme, Certificate holders and or system manufacturers are required to:

- have their training processes for Approved Installers assessed and approved by the BBA
- agree with the BBA a detailed installation Method Statement, to cover all aspects of the installation process, from initial survey to hand over process and maintenance requirements. This Method Statement is unique to each system and forms the technical basis of both the training of potential Approved Installers and this Scheme.

## **7.0 THE APPROVED INSTALLER PROCESS**

As a first step to becoming approved, the installer must complete a BBA contract available on the BBA website from which it can be downloaded and printed; or by telephone request to 01923 665300; or by e-mail request to [construction@bbacerts.co.uk](mailto:construction@bbacerts.co.uk).

The holder of the Certificate relating to the cavity wall insulation that the installer wishes to install must be satisfied that the proposed installer is capable of installing it competently and in accordance with the related Agrément Certificate and the Certificate holder must provide written confirmation to the BBA in that regard.

The Installer is subject to assessment by the BBA and when accepted, and becoming an Approved Installer, be subject to regular surveillance whilst approved. Assessment and surveillance of Approved Installers shall be undertaken by the BBA to ensure that the products are being installed in accordance with the relevant Agrément Certificate and this Scheme Document.

### ***Initial Approval***

The BBA shall witness a satisfactory site installation for each system and complete an office assessment.

The BBA will carry out a pre-approval site inspection for each additional system the installer applies to be approved for.

### ***Ongoing Approval and Surveillance***

Each year after the initial approval, the Inspection Body will carry out a single office visit and a series of visits to sites, of which frequencies will be based on those required in the particular clauses of PAS 2031 (if applicable) and as a % of the total number of installations by that installer, with a minimum of one. This number may be increased, at the BBA's discretion, should the results of the inspections indicate that the Approved Installer is failing to meet the Technical Requirements. These extra visits will be charged separately to the Approved Installer.

The Approved Installer will be issued with a variation report by the BBA after each visit if any non-compliances are raised.

The BBA reserves the right to carry out extra visits when serious discrepancies or concerns are encountered. These extra visits will be charged to the Approved Installer.

Where the Approved Installer operates from more than one office, each office shall be treated as a separate Approved Installer for the purposes of inspections and invoicing.

Invoicing for these inspections will be made in advance and payment must be received prior to the inspections taking place.

BBA will receive fees directly from the Installer and any non-payment as required by BBA will result in the withdrawal of BBA approval.

The BBA will invoice all Approved Installers for surveillance visits annually in advance. Invoicing for remedial inspection visits will be made after the visit has taken place and payment must be received within 30 days of the date of the invoice.

The installer shall advise the BBA of the contact names, addresses and telephone numbers for all offices.

The Approved Installer shall provide BBA with details of all planned or completed installations on a weekly basis.

The BBA will require all remedial work to be completed within 14 days of the notification of a non-compliance and all identified non-compliant works, at the discretion of the BBA, may be re-inspected. Where an inspection reveals that any work completed could be safety critical, such as those with possible implications for the safe operation of combustion appliances, the BBA inspector will notify the installer by telephone. The Approved Installer must rectify the non-compliance within 24 hours of being notified. In such circumstances, the Approved Installer must liaise closely with the BBA until the remedial works are satisfactorily completed, notifying the BBA on the day of completion. All such non-compliances will require re-inspection by the BBA.

An annual report will be collated by the BBA in respect of the Scheme for review/comment by the Certificate holders and Approved Installers. Individual Approved Installer performance details will be shared with the Certificate holders to whom the Approved Installer is contracted.

### ***License***

While the Approval is valid, the BBA grants to the Installer a non-exclusive license to:

- a) use the BBA Logo strictly in accordance with the current or later versions of the "BBA Brand Guidelines" document (a copy of which is on the BBA's website); and
- b) disclose, publish and make known to any third parties that it is a BBA Approved Installer.

This license can be suspended or revoked at any time by the BBA including and without prejudice to the generality of the foregoing upon the suspension or revocation or expiry of the Approval.

Installers who are also registered for the Green Deal will be granted a non-exclusive sub-sublicense to use the Green Deal logo.

## **8.0 CONDITIONS OF APPROVAL**

The singular includes the plural, and vice versa.

**The BBA shall be entitled to suspend or revoke its approval of an Installer at any time by notice in writing to the Installer, copy to the relevant BBA Agrément Certificate holder, and without prejudice to the generality of the foregoing may suspend or revoke the approval by notice if:**

- a) there is non-compliance by the Installer with the content of the BBA Agrément Certificate under which the Installer is approved by the BBA;



- b) there is non-compliance by the Installer with the relevant BBA Scheme Document, as may be changed from time to time by the BBA;
- c) any information becomes available which was not at the disposal of the BBA prior to its approval of the Installer being approved;
- d) if the BBA Agrément Certificate under which the Installer operates is suspended or withdrawn;
- e) the installer fails to pay to the BBA any Fees within the time limits determined by the BBA; or;
- f) the installer goes into liquidation or has a receiver or administrator appointed over any part of its business, property or assets;
- g) the installer fails to inform the BBA of the weekly work schedule.

**The BBA's entitlement to suspend or revoke an approval described above also applies to the following. BBA approved Installers must co-operate with the BBA and provide any information it requests related to the Scheme and without prejudice to the generality of the foregoing must:**

- (a) provide the BBA with any information requested that demonstrates compliance with the Scheme, the BBA Agrément Certificate under which the Installer operates and Building Regulations;
- (b) have, maintain and make available to the BBA clear, easy to understand literature and documentation, in particular for work that is outside the scope of their BBA Approval;
- (c) reference the BBA and use the relevant BBA logo only in accordance with the BBA Guidelines relating thereto; and
- (d) allow the BBA to carry out surveillance as determined by the BBA

**The BBA's entitlement to suspend or revoke an approval described above also applies to the following. BBA approved Installers must not contravene any Scheme requirements and without prejudice to the generality of the foregoing must not:**

- a) in the opinion of the BBA bring its name into disrepute;
- b) misrepresent their BBA approval; or
- c) promote themselves as, or state or imply in any way that they are BBA approved if promoting, seeking, carrying out or giving notification of work outside the scope of their BBA approval;

## **9.0 RESPONSIBILITIES**

### ***The BBA Certificate Holder and/or System Manufacturer***

The BBA Certificate holder and / or the system manufacturer are responsible for agreeing with the BBA a detailed installation Method Statement giving full details of the installation process.

The Agrément Certificate holder is responsible for:

- Assessing an Installer before an application for approval under this Scheme is made to BBA.
- Training and approving the Installer's Assessors and Technicians such that the Certificate holder considers them to be competent to consistently assess and install the cavity wall insulation in accordance with the related Certificate.
- Inspecting each card carrying technician twice each calendar year, the inspection must consist of an on-site work in progress installation. A copy of the report must be left with the technician/installer.
- Checking, at least annually, the Approved Installer is maintaining a register of Approved Assessors and Technicians.
- Maintaining the BBA quality plan.
- Maintaining their Certificates and related installation manuals and other documentation

- Applying durable plates to installation machinery to identify the Agrément Certificate for which the machinery can be used.

Where the Certificate holder has more than one Certificate, the Certificate holder is responsible for verifying the Installer has been trained and is equipped to operate according to each of those Certificates.

The Installer will contract with the BBA as an Approved Installer; separate contracts are required for each Certificate under which the Installer operates.

Where BBA advise the Agrément Certificate holder and their Installers of discrepancies, variations and complaints, a response is required within 30 days. These may result in BBA changing the required inspection frequency.

BBA keep Agrément Certificate holders advised of matters concerning Approved Installers operating under their Certificate(s).

The Certificate holder may withdraw their agreement to a contract between BBA and an Installer at any time by notice in writing to BBA. In such circumstances, the contract between BBA and the Installer becomes void.

### ***The Approved Installer's Responsibilities***

The Approved Installer has responsibility for:

- maintaining a register of Approved Assessors and Technicians,
- assessing the ability of Assessors and Technicians to meet the requirements of this Scheme Document.

The Approved Installer is responsible for training and auditing its appointed Assessors and Operatives to ensure that the requirements of this Scheme are met.

The Assessors and Technicians must be able to demonstrate that they are fully conversant with the contents and requirements detailed in the Scheme Document and all other factors that could affect the success of an installation including but not restricted to:

- the Agrément Certificate and Installation Manual for which the installer is approved
- storage and handling of materials
- suitability and preparation of the site
- installation techniques
- repair and maintenance
- finishing work
- equipment specification
- equipment assembly instructions
- equipment maintenance schedules
- health and safety
- adhering to all statutory requirements applicable to the building to be insulated, for example the Building Regulations
- maintaining robust documentation identifying all work in progress and completed installations
- supplying to the BBA weekly information on ongoing and completed works
- acting on any actions raised during an inspection and completing the required remedial works within a specific timescale as defined above
- maintaining records of all Assessors and Technicians, including dates of individual approval

- monitoring and inspecting the Technicians to ensure they continually comply with the requirements of the Scheme Document. A minimum of two work in progress site visits per month shall be made to each Technician; and reports made and retained. All such reports shall be made available to the BBA to demonstrate that inspections have taken place
- maintaining technical support to the Assessors and Technicians.

Quality audit procedures to cover:

- Assessment reports for each Assessor
- Installation procedures for each Technician
- maintenance of installation equipment
- remedial action
- verification of material usage.

### **Assessment of suitability of the property**

A written or electronically recorded assessment report completed by an Approved Assessor shall document whether or not the building is suitable for the proposed installation and must identify problems that may adversely affect the proper functioning of the building after completion of the installation, together with suitable corrective actions.

The assessment report form shall be acceptable to the BBA but may be unique to the Approved Installer.

The Assessor shall be an Assessor registered on the CASS™ Platform (or another Scheme approved and accepted by BBA).

The report shall include, as a minimum:

- The names of the Approved Installer, the Assessor and Technician (if different from Assessor)
- The name and address of the customer and the location of the building
- A signed declaration that the building has been assessed according to the requirements of the relevant Agrément Certificate and this document
- Areas where an internal examination of the cavity has been performed (minimum of one per elevation or 3 per elevation for non - standard and partial fill cavities) and the results of each examination
- A clear photograph of the inside of the cavity must be provided for all assessments.
- Where existing partial fill cavities are being assessed, the assessor should also confirm the type of existing insulation that is present in the cavity.
- Confirmation that all internal rooms and external elevations have been checked and that no areas of existing damp are present (other than those caused solely by condensation)
- The specification of any remedial action that will be required before the installation of the insulation. The responsibility for rectification shall be identified and agreed with the customer in writing at the time of noting such actions
- Areas of building(s) to remain un-insulated shall be shown with the reasons why the installation could not take place. It must include a signature from the customer agreeing these exclusions
- Any special requirements/factors for a particular installation, such as restricted access, etc
- Identification of essential ventilation openings that require sleeving or safeguarding before installation,
- An assessment of the current level of background ventilation in habitable rooms, and intermittent extract ventilation in all 'wet rooms'. Instruction should be provided as to how an appropriate level of ventilation is to be maintained or provided, as per clause A.5 of PAS 2030:2017.

- The identification of all combustion burning appliances within the dwelling to be insulated, the kW input rating of the appliance (For gas appliances) or the kW output of the appliance (for solid fuel appliances). Their location(s) should be clearly marked or recorded on the assessment form.
- The position of all flues whether or not they are in service and measures that must be taken to safeguard their proper functioning
- Where the installation will take place through the internal leaf
- A space for the assessment to be countersigned by the Technician prior to filling, as final acceptance that the property is suitable for installation in accordance with the relevant Agrément Certificate and this document.

Before installation of the product, the customer shall be supplied with a copy of the completed assessment report.

Where the building is deemed to be unsuitable for insulation, the Approved Installer shall provide written notice to the customer.

The information within the property assessment for each proposed installation shall be validated via CASS™ (or another Scheme approved by CIGA and accepted by BBA) and given a Unique Assessment Reference (UAR) prior to installation commencing.

A copy of the Agrément Certificate under which the installer is operating shall be made available on request to the customer.

## **Installation**

The Approved Installer will establish that a CASS™ UAR, (or another Scheme providing a UAR or equivalent approved by CIGA and accepted by BBA) has been issued for that property.

The Approved Installer must ensure that the building in which it is intended to install cavity wall insulation meets the requirements of this Scheme Document and the Agrément Certificate with respect to the following:

- a) Height of Wall — the cavity shall not exceed 12 metres in height measured from the lowest ground level.
- b) Existing Buildings — all buildings that show, or have shown evidence of water penetration, to the internal leaf that has not been corrected shall be classified as unsuitable for installation.
- c) Condition of cavity walls — the cavity walls to be filled shall be structurally sound and shall comply with the requirements of the relevant BBA Certificate in terms of location and minimum cavity width. The outer leaf shall be reasonably free from cracking, defective mortar, damaged rendering, spalled bricks or discharge of water from building features. Gutters, downpipes, overflows, etc. shall be in good functional order. The inner leaf shall be free of dampness, other than that directly attributed to condensation.
- d) Protection of cavities — where the fill will come up to underside of a feature, e.g. sill, floor slab or roof, it is essential that this feature should not permit water to penetrate the cavity at that level, since otherwise the top surface of the insulation could act as a bridge for water to cross the cavity.
- e) Recent construction — should have been designed and built following the recommendations of the appropriate British Standards Codes of Practice or British Standards. Where less than one year has elapsed since first occupancy the building still needs to meet the recommendations of (a) to (d) above. This is particularly relevant for new construction, where there may not have been sufficient time for any defects to have become apparent prior to installation.
- f) Building under construction — the Installer shall, where practical, before commencement of construction, assess the drawings and advise the designer in relation to the suitability for cavity wall insulation as described by the Agrément Certificate and this Scheme. After construction has commenced and the cavity walls are substantially complete, visit the site to assess the

building(s) with the drawings according to the above. Any visible defects that could result in water penetration or rising damp shall be identified on the survey report. If defects are found, the Installer shall notify the client in writing that appropriate remedial action must be undertaken before installation of the insulation. The building shall be deemed unsuitable until the defects are rectified.

Where required, a Technician shall supervise or carry out the pre-installation test(s) required by the Agrément Certificate and Installation Manual.

If installing a fibre insulation, the Technician shall verify the operation of the machinery by undertaking a pre-installation density test. The method of test shall be approved by BBA. Refer to Appendix 1. The Technician shall record results of material quality testing and the date and time that the tests were conducted. On completion of the installation of the product, the quantity of material used along with average cavity width is calculated by the Technician with a density figure record for each property. See Appendix 2.

When using a bonded bead system the Technician shall check, prior to installation the relevant flow rates and document them daily for each installation.

Before installation, a Technician shall check the property is suitable for the installation of the product, and that it accords with the Assessor's Report. If the technician has reason to doubt that the building is suitable for insulation, then they shall seek advice from a suitably qualified representative of the Installer before proceeding with the installation. This information shall be entered on the work instructions.

The installation shall be carried out according to the Assessor's Report, Agrément Certificate and Installation Manual for which the work has been contracted.

Where the installation requires the insertion of a cavity barrier, the cavity barrier shall be retained in the cavity at the completion of the installation. The cavity barrier shall be of a type approved by the BBA, such as a 75 mm, 100 mm or 150 mm diameter polypropylene brush with a stainless steel wire core.

Upon completion of the installation and at the end of each working day, if the installation takes longer than one day, the Technician shall investigate and confirm the proper functioning of all ventilation openings and flues in accordance with the Cavity Insulation Guarantee Agency Technician's Guide to Best Practice. The Technician shall complete a safety checklist for each installation — see Appendix 3.

A Technician shall be present and in charge of each installation of cavity wall insulation.

### **Work instructions to technicians**

The Approved Installer shall ensure that the following is documented and made available to the Technician on site. The Technician must check the Assessor's Report meets the requirements of the Agrément Certificate and the Scheme before installation.. Alterations to the report must be countersigned by the Technician and agreed with the property owner before commencing the installation:

- the Assessment Report, including the position of flues and how they should be dealt with
- special instructions to the Technician relating to time, access and services needed by the Technician
- the completed risk assessment and any instructions/actions that need to be followed.

If it is deemed access to certain areas of the property is restricted, and will compromise the complete installation, the decision on whether or not an area is accessible should be recorded including, reasons

for omitting these areas, together with photographs, and confirmation that omitting the areas in question will not compromise the effectiveness of the installation as a whole.

Where the building is deemed to be unsuitable for insulation, the Installer shall provide written notice to the client. The notice shall identify the reasons for unsuitability and should be signed by the property owner.

### **The System of insulation**

The system to be installed shall be the subject of a valid Agrément Certificate for which the Installer has been approved by BBA and the Certificate holder.

### **Material storage**

Materials shall be stored to prevent deterioration and a Technician shall supervise collection of materials from store and discharge into the delivery system.

### **Independent testing**

BBA reserves the right to select and remove from store or site samples of material for testing. BBA shall not be charged for such samples.

### ***BBA Responsibilities***

The BBA has responsibility for assessing, appointing and maintaining the membership of the Scheme on the basis set out in this document.

Details of the membership will be made available on the BBA website.

The Scheme will involve assessing the ability of an Installer to meet the requirements of this Scheme Document prior to the application to the BBA to become an Approved Installer. The Installer must be able to demonstrate that they are fully conversant with the Technical Requirements and for Green Deal installations, of PAS 2030 and the Green Deal Code of Practice.

The BBA is responsible for checking that the products are being installed according to the Technical Requirements of this Scheme. The assessment, surveillance and re-assessment as appropriate of Approved Installers is undertaken by the Inspection Body's own Inspectors who are trained and experienced in the technology and installation techniques. Further details can be found within the main text of this document.

## **10.0 RECORDS**

The Approved Installer shall make available to the BBA records of all work carried out.

As a minimum, the following information shall be provided:

- the customer's details
- a brief specification for the works, including the quantity of material used/required
- a written form of contract agreement
- the site address
- the commencement date of install
- instructions to the Technicians
- the Assessors building Assessment Reports and risk assessments
- records of training, the required qualifications and experience of all Technicians, including details of the manner in which the Technician has obtained practical experience

- a register of all complaints received concerning work carried out under the approval issued by the BBA. The register shall identify the address, the work/job number, brief description of complaint, action taken and resolution dates.

Records shall be retained for a minimum of 6 years.

## **11.0 HEALTH AND SAFETY**

The Approved Installer must ensure Approved Surveyors and Operatives work in a safe and responsible manner and be able to demonstrate their ability to manage the types of risk involved with the work. The Approved Installer must demonstrate that they have a process in operation, but the adequacy of the process is the responsibility of the Approved Installer and does not form a part of this Scheme.

## **12.0 APPENDICES**

## **APPENDIX 1 – BBA QUALITY CONTROL SPECIFICATION**

### ***Introduction***

- 1.1 The BBA requires that all products considered for approval be installed in an environment which delivers performance to a pre-defined standard and at a consistent level. Frequently this will require a management system based upon the International Standard ISO 9001.
- 1.2 we require conformity with a set of criteria, defined in this Appendix which focus on the key elements that we believe are essential for assuring quality.
- 1.3 You may choose to include all your business activities within the scope of your Quality Management System. The Inspection Body assessment will only deal with the elements of the Quality Management System relating to the installation of the products which are the subject of the assessment and/or certification process.

### ***Criteria***

- 2.1 Competence – your Company shall maintain a register of persons competent to undertake defined tasks.
- 2.2 Complaints – your Company shall record all customer complaints (commercial, technical, those received in writing and verbal statements of dissatisfaction from customers and enquirers), and take appropriate corrective and preventative actions to address, and retain records, of such.
- 2.3 Purchasing – your Company shall only purchase goods as per your approved status.
- 2.4 Installation controls – your Company shall formulate and issue suitable instructions and training to staff to ensure that products installed meet a consistent and defined standard. Documentation shall also detail the levels of process control as per the agreed installation method statement.
- 2.5 Identification and traceability – your Company shall identify the product by name and batch number. The finished product shall be traceable to the date, or batch, of production and unique number.
- 2.6 Testing and inspection – your Company shall carry out testing in accordance with the agreed method statement for the approved product.
- 2.7 Calibration – measuring and test equipment shall be of sufficient accuracy and clearly identified, calibrated and traceable to national standards.
- 2.8 Internal auditing – periodically your management shall assess the appropriateness of your procedures to ensure that they are being followed and achieving their objectives
- 2.9 Records – the Company shall hold records of:
  - competence and training
  - complaints and resulting action(s)
  - installation
  - test and inspection (including non-compliance where applicable)
  - calibration
  - internal audits.



### ***Additional considerations***

- 3.1 Many companies achieve great value by extending their management system to achieve compliance with ISO 9001; we recommend that you consider these important elements.
- 3.2 Management review – your management should carry out a regular critical review of the processes and procedures of the company, including analysis of customer complaints, internal audits, non-conformities, and take action for the future.
- 3.3 Corrective action – Your management should investigate each problem as it arises and adjust processes and training as appropriate to prevent recurrence.

## **APPENDIX 2 - DENSITY TESTS FOR FIBRE CWI SYSTEMS**

The requirement of the BBA surveillance scheme shall be deemed to be satisfied, if the Technician undertakes a test as follows:

### ***Option 1 General***

Injection of fibre insulation, by the proposed installation equipment, into a box measuring 500 mm by 500 mm by 70 mm internally. The box must be provided with nine ventilation holes to each of three narrow sides. The ventilation holes must be fitted with suitable gauze.

Injection of the insulation shall take place through the 500 mm by 500 mm face at a point centre 150 mm below the top of the box.

### ***Option 2 Specific Rockwool Ltd Approved Installers only:***

Injection of Rockwool, by the proposed installation machinery, into a box measuring 500 mm by 500 mm by 60 mm internally. The box must be provided with 14 ventilation holes of 26 mm diameter. The ventilation holes shall be located as five holes on each of the two narrow vertical sides and four holes on the top narrow side. The ventilation holes shall be fitted internally with suitable gauze. Injection of the Rockwool shall take place through the 500 mm by 500 mm face via a 26 mm diameter hole at a point centred 110 mm below the top of the box.

### ***General***

The box shall be constructed of substantial materials, capable of resisting the forces encountered during injection, without significant deformation. Suitable construction may be 20 mm thick block board.

After achieving the normal shutdown indicator, for the equipment in use, the contents of the box shall be weighed on suitable scales. The weight of material or calculated density shall be compared against the documented specification for the equipment and system in use.

The time taken to fill the box must be compared against documented values.

All results must be documented.

Results falling outside documented ranges shall be recorded and the appropriate remedial action taken, along with re-test values.

Note: Where adjustment of the machinery is possible, the delivery lines shall be purged, before a re-test is undertaken.

## APPENDIX 3 - TECHNICIAN'S SAFETY CHECK SHEET

Flues, chimneys and combustion air ventilators

Installing firm's name address and contact details (or letterhead)

Important:

- It is the installing firm's responsibility to ensure that the Technician is trained to be able to discharge these responsibilities
- Failure to carry out these safety checks could lead to the death of an occupant and prosecution of the Technician.

This check sheet specifies the minimum checks and actions that must be carried out during installation of CWI to buildings containing fuel-burning appliances.

Assessment, Identify and record

- fuel type(s) Gas – Oil – Coal - Wood
- appliance type(s) Boiler – Gas Fire – Open Fire – Balance Flue
- flue/chimney locations(s) Internal wall – External wall, front, side, rear
- location of combustion air ventilator(s) Front elevation – Side elevation – rear elevation

Pre-installation

Comments

- |  |     |
|--|-----|
| • appliance identified, flue/chimney routes, internal and external | Y/N |
| • appliance run  | Y/N |
| • view and note flame colour                                       | Y/N |
| • combustion gases checked externally                              | Y/N |
| • appliance checked (smoke test/spillage test)                     | Y/N |
| • smoke / spillage test satisfactory                               | Y/N |
| • combustion air supply adequate.                                  | Y/N |

Installation — Visually Check

- |   |     |
|---|-----|
| • flue, chimney routes to avoid drilling into them  | Y/N |
| • flue, chimney routes to avoid ingress of material | Y/N |
| • combustion air ventilator(s) unobstructed.        | Y/N |

Post installation

- |   |     |
|---|-----|
| • appliance(s) run at maximum for a minimum of five minutes   | Y/N |
| • visual check that flame compares with pre-installation      | Y/N |
| • smoke test/spillage test satisfactory                       | Y/N |
| • if results were unclear, re-test after a further 10 minutes | Y/N |
| • re-test satisfactory.                                       | Y/N |

If there is any doubt or any question answered 'N' then —

1. Switch OFF appliance and
2. Issue WARNING NOTICE and
3. ADVISE occupants and owner, and
4. CALL OUT a competent body or person such as fuel supplier or maintenance contractor (e.g. GAS SAFE for gas).

Installation address:

.....

Name of Technician:.....Signature:..... Date: ...../20.....

#### APPENDIX 4

BBA Approved Cavity Assessment Surveyor Scheme report form.

The BBA have designed a property assessment template that is compliant with PAS2030:2017 and the assessment and surveillance scheme for approved installers of cavity wall insulation. This may be used by the installer to assist them in the pre install assessment of the property to be installed with cavity wall insulation.

## BBA CWI Approved Cavity Assessment Surveyor Scheme Report.

### General Assessment Details:

Customer name:		Date:	
Address:		Assessor Name:	
		Assessor ID:	
		Installer Name: (if known)	
		Installer Number: (if known)	
Landlord details (if different from above)		Property type:	
		Age of property:	
		Client contact telephone no.	

### Main House

	Please delete as appropriate				Please delete as appropriate	
Clean Cavity	Y / N		Narrow or Partial fill (please specify the type of insulation present)		Y / N	
Main house to be insulated	Y / N		Any areas to be excluded (to be shaded on the survey form)		Y / N	
Cavity width Front		Cavity width R/ H side		Cavity width L/H side		Cavity width Rear

### Extension(s)

	Please delete as appropriate				Please delete as appropriate	
Clean Cavity	Y / N		Narrow or Partial fill (please specify the type of insulation present)		Y / N	
Extension to be insulated	Y / N		Any areas to be excluded (to be shaded on the survey form)		Y / N	
Cavity width Front		Cavity width R/ H side		Cavity width L/H side		Cavity width Rear

### Construction

	Main building	Extension		Main building	Extension
Brick			Mortar colour		
Render			Render colour		
Recon stone			Tyrolean		
Natural stone			Raked mortar		

### Site specific question

Is there any remedial action required? (if yes Please specify on the CASS remedial form).	(Please delete) Y / N	
Are there any asbestos containing materials present that could be affected by the installation of CWI? If yes please specify.	Y / N	
Are there any Safety alarms installed at the location?	Y / N	
If yes, by enquiry with the customer, have they been tested in accordance with the alarm system design specification?	Y / N	
Are there any protected species identified at the location that could be affected by the installation of CWI? If yes, please specify.	Y / N	
Is there any existing damp present on internal rooms or external walls (other than those caused solely by condensation)? If yes please specify	Y / N	
Is there a suitable DPC, as per CIGA's technicians guide to best practice? If no please specify	Y / N	
Are guttering / downspouts in good repair with no signs of leaks, spills, or blockages? (Fenlock gutters should be lined). If no please specify	Y / N	
Will the installation compromise the functionality and / or safety of existing services? (Gas, electric, water telephone etc.) if yes please specify	Y / N	
Will the site layout or conditions impair the execution of the works? If yes please specify	Y / N	
Will the installation result in any non-compliance with building regulations e.g. relation to workmanship, materials structural stability, fire safety resistance to moisture; or any other requirements stated by the supplier? If yes please specify	Y / N	
Is the type, location, exposure and condition of the structure / property suitable for the cavity wall system to be installed? If no please specify	Y / N	
Have any areas to be omitted been agreed with the customer? If yes please specify on the CASS omitted areas form	Y / N	
Is neighbour access required and permission granted?	Y / N	
Any other access issues? (Site access / working at height, vehicle access /parking restrictions etc.) if yes please specify	Y / N	

### Assessor photo check list:

	Please delete		Please delete
All external Elevations	Y / N	Guttering / downpipes	Y / N
Inner leaf walls with any issues	Y / N	Inside the cavity	Y / N
Loft space (walls and eaves)	Y / N / NA	DPC	Y / N
Fuel burning appliances and flues	Y / N / NA	Remedial sheet	Y / N / NA
Existing combustion ventilation	Y / N / NA	Omitted areas sheet	Y / N / NA

<b>Agrément certificate to be installed:</b>	
<b>Front</b>	<b>L/H side</b>
<b>R/H side</b>	<b>Rear</b>
<b>Plan</b>	<b>Additional info.</b>

### Calculations

Note: 1 scope hole per elevation or for non -standard cavities such as partial fill, 3 holes per elevation.	Cavity width (mm)			Area (m2)
Front				
Right hand side				
Left Hand side				
Rear				
Extension 1 (all elevations to be recorded)				
Extension 2 (all elevations to be recorded)				
Type of existing partial fill?	Total Area (M2)			

<b>Number of Cavity barriers required?</b>				<b>Indicate: Essential air vent (E)</b> <b>Other vents (V)</b> <b>Flues (F)</b> <b>Boroscope holes (X)</b> <b>Omitted areas to be shaded.</b>
<b>Internal drill?</b>	Y / N			
<b>Vent sizes</b>	9"x3"	9"x6"	9"x9"	
<b>Number of vents to sleeve?</b>				

## Ventilation.

In accordance with PAS 2030:2017, Annex A.5 please check there is adequate ventilation prior to the installation taking place. Existing ventilation requirement should be recorded below.

Type of ventilation	Living room	Dining room	Study	Bed 1	Bed 2	Bed 3	Bed 4	Bed 5	Bathroom	En -suite	Other
Background											
Purge											

Additional ventilation required as per the requirements of PAS2030:2017 annex A.5?	(please delete) Y / N	
--	--------------------------	--

## Combustion appliances and Essential ventilation

Please record details of combustion burning appliances and their ventilation requirements below

Appliance location?	Appliance make?	Appliance model?	Appliance K/W rating?	Adequate combustion ventilation?	Additional combustion ventilation required?

## Signatures

This property has been assessed in according to the requirements of the assessment and surveillance scheme for approved installers of cavity wall insulation, and the relevant BBA certificate.	Assessor's Name.	
	Assessor's signature.	
	Date.	

This assessment has been explained to me, and I understand its content. I have been informed the BBA may contact me to arrange a visit to confirm the suitability of this property.	Customer's name:	
	Customer's signature:	
	Date:	

I confirm as lead technician that this property is suitable for installation in accordance with the relevant Agrément certificate, and the assessment and surveillance scheme for approved installers of cavity wall insulation.	Technician's name:	
	Technician's signature:	
	Date:	

## Quality Checks:

Date		Technician			
Fibre:		Box Weight: (kg)	Box Time:		
Density: (k/gm3)		Batch number(s)			
Bead:	Head 1, Bead g/min	Glue ml/min	Head 2 bead g/min	Glue ml/mm	
Foam: Nozzle A	Temperature	No. of Strokes	Cream time	Density k/gm3	
Nozzle B	Temperature	No. of Strokes	Cream time	Density k/gm3	