



**ASSESSMENT AND SURVEILLANCE SCHEME  
FOR INSTALLERS OF  
HYBRID WALL INSULATION SYSTEMS**

(15-01-07)

British Board of Agrément  
Bucknalls Lane  
Watford  
Hertfordshire WD25 9BA

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.

Tel 01923 665300

e-mail: [construction@bbacerts.co.uk](mailto:construction@bbacerts.co.uk)

website: [www.bbacerts.co.uk](http://www.bbacerts.co.uk)

Author: Jorden Adams  
Checked by: Geoff Chambers  
Authorised by: Brian Moore

## Revision History (in reverse chronological order)

| Issue | Date       | Nature And Location Of Change                                                                   |
|-------|------------|-------------------------------------------------------------------------------------------------|
| 6     | 31/1/2018  | Updates to email addresses.                                                                     |
| 5     | 9/6/2017   | Revision in line with PAS2030 and PAS2031 2017                                                  |
| 4     | 27/07/2015 | Document completely revised and reformatted                                                     |
| 3     | 02/03/2015 | Document reformatted and assigned document number. Authoriser and revision history table added. |
| 2     | 28/05/2012 | Previous issue – no revisions recorded                                                          |

## Contents

|             |                                                                    |           |
|-------------|--------------------------------------------------------------------|-----------|
| <b>1.0</b>  | <b>TERMS AND CONDITIONS OF USE</b> .....                           | <b>4</b>  |
|             | <i>The British Board of Agrément (BBA)</i> .....                   | 4         |
|             | <i>BBA Agrément Certificates</i> .....                             | 4         |
| <b>2.0</b>  | <b>INTRODUCTION</b> .....                                          | <b>4</b>  |
|             | <i>Statutory requirements</i> .....                                | 5         |
| <b>3.0</b>  | <b>SCOPE</b> .....                                                 | <b>5</b>  |
| <b>4.0</b>  | <b>REFERENCE DOCUMENTS</b> .....                                   | <b>5</b>  |
| <b>5.0</b>  | <b>DEFINITIONS</b> .....                                           | <b>6</b>  |
| <b>6.0</b>  | <b>THE APPROVED SYSTEM</b> .....                                   | <b>7</b>  |
| <b>7.0</b>  | <b>THE APPROVED INSTALLER PROCESS</b> .....                        | <b>7</b>  |
|             | <i>Initial Approval</i> .....                                      | 7         |
|             | <i>Ongoing Assessment and Surveillance</i> .....                   | 8         |
|             | <i>License</i> .....                                               | 8         |
| <b>8.0</b>  | <b>CONDITIONS OF APPROVAL</b> .....                                | <b>9</b>  |
| <b>9.0</b>  | <b>RESPONSIBILITIES</b> .....                                      | <b>10</b> |
|             | <i>The BBA Certificate Holder and/or System Manufacturer</i> ..... | 10        |
|             | <i>Initial assessment of Installers</i> .....                      | 10        |
|             | <i>Training</i> .....                                              | 10        |
|             | <i>Updates</i> .....                                               | 10        |
|             | <i>Support</i> .....                                               | 10        |
|             | <i>The Approved Installer’s responsibilities</i> .....             | 10        |
|             | <i>Assessment of the Building</i> .....                            | 11        |
|             | <i>Work instructions</i> .....                                     | 12        |
|             | <i>BBA Responsibilities</i> .....                                  | 13        |
| <b>10.0</b> | <b>RECORDS</b> .....                                               | <b>13</b> |
| <b>11.0</b> | <b>HEALTH AND SAFETY</b> .....                                     | <b>13</b> |

|                                                            |           |
|------------------------------------------------------------|-----------|
| <b>12.0 APPENDICES .....</b>                               | <b>14</b> |
| <b>APPENDIX 1 - BBA QUALITY CONTROL SPECIFICATION.....</b> | <b>15</b> |
| <i>Introduction.....</i>                                   | <i>15</i> |
| <i>Criteria.....</i>                                       | <i>15</i> |
| <i>Additional considerations.....</i>                      | <i>16</i> |

## **1.0 TERMS AND CONDITIONS OF USE**

Intellectual Property Rights, including Copyright, in the BBA Assessment and Surveillance Scheme for Installers of Hybrid Wall Insulation Systems (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**

This document sets out the basis of the BBA's Inspection Scheme for Installers of Hybrid Wall Insulation Systems and covers all building types.

The quality of installation of hybrid wall insulation is critical to the performance of the completed installation. This Scheme Document sets out the process, requirements and responsibilities for those involved.

The Scheme is based on a three-party arrangement:

- the BBA
- the product Certificate holder and / or system manufacturer
- the Approved Installer.

The method of installation is critical to the performance of the system and poor installation practice can substantially reduce system life, reduce insulation effectiveness and have an adverse effect on the performance and durability of the building.

It is a requirement of this Scheme that Approved Installers only claim approval when installing approved products for which they have been assessed.

### ***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)

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

For the purpose of this *Scheme*, the following definitions apply:

| Abbreviation or term |                                     | Explanation of abbreviation or term                                                                                                                                                                                                         |
|----------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1)                   | <b>Approved Assessor / Surveyor</b> | A person who has satisfactorily completed the training programme operated by the installer and system supplier.                                                                                                                             |
| 2)                   | <b>Approved Installer</b>           | A company or organisation accepted into the Scheme.                                                                                                                                                                                         |
| 3)                   | <b>Certificate holder</b>           | A company holding a valid BBA Certificate for a hybrid wall insulation system.                                                                                                                                                              |
| 4)                   | <b>Customer</b>                     | The company or organisation, on whose behalf the work is being undertaken.                                                                                                                                                                  |
| 5)                   | <b>Green Deal</b>                   | The Government's proposals to enable private firms to offer consumers energy efficiency improvements to their homes, community spaces and businesses as contained in the Energy Bill.                                                       |
| 6)                   | <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                      |
| 7)                   | <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 |
| 8)                   | <b>Inspection Body</b>              | The BBA or such other organisation subcontracted by the BBA as competent to carry out assessment against the requirements of this Scheme.                                                                                                   |
| 9)                   | <b>Installer</b>                    | The company or organisation applying for assessment for the installation of hybrid wall insulation. Once accepted under the Scheme, the Installer is known as an Approved Installer.                                                        |
| 10)                  | <b>Key stages</b>                   | The System specific defined points during the Installation when it will be subject to inspection.                                                                                                                                           |
| 11)                  | <b>Method Statement</b>             | A detailed description of the installation process as agreed between the BBA and the system Certificate holder and / or manufacturer for each individual hybrid wall system covered under the Scheme.                                       |
| 12)                  | <b>Office</b>                       | The administrative centre in which all relevant documentation is kept and from which the staff working on the installation are managed / supervised.                                                                                        |
| 13)                  | <b>Operative</b>                    | An individual employed by an Installer, who is carrying out an assessment of the suitability of a building or the installation of a hybrid wall insulation system.                                                                          |
| 14)                  | <b>Product</b>                      | The materials used which combine to form the hybrid wall insulation system and taken together are covered by BBA product Certification.                                                                                                     |
| 15)                  | <b>Scheme</b>                       | The BBA Assessment and Surveillance Scheme for Installers of hybrid wall insulation systems.                                                                                                                                                |
| 16)                  | <b>Scheme Document</b>              | The BBA Scheme Document for the Assessment and Surveillance of Installers of hybrid wall Insulation.                                                                                                                                        |
| 17)                  | <b>Stakeholder</b>                  | Any company or organisation with a commercial interest in hybrid wall insulation and a willingness to work with the BBA to monitor and raise the standards of works carried out.                                                            |
| 17)                  | <b>Subcontractor</b>                | An Approved Assessor or Operative carrying out work for an Approved Installer for which the Approved Installer assumes liability but is not directly employed by them.                                                                      |

|     |                               |                                                                                                                                                                                |
|-----|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19) | <b>System</b>                 | A hybrid wall installation system, as defined in the relevant BBA Certificate Product Sheet, or otherwise meeting the requirements of the Green Deal Code of Practice Annex D. |
| 20) | <b>Technical Requirements</b> | The collective requirements specified are the BBA Certificate, the Method Statement and this Scheme Document.                                                                  |

## 6.0 THE APPROVED SYSTEM

The BBA operates a UKAS accredited product Certification Scheme under the terms of ISO 17065:2012.

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 an Approved Installer, an Applicant 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 BBA Certificate holder and / or the manufacturer of the system 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 agreed Method Statement and shall provide written confirmation in that regard.

Installers applying to join the Scheme are subject to an initial assessment.

On successful completion of the assessment process, the Installer is accepted into the Scheme as an Approved Installer, is subject to regular surveillance by the BBA and if installing only BBA Approved products, is permitted to use the BBA Certification logo. Guidance on the proper use of logos is available from the BBA.

### ***Initial Approval***

For the first system to be assessed<sup>(1)</sup>, the BBA shall make one office visit and inspect a minimum of one site in progress.

Each site inspection will consist of an examination of the records for the installation under consideration, followed by an inspection of the work in progress. The site will be inspected during its critical stages, to ensure coverage of the key operations, including setting out, detailing around

openings and finishing. This will assess the works being carried out against the contents of the agreed Method Statement and established best practice.

Subsequent applications for additional systems<sup>(2)</sup> will involve a further site-in-progress visit to assess the installation of the system in question, as described above, but will not require a separate office inspection.

Invoicing for these inspections will be made in advance and payment must be received prior to the visits taking place. If it is not possible to witness all of the necessary operations during the one work-in progress site visit, further inspection(s) will be required at additional cost.

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

- (1) a system is defined as a single specification offered by a specific Certificate holder and / or manufacturer covered by an individual Method Statement.
- (2) Inspections for initial assessment of additional systems shall be restricted to those key stages where requirements are significantly different to those for which the Approved Installer is already covered, at the BBA's discretion.

### ***Ongoing Assessment 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 and as a % of the total number of installations by that installer, with a minimum of one. Each of the site-in-progress visits will normally be inspected during their critical stages as detailed above. 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 a non-compliance is raised.

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 affect the safe operation of the building, the inspector will notify the Approved 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 satisfactorily completing the remedial works, notifying the BBA on the day of completion.

Where an appropriate agreement exists, the Inspection Body will supply the guarantee provider with copies of any non-compliances relating to their members and details of resolution.

The BBA will invoice all Approved Installers for surveillance visits annually in advance. Non-payment of fees by Approved Installers will result in the withdrawal of the Approval. 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.

### ***Licence***

While the Approval is valid, the BBA grants to the Installer a non-exclusive licence 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 licence 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-sublicence 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 asset;
- 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;
- b) reference the BBA and use the relevant BBA logo only in accordance with the BBA Guidelines relating thereto; and
- c) 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 Certificate holder and / or system manufacturer has specific responsibility for:

#### **Initial assessment of Installers**

This involves 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 contents and requirements detailed in the agreed installation Method Statement including (but not restricted to):

- storage and handling of materials,
- access requirements,
- suitability and preparation of the substrate (including its general suitability for the system, which may require pull out or pull off testing),
- installation techniques,
- repair and maintenance,
- sampling and testing,
- communication of inspection and maintenance requirements to the building end user or management company,
- project record keeping,

and all other factors which could affect the success of an installation. This Method Statement forms a major part of the quality assurance framework for the installation process.

#### ***Training***

Training, of the Approved Installer, to ensure that they are capable of complying with the Technical Requirements.

#### ***Updates***

Maintaining their Certificate(s) and installation Method Statement and informing the BBA of any proposed changes in advance of their introduction.

#### ***Support***

Maintaining traceable technical support to the Installer.

In addition:

The Certificate holder and / or manufacturer may withdraw this support at any time by notice in writing to the BBA. In such circumstances, the BBA will immediately withdraw the Installer's Approval.

#### ***The Approved Installer's responsibilities***

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 Approved Installer is subject to assessment by the BBA before admittance to the Scheme, and to regular surveillance whilst approved. Assessment and surveillance of Approved Installers will be

undertaken by the Inspection Body to ensure that the systems are being installed by trained Installers in accordance with the Technical Requirements. Further details of the requirements for the company's quality system are given in Appendix 1.

Approved Surveyors and Operatives employed directly by the Approved Installer and any subcontractors shall be trained by a route approved by the BBA and Operatives shall carry an appropriate identification card.

The Approved Installer must ensure that the building in which it is intended to install the hybrid wall insulation meets the Technical Requirements prior to the installation commencing. A written assessment report shall document whether or not the building is suitable for the proposed installation and must identify any problems that may adversely affect the installation process or proper functioning of the building after completion of the installation, together with suitable corrective actions.

The Approved Installer has responsibility for:

- the Assessors and Operatives be able to demonstrate that they are fully conversant with the Technical Requirements and all other factors that could affect the success of an installation including (but not restricted to):
  - storage and handling of materials
  - suitability and preparation of the site
  - requirements for fire stopping
  - installation techniques
  - repair and maintenance of the *system*
  - the preparation of project specific risk assessments
  - design requirements for reducing thermal bridging / ensuring continuity of insulation and assessment of condensation risk
  - health & safety.
- adhering to all statutory requirements applicable to the building, such as the Building Regulations, and liaising as necessary with building control, or notifying a competent person scheme operator
- maintaining robust documentation identifying all work in progress and completed installations
- responding to the Inspection Body for requests of ongoing and completed works
- acting on any actions raised during an inspection and completing the required remedial works within a specific timescale as defined under BBA Responsibilities
- maintaining records of all Approved Assessors and Operatives, including details of training and dates of individual approval and defined levels of competence to assess different types of buildings where appropriate
- monitoring and inspecting the Operatives to ensure they continually comply with the Technical Requirements. A minimum of one site visit per month shall be made to each Operative; and reports made and retained. All such reports shall be made available to the Inspection Body on request.
- maintaining technical support to the Approved Assessors and Operatives.

### ***Assessment of the Building***

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

Each report shall include, as a minimum:

- the names of the Approved Installer, the Approved Assessor and Operative (if different from the 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 Technical Requirements
- reasons for omitting areas and a signature from the customer agreeing with these restrictions and reasons
- the specification of any remedial action that will be required before the installation of the system. The responsibility for rectification shall be identified at the time of noting such actions
- a documented risk assessment – before any services are undertaken
- choice of systems / products used and reasons
- the existing level of insulation (if any) and agreed level of insulation thickness to be added
- requirements for and locations of fire stopping
- the need for substrate pull-out or pull-off tests and other substrate preparation; if none then to be stated
- further technical investigations undertaken (if none then to be stated)
- thermal continuity requirements
- condensation risk assessment
- risk of impact assessment
- 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.
- any special requirements / factors for a particular installation.

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

### ***Work instructions***

The Approved Installer shall ensure that the following items are documented and made available to the Operative for each specific installation:

- the detailed product specification
- the method statement
- the assessment report
- any special instructions to the Operative relating to time, access and services needed
- the completed risk assessment and any instructions/actions that need to be followed.

At least one fully trained and carded Operative shall be present on site for each stage of the installation (e.g. setting out, finishing, etc.).

Sign-off sheets shall be completed by this Operative and retained for key stages, including:

- Checking continuity of insulation
- Checking fire breaks
- Checking seals and openings
- Checking fixings are installed correctly

## ***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 on request, records of all work carried out under the Scheme. As a minimum, the following information shall be provided:

- the customer's details
- the approved System installed
- the results of any routine site quality control tests required by the Method Statement
- a brief specification for the works, including the quantity of material used
- a written form of contract agreement
- the site address
- the commencement and completion dates
- instructions provided to the Operatives
- the Approved Assessor's building assessment reports
- risk assessments
- records of training, the required qualifications and experience of all Approved Operatives, including details of each individual's 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
- evidence of any technical support provided
- owner's pack (maintenance requirements, details of system specification used, including photographs and drawings as appropriate) to be left with the building owner
- traceability of materials to site

The above information shall be maintained by the Approved Installer for a minimum of the time period given in the durability statement given in the relevant BBA Certificate or guarantee / warranty provided under the Green Deal (whichever is the greater).

## **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 or systems considered for approval be installed in an environment which delivers products 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 For other companies 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 BBA assessment will only deal with the elements of the Quality Management System relating to the installation of the product(s) 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 system.
- 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, nonconformities, 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.