

**J Bloggs
and Sons
Ltd**

- DESIGN
- INSTALL
- MAINTAIN
- INSPECT

45 MANOR ST
HINCKLEY
LEICESTERSHIRE
LE10 0RR

Tel 01455 122303
EMAIL sales@j_bloggs.co.uk
Web j_bloggs_ltd.co.uk

**Electrical Safety
Register** incorporating



Retrofit Installers Quality Assurance (QA) Manual For PAS 2030

PR 1.0 INSTALLATION DOCUMENTS AND RECORD KEEPING (6.11)

- 1.1 Internal Documents procedure
- 1.2 Internal Documents
- 1.3 External Documents
- 1.4 Controlling Revisions
- 1.5 Storage and Backup of QA, QA Registers and QA Records

PR 2.0 INSTALLATION PROCESS RECORDS BACKUP PROCEDURE

- 2.1 Installation Process Records (7.8)
- 2.2 Document Backup

PR 3.0 INTERNAL AUDIT AND CORRECTIVE ACTION PROCEDURE (7.7)

PR 4.0 TOOLS AND EQUIPMENT CALIBRATION

- 4.1 Tools Requiring Calibration (6.2.3)
- 4.2 For hand tools and ladders/general equipment

PR 5.0 STAFF/ENGINEER TRAINING PROCEDURE (6.5 PEOPLE)

- 5.1 Briefing – Toolbox Talks (6.5.2)

PR 6.0 EXTERNAL DOCUMENT CONTROL PROCEDURE (6.1.2)

PR 8.0 INTERNAL FEEDBACK PROCEDURE (7.4.3)

PR 9.0 SUPPLIERS PROCEDURE

PR 10.0 PURCHASE OF GOODS PROCEDURE

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 3 |

PR 11.0 GOODS RECEIVED PROCEDURE

11.1 Checking, Handling and Storage of Materials and Supplies (6.3)

PR 12.0 NEW PRODUCT AND MATERIALS PROCEDURE

PR 13.0 NON-CONFORMING PRODUCTS

13.1 Recording

13.2 Goods Received

PR 14.0 CLIENT REQUIREMENTS AND CONTRACTS PROCEDURES

14.1 Enquiries

14.2 Pre-installation Building Survey and Site Visits 7.2

14.3 Planning Control

14.4 Retrofit Designs

14.5 Orders Received Outside the Time Limit

PR 15.0 CLIENT CONTRACT REVIEW & INSTALLATION PROCEDURE

15.1 Contract Review

15.2 Installation

15.3 Installation Supervision (6.5.3)

15.4 Interaction with clients (8.3)

PR 16.0 SUB-CONTRACTOR PROCEDURE

PR 17.0 INSTALLATION PROCESS CHANGE PROCEDURE (7.4)

PR 18.0 SALES INVOICING PROCEDURE

18.1 EEM Funded Sales Invoicing

18.2 ECO Sales Invoicing

18.3 Chargeable Variations – to Householder

PR 19.0 CLIENT COMPLAINTS PROCEDURE (8.1)

PR 20.0 COMMISSIONING, TESTING AND HAND OVER PROCEDURE

PR 21.0 COMPANY HEALTH AND SAFETY POLICY STATEMENT

PR23.0 INTERNAL AUDIT AND CORRECTIVE ACTION (7.7)

PR24.0 PROCESS CONTINUITY PLAN (7.5)

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 3 of 3 |

Quality Management Statement

Please note all references to PAS 2030 throughout this manual refer to document PAS 2030:2019

J Bloggs Contractor is committed to providing high quality products, effective project management and outstanding client service.

Our Energy Saving Measure Systems will be built to meet the agreed specifications of Retrofit Designs.

This includes ensuring that we meet our PAS 2030 regulations and standards.

“The primary objective for the PAS remains the provision of a robust, uniformly applicable EEM installation process that will assist Retrofit Installers that comply with its requirements in full to demonstrate that their installation processes are capable of providing installation to specification and in accordance with the Client’s expectations.”

J Bloggs Contractor operates a quality management system (Hollycroft Software QA Manual) to ensure that we deliver consistent high quality. The QA Manual encompasses a series of quality control documents which will ensure that the delivered product and service meets our quality standards.

J Bloggs Contractor take full responsibility for ensuring effective quality management on all its installation projects.

J Bloggs Contractor is certified against and will continue to comply with the requirements of PAS 2030.

J Bloggs Contractor will allow and will co-operate with external monitoring of the activities by their Certification Body.

J Bloggs Contractor will take full responsibility for the quality of work, compliance with PAS 2030 and any other legal requirements in respect of work carried out by their employees and/or any sub-contractors.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 3 |

PR 1.0 INSTALLATION DOCUMENTS AND RECORD KEEPING (6.11)

We have in place a documented installation process control procedure capable of demonstrating that the requirements of PAS 2030 have been met for each installation undertaken and conform to Retrofit design, including the completion of the installation control procedure (6.11).

1.1 Internal Documents procedure

Our company uses the Hollycroft Software Limited Quality Assurance Manual for recording and storing documents and records according to PAS 2030.

Our company procedures are recorded in this document and each procedure is numbered and preceded with PR.¹

Our procedures may be updated (and added to) subject to internal review to adopt required or recommended changes to methods and operations.

The changes may be due to revisions in the standards, recommended preventative EMMs, or improvements in operations prompted by experience. In this way the company will be able to constantly improve the quality of its service as a by-product of the day to day running of the company.

The QA Manual references the Forms, Lists and Registers in the software by name and ID throughout the document.

1.2 Internal Documents

The QA manual provides a sub-set of documents for recording lists or registers of required information. These documents are numbered and preceded with L, and are listed below:

| ID | Title | Pages | Rev | Authorised by | Issued to |
|-----|--|-------|------|---------------|-----------|
| L01 | Review of Company Roles and Responsibilities | 1 | 1.01 | | All staff |
| L02 | Tool Calibration Register | 1 | 1.01 | | All staff |
| L03 | Training Records | 1 | 2.0 | | All staff |
| L04 | Manufacturer Document List | 1 | 1.01 | | All staff |
| L05 | Required Guides and Standards List | 1 | 1.01 | | All staff |
| L06 | Approved Suppliers Register | 1 | 1.01 | | All staff |
| L07 | Internal Feedback Register | 1 | 1.01 | | All staff |
| L08 | Client Complaints Register | 1 | 1.01 | | All staff |
| L09 | Job List | 1 | 1.01 | | All staff |
| L10 | Purchase Order list | 1 | 1.01 | | All staff |
| L11 | Sub-Contractor List | 1 | 1.01 | | All staff |
| L12 | Diary of Internal Review Meetings | 1 | 1.03 | | All staff |
| L13 | Internal Audit Register | | | | |

¹ Note: If reading this document on computer, Microsoft Word's FIND menu option will allow for quick searches of this document for particular words or phrases.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 3 |

Regarding forms L04 and L05 noted above (6.1.2) “should the installer be aware of potentially relevant standards or other similar documents that have not been referenced in the retrofit design, it is recommended that the Retrofit Installer draws these to the attention of the Retrofit Coordinator”

The QA manual also provides a subset of record sheets that integrate with the above lists/registers to provide more detailed information on occurrences, events and required data. These documents are numbered and preceded with R, and are listed below:

| ID | Title | Pages | Rev | Authorised by | Issued to |
|-----|-----------------------------------|-------|-----|---------------|-----------|
| R01 | PAS 2030 Project Information form | 2 | 1.0 | | All staff |
| R02 | Installation Process Change | 1 | 1.0 | | All staff |
| R03 | Sub-Contractor Record | 1 | 1.0 | | All staff |
| R04 | Meeting Minutes | 1 | 1.0 | | All staff |
| R05 | Formal Sub-Contract Agreement | 1 | 1.0 | | All staff |
| R06 | Client Complaints Record sheet | 1 | 1.0 | | All staff |

1.3 External Documents

The QA manual contains a range of forms that may be made available to the client on request or that will be supplied as a part of the quote, design and/or handover process. These documents, numbered and preceded with F, are listed below:

| ID | Title | Pages | Rev | Authorised by | Issued to |
|-----|--|-------|-----|---------------|-----------|
| G01 | PAS 2030 Enquiry Form | 1 | 1 | | All staff |
| G02 | PAS 2030 Client Acceptance | 1 | 1 | | All staff |
| G03 | PAS 2030 Survey Form | 1 | 1 | | All staff |
| G04 | PAS 2030 Install Method Form | 1 | 1 | | All staff |
| G05 | PAS 2030 Commissioning Form | 1 | 1 | | All staff |
| G06 | PAS 2030 Declaration of Conformity | 1 | 1 | | All staff |
| G07 | PAS 2030 Handover Form | 1 | 1 | | All staff |
| G08 | Optional Hand over pack - Word 2003 version | 17 | 1 | | All staff |
| G09 | Optional Hand over pack - Word 2007 / 2010 version | 17 | 1 | | All staff |

All of the QA manual documents are designed wherever possible to be inclusive of PAS 2030 Retrofit records and data requirements. All staff will endeavour to complete every field on each list, record and form where applicable.

All relevant documents will be updated on a day to day basis when required.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 3 of 3 |

1.4 Controlling Revisions

Any changes to the electronic version of the QA manual or accompanying lists, records and forms, will require that the revision date and version number be amended in the master document and previous versions be removed from the master folder to a backup folder.

1.5 Storage and Backup of QA, QA Registers and QA Records

All QA records will be stored electronically on local PC/Server and backed up a minimum of every 7 days to a cloud-based system or other offsite storage.

Records will be held electronically for a minimum of 6 years or the length of any product warranties.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 2 |

PR 2.0 INSTALLATION PROCESS RECORDS BACKUP PROCEDURE

2.1 Installation Process Records (7.8)

The company will maintain a paper-based file for each installation as per PAS 2030.

The file will contain copies of installation records (to specifically include installation methods, and recorded changes or deviation from an installation method and records of the Funding provider and client agreement and timings), survey, inspection, commissioning, hand over records and will be stored for a minimum of 6 years or the length of any warranty.

These records will specifically include in accordance with PAS 2030 (7.8) the following:



- a) location of the installation;
- b) identification of the Retrofit Coordinator;
- c) identification of the Retrofit Designer;
- d) type of measure(s) installed;
- e) dates of installation commencement, completion, testing, commissioning and handover;
- f) identification of specific products/systems installed;
- g) the installation method statement including all related retrofit design documents;
- h) records of any assessments of exposure and wind load calculations;
- i) records of any pull-out tests carried out;
- j) details of any problems encountered, corrections agreed and remedial work undertaken;
- k) records of inclement weather and duration of delay or hold up experienced when installing EEM;
- l) name(s) of operatives undertaking the installation and their vocational competence levels;

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 2 |

- m) photographs as required by Clause 6.11;
- n) results of performance testing carried out;
- o) commissioning records;
- p) relevant installation certificates;
- q) confirmation that the installation process has been undertaken in accordance with this PAS signed off by a vocationally competent person, authorised to do so on behalf of the retrofit installer; and
- r) Confirmation of any claim of compliance with this PAS, issued to the Client or funding body.

The Retrofit Installer shall keep photographic records of all installation work that is subsequently covered up by later work or by linings or finishes or was accessed via scaffolding or similar means such that it subsequently becomes inaccessible for inspection. Photographs shall be sufficiently numerous and detailed to demonstrate that the work has been completed in accordance with the retrofit design and the method statement. The date and location of each photograph shall be marked on the photograph automatically by the camera (6.11).

2.2 Document Backup

The company will ensure that all data is backed up off site to avoid data loss by fire, theft or system failure.

- a) Paper records will be kept of all installations.
- b) Electronic copies of records will be stored on the company's main PC/server.
- c) Electronic copies of records will be backed up to a cloud-based system at a minimum of every 7 days.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR 3.0 INTERNAL AUDIT AND CORRECTIVE ACTION PROCEDURE (7.7)

Internal Review meetings are to be held every quarter and may be held sooner if required.

Our document **R04 Meeting Minutes** will be used to record all points raised at the meetings.

The following up to date registers and lists will be made available at all meetings and discussed:

- a) L01 Review of Company Roles & Responsibilities
- b) L06 Approved Suppliers Register
- c) L04 Manufacturer Document List
- d) L05 Required Guides and Standards
- e) L02 Tool and Equipment Calibration Register
- f) L08 Client Complaints Register
- g) R01 Project Information
- h) L07 Internal Feedback Register
- i) L11 Sub-Contractor list
- j) L03 Staff Training Register

Where corrective and preventative action is required, this will be noted in the Meeting Minutes together with any proposed closure dates. The initials of the assigned member of staff will be entered into the Action by column. (6.5.1.i) This will specifically include the training register which will review PAS 2030 operative selection, training and work assignment in relation to vocational competencies and the requirement and accessibility of existing and new training for all operatives.

The nominated PAS 2030 representative will report on any changes to the standard and an action plan for any changes put into place.

Absences and apologies must be noted. Any member of staff unable to attend will be able to email or call in with points for discussion at the review meeting.

Copies of the updated minutes will be forwarded to all staff present, or those intending to attend.

Where required, preventative actions will be emailed or issued to all relevant staff.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR 4.0 TOOLS AND EQUIPMENT CALIBRATION

4.1 Tools Requiring Calibration (6.2.3)

All tools and equipment requiring regular maintenance and calibration in accordance with legislation, the standard or manufacturer guidance will be entered onto document **L02 Tool and Equipment Calibration Register**.

Tool serial numbers will be recorded, or a specific record number will be attached, so that each tool can be recognised for calibration and maintenance purposes.

The designated member of staff will ensure all tools and equipment requiring calibration and maintenance are serviced at the required intervals by the approved servicing centres and the service details logged on document **L02 Tool and Equipment Calibration Register**.

Any tools and equipment where the date for calibration has expired will be withdrawn from use until calibrations have been undertaken and the records have been updated. This will require that all tools and equipment be checked against the calibration register before being used for an installation.

If any tool or equipment is dropped, misused, or is involved in an incident that may cause damage to the item then it must be inspected/recalibrated and confirmed to be fit for purpose before re-using.

Tool and calibration information will be recorded on form **R01 Project Information**.

This includes for equipment that has been hired.

4.2 For hand tools and ladders/general equipment

- Tools will only be used for the tasks they are designed for.
- Tools will be inspected before usage and no damaged tools will be used.
- Protective gear will be worn as appropriate.
- Particular attention must be paid to ladders and equipment for working at heights which must be inspected before use.
- If any tool or equipment is dropped, misused, or is involved in an incident that may cause damage to the item then it must be inspected and confirmed to be fit for purpose before re-using.

Any tools and equipment that have been inspected and found to be defective will be withdrawn from use until repairs have been undertaken or disposed of and replaced.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 2 |

PR 5.0 STAFF/ENGINEER TRAINING PROCEDURE (6.5 PEOPLE)

We will ensure the engagement of a sufficient number of vocationally competent operatives as specified in the relevant measure-specific Annex.

Existing and new staff will have all training course and qualifications entered onto document **L03 Staff Training Register**.

All staff will be assessed to ensure that they have the skills and competencies required to fulfil their roles according to standards and regulations. A brief description of roles will be noted in the Register. All staff will have access to any required training to fulfil their roles and maintain their skills including for any operatives acquiring vocational competence whilst working under the supervision of a vocationally competent operative.

We will provide and arrange for training of new entrant operatives (3.14) via a measure relevant vocational qualification, apprenticeship or EAS compliance route, and will not rely on personal certificates of competence other than as a means of on-going assessment of individual competence following the award of a vocational qualification.

The PAS 2030 nominee or delegated member of staff will record each course and qualification for each staff member; will check each claim (dated with course or qualification date); and, where appropriate, mark as confirmed (with date of confirmation).

Where courses or further training is required this will be marked on the register under the required column with the deadline date.

The register is to be checked on a quarterly basis at Internal Review Meetings (3.26) to ensure that all individuals involved in skilled installation work are either vocationally competent or are acquiring vocational competence for all staff and subcontracted (3.27) and will be signed off as a true statement by the PAS 2030 representative or delegated member of staff.

A toolbox talk/briefing before each installation will confirm training and health & safety requirements and the Register should be reviewed to confirm competencies (6.5.2)

Where new products are introduced, all staff and subcontractors will undertake the appropriate training before attempting to use or install.

5.1 Briefing – Toolbox Talks (6.5.2)

Before any work to install EEMs begins, supervisors will consider the requirements for briefings (or 'toolbox talks') by the Retrofit Coordinator to explain the design intent and draw attention to key points including the intended installation sequence(s) where relevant.

- Briefings shall always be requested if:
the PAS 2035 Retrofit risk assessment has placed the project in the Path C risk category; or

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 2 |

- the retrofit design includes new or unusual materials, products or systems with which operatives may not be familiar, such as EEMs that have not been installed before or,
- the design is intended to achieve unusually challenging performance standards (e.g. Air-tightness).

If a request for a briefing is refused, then the supervisor will ask the Retrofit Coordinator to justify why a briefing need not or cannot be provided.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 2 |

PR 6.0 EXTERNAL DOCUMENT CONTROL PROCEDURE (6.1.2)

The company has access to external documents via an online source, electronic documents stored on its computer system, and where online and electronic documents are unavailable, paper copies.

Document **L05 Required Guides and Standards** lists the document name, version, date of issue, location or link, and approval for use for PAS 2030, and other required guides and standards. Old standards are to be removed from the list and from general use and replaced with the latest guides and standards as soon as they are available.

(6.1.2 Reference to normatively referenced standards)



Document **L04 Manufacturer Document List** contains the document name, versions, date of issue, location or link and approval for use for manuals, guides and warranties of manufacturers' products. This list includes products which are in use, have been used on past projects, or are likely to be used on future projects. This may require several versions of a manual for the same product to be retained if products have been revised (refer to *PR12 NEW PRODUCT/MATERIALS PROCEDURE* to ensure new products have been assessed).

Our PAS 2030 nominee will check that all documents are up to date on a monthly basis and will make changes to **L05 Required Guides and Standards** and he/she will confirm that this record is up to date at each internal meeting.

Where paper documents are updated, old paper copies are to be removed and replaced with the latest versions, and name and location revised on **L05 Required Guides and Standards** and **L04 Manufacturer Document List**.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 2 |

Where changes affect the operation of the company, health & safety, building and planning regulations, and/or system design, the PAS 2030 representative will ensure all staff and engineers relevant are informed of the changes.

Health & Safety, building regulations and British Standards information is accessed directly from www.planningportal.gov.uk, www.hse.gov.uk, www.bre.co.uk, www.bsigroup.co.uk. Other information is obtained directly from the library and other internet sources.

Our PAS 2030 representative will register with Coordinators, funding providers, manufacturers, advice bodies, and other information web sites which offer an email notification service for changes and news updates.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR 8.0 INTERNAL FEEDBACK PROCEDURE (7.4.3)

All Internal Feedback will be recorded on **L07 Internal Feedback Register** for review at internal meetings.

Internal feedback covers all areas of operations and can include comments regarding jobs and projects undertaken by our staff and subcontractors suggesting or recommending improvements in operation.

Clients will be dealt with through our PR19 CLIENT COMPLAINTS PROCEDURE where applicable.

Type Internal Feedback, date reported, description of internal feedback and name of staff member assigned to resolve the issue, will be entered onto **L07 Internal Feedback Register**

Resolution of the Internal Feedback point and the date resolved are to be recorded on the **L07 Internal Feedback Register** by the assigned staff member and signed off.

The **L07 Internal Feed Back Register** and associated records will be reviewed at our quarterly review meetings where results of any internal feedback issues will be assessed to ensure they are all either resolved or have a process in place for timely resolution, and that where necessary, staff and subcontractors are updated.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR 9.0 SUPPLIERS PROCEDURE

New suppliers must be added to **L06 Approved Supplier Register** and should have been assessed to confirm that:

- a) products provided are approved by the Funder (where necessary)
- b) products can be delivered on time
- c) products are delivered in good condition
- d) products are competitively priced
- e) electronic (PDF) warranty and operation manuals can be provided
- f) product warranty details are reasonable
- g) spares are readily available and can be provided in good time
- h) delivery costs are understood and are acceptable
- i) supplier returns procedures and terms are understood
- j) payment terms are acceptable and agreed

Suppliers that fail to provide good and adequate service will be discussed at the internal review meetings and may be taken off the list of suppliers, put on probation until the following review meeting, or suspended pending results of any investigations.

R01 Project Information should be reviewed for non-conforming products and where products are consistently failing standards; the supplier may also be removed from the **L06 Approved Supplier Register** or put on suspension.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR 10.0 PURCHASE OF GOODS PROCEDURE

Goods are to be purchased from an approved supplier as per **L06 Approved Supplier Register** and where possible a written purchase order is raised, or alternatively orders may be handled by telephone, web or email. All orders must be recorded on **L10 Purchase order list**.

In the case of email or web orders, copies are to be printed and stored with written purchase orders.

In the case of telephone orders, details of purchase and grades will be recorded on the **L10 Purchase order list**.

All order formats can be stored electronically as an alternative to paper.

Where products/materials cannot be obtained in time for a delivery date, is discontinued, spares are not available, or the product has been updated, this must be noted in L07 Internal Feedback Register.

Replacements products that have not been used before or assessed by our own staff much be subjected to PR12 New Product/Materials Procedure.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR 11.0 GOODS RECEIVED PROCEDURE

Goods, products, and materials are only to be accepted once they have been:

- a) checked against product material list on **R01 Project Information** or **G04 Installation Method** form ensuring quantities are correct and descriptions match requirement.
- b) checked for damage (quick external packaging examination)
- c) signed for - retaining a copy of the delivery note to be passed to administration – must be returned to office.

If a supplier delivers to site, and the client has signed for the goods and not our own staff, then effort must be made to obtain a copy of the delivery note either from the client or the supplier.

If delivery note is not available, staff/engineer on site must list the products and report this information back to the office where administration will contact the supplier for the delivery note.

Part deliveries and any shortfalls in deliveries to site or our warehouse/offices may cause delays and must be reported to the supervisor as soon as possible who may need to report back to the Coordinator and client the project is delayed.

*Where the packaging is damaged or goods, products or materials do not conform, refer to **PR8 Internal Feedback Products Procedure**.

Goods, products, and materials must be stored in a clean, safe, secure, dry area. In case of deliveries to our warehouse/offices, they will be stored in a designated goods received location.

Goods, products, and materials, must be handled and transported in a safe manner at all times.

11.1 Checking, Handling and Storage of Materials and Supplies (6.3)

Operatives will be made aware of any particular handling instructions and storage conditions for the EMM(s)/products or systems that they are installing under the scope of PAS 2030.

This information will be found in the Retrofit documentation or alternatively manufacturers specifications.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR 12.0 NEW PRODUCT AND MATERIALS PROCEDURE

New products will be checked to ensure they are fit for purpose and meet Funders, PAS 2030, and Retrofit Co-ordinators standards where applicable.

Consistent delivery and availability of spare parts will be confirmed with approved suppliers.

The availability of manufacturers' warranty and operations manual in electronic form will be checked and the url/links added to document **L04 Manufacturers' Document List**. Paper warranties and manuals will also be dealt with.

Where new products are adopted, all relevant staff will be informed by email or memo, and tool-box training arranged for operatives and subcontractors where necessary.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.1 |
| | Rev Date | 24/11/2016 |
| | Page | 1 of 1 |

PR 13.0 NON-CONFORMING PRODUCTS

13.1 Recording

All products that are found to be non-conforming – faulty, not meeting requirements or incompatible with build components - will be recorded on **L07 Internal Feedback Register**. The register will be presented at the internal review meeting.

Where products are discovered to be non-conforming and are recorded on a **R01 Project Information**, the Internal Feedback will be recorded on the **L07 Internal Feedback Register** and the Internal Feedback code noted on the **R01 Project Information**.

All relevant staff/engineers will be notified by email or memo if a product is withdrawn from use or is under investigation.

If a supplier is found to be at fault and is suspended or taken off the document **L06 Approved Supplier Register**, all relevant staff will be informed by email or memo.

13.2 Goods Received

On delivery to warehouse or site (from a supplier), all goods must be checked against the description on **R01 Project Information** or purchase order to ensure they are as ordered. Any changes to products used on a project must be confirmed with the system designer (Coordinator). (If not signed by our own staff, efforts must be made to obtain the delivery note from the client).

If goods are obviously incorrect, delivery to site should be refused.

On delivery to warehouse or site, should goods have damaged packaging, this must be recorded on the delivery note, even if the packaging is removed and goods are found to be in good order visually.

If on delivery, damage to goods is sufficiently obvious that goods will not be fit for purpose, then delivery to site should be refused as detailed in PR 11.0 GOODS RECEIVED PROCEDURE

All product non conformities on delivery will be recorded on **R01 Project Information** and where urgent, the purchasing manager/department notified of any deficiencies.

Any goods delivered to site that are non-conforming and remain on site are to be marked on the box as “Non-conforming” or “Faulty” and marked with yellow/black tape, if a designated holding area (Quarantine) for non-conforming products has been arranged on site (this may be a room, warehouse or taped off area), non-conforming products must be stored in this area.

Where goods are delivered to our own warehouse/offices, goods must be inspected prior to despatch to site and must remain in their original packaging, and sufficient insurance for the goods should be in place.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 7 |

PR 14.0 CLIENT REQUIREMENTS AND CONTRACTS PROCEDURES

Where a product is to be installed under an energy plan (e.g. MCS) which is not a Retrofit/ECO Plan, the sales manager or sales advisor must explain to the client (before installing the product) which of the requirements (if any) of PAS 2030 J Bloggs Contractor will not be complying with in respect of the work to be carried out.

All PAS 2030 installations will have a Retrofit design compliant with PAS 2035 Retrofitting Dwellings for Improved Energy Efficiency: Specification and Guidance and this design must be made available to this Retrofit installer and that a Retrofit Coordinator has been assigned to the project (F.1).

14.1 Enquiries

All details of new client sales leads (from any source) should be entered on to form **G01 PAS 2030 Enquiry Form**. As many fields as possible should be completed, with particular attention paid to method of contact². Please note GDPR regulations are the responsibility of each company involved in the process not including Hollycroft Software Ltd.

The completed **G01 PAS 2030 Enquiry Form** should be forwarded to the sales manager or designated member of staff.

The sales manager or designated member of staff will then contact the client to arrange for an on-site survey.

14.2 Pre-installation Building Survey and Site Visits 7.2

Our own inhouse team consisting of vocationally competent operatives and supervisor must evaluate each Retrofit design for its suitability for each dwelling and that the design is complete (5.2.1 and PR 20.0 COMMISSIONING, TESTING AND HAND OVER PROCEDURE).

If the retrofit design is considered unsuitable, incomplete or deficient a dwelling, then clarification, further information or a revised retrofit design will be obtained from the Retrofit Coordinator and the installation will not proceed until both the Installer and the Retrofit Coordinator are satisfied that the design is complete and suitable.

Final responsibility for the suitability of the design remains with the Retrofit Coordinator.

A vocationally competent person, will attend on site to carry out a (pre-installation) building survey which will be based on the installation method statement (7.2.1), and complete form G03 PAS 2030 Survey Form, all fields should be completed and any additional notes attached.

² Please note this form is not to be used for site surveys.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 7 |

These points in particular must be addressed:

The inspection shall be undertaken at a level of detail sufficient to confirm that the specified EEM can be safely and effectively installed at the designated location paying particular attention to:



1. For loft insulation and draught-proofing measures only, the pre-installation building inspection could be included as a first stage of an installation visit provided provision is made for actual installation not to proceed until any identified problems have been resolved. (7.2.6)
2. All projects will comply with applicable statutory requirements e.g. Building Regulations. (7.2.6)
3. Attention is drawn to the need for the preinstallation building inspection to note any potential risk in relation to the on-going performance of installed services so as to enable liaison with the retrofit designer and/or service providers where relevant. (7.2.6)
4. Operatives carrying out pre-installation inspections will familiarize themselves with the guidance provided in BS 7913 Guide to the conservation of historic buildings and BS 5250 Code of practice for the control of condensation in buildings (7.2.6)
5. Protected species ((e.g. bats, birds, butterflies, dormice, plants) present at the property will be made known to the Retrofit Coordinator.
6. Pay particular attention to potential moisture build-up as a result of the installation (7.2.1)

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 3 of 7 |

7. Taking into account the fire safety of the dwelling and the functionality and/or safety of installed services (gas, electricity, water, telecommunications, etc.); (7.2.1)
8. Taking into account any specific pre-installation inspection requirements from the relevant measure-specific Annex. (7.2.1)

The suitability and completeness of the Retrofit Design (7.2.4) will be reviewed as part of the preinstallation building inspection and action taken to bring to the attention of the Retrofit Coordinator:

- a. anything missing from the retrofit design that might reasonably be expected to be included
- b. anything that is contrary to the stated design assumptions (e.g. assumptions about areas that can only be examined after opening-up the construction); and
- c. any aspect of the design and specification that cannot be implemented for whatever reason.

We will request an appropriate amendment of the retrofit design or the provision by the Retrofit Coordinator of written confirmation that installation can proceed without amendment.

Confirmation with the Client (7.2.5)

Before conclusion of the pre-installation building inspection, we will confirm with the Client that:

- the nature and extent of the specified installation is known to the Client and is in line with that Client's expectations;
- the arrangements made for site access and installation materials storage are adequate and appropriate for the installation to be undertaken; and
- the intended days and hours of working are acceptable.

[The procedure below requires refinement by this installer based on the operational process of installer and Funder)

Our standard literature should be left with the client.

The surveyor be able to indicate a system price (if at all applicable) or contribution during the visit based on standard designs and quotations for compatible properties, and if the client accepts:

- a) a contract will be signed
- b) Warranty, terms & conditions, and Cancellation form should be left with client.

Whilst on a site visit our representative must not:

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 4 of 7 |

- a) stay in the property for more than 2 hours (for system sales not surveys)
- b) offer a high price and then discount (for system sales)
- c) offer a discount for signing on the day (for system sales)
- d) offer a discount for testimonials and monitoring performance
- e) ask about quotations already issued from other companies
- f) withhold pricing information until the end of the visit
- g) claim limited availability of products

In the event that the survey findings reveal potential installation problems, the Retrofit Coordinator and any relevant statutory authorities will be informed, we will work with the Retrofit Coordinator as necessary to develop a mutually agreed solution. Installation shall not commence until such solution has been agreed.

Always obtain the written agreement of the Retrofit Coordinator (and client if this affects price or any agreed works) to any introduction of changes to the defined installation process.

14.3 Planning Control

Our representative will agree with the client whether our company (or Funding Provider) or the client is responsible for confirming Building and Planning Control requirements. Responsibility must be noted on form **G03 PAS 2030 Survey Form**.

Special care will be taken where a new roof is proposed or on older buildings, or where a structural survey may be recommended.

14.4 Retrofit Designs

Before commencement of any installation (4.0) the Retrofit Installer shall confirm that a Retrofit Coordinator has been appointed, and to ensure the Retrofit Co-ordinator's identity and role responsibilities are known to all staff and subcontractors working on or in connection with the project.

Our own inhouse team consisting of vocationally competent operatives and supervisor must evaluate each Retrofit design for its suitability for each dwelling and that the design is complete (5.2.1 and PR 20.0 COMMISSIONING, TESTING AND HAND OVER PROCEDURE).

IF the retrofit design is considered unsuitable, incomplete or deficient a dwelling, then clarification, further information or a revised retrofit design will be obtained from the Retrofit Coordinator and the installation will not proceed until both the Installer and the Retrofit Coordinator are satisfied that the design is complete and suitable. Final responsibility for the suitability of the design remains with the Retrofit Coordinator.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 5 of 7 |

The Retrofit Installer will also make provision for the Retrofit Co-ordinator to have access to work in progress (including pre-installation inspection, installation, testing, commissioning and handover documents and files), for the purpose of scrutinising progress and quality.

Location survey reports will be evaluated to ensure all suggested EEMs are appropriate, do not adversely affect either the property or other EEMs and conform with Retrofit design requirements (5.1).

G04 PAS 2030 Install Method form must include where appropriate, details of section 5.2.2 and 5.2.3 of the PAS (supporting relevant documents from the Retrofit design can be attached to the form to avoid duplication of information, (6.1.4) and will include method(s) and sequences for the installation of the EEM(s) as specified in the Retrofit design. These details will be obtained from the supplied Retrofit Design and these designs must be first checked to ensure they are complete and contain the following as a minimum:

- a) the address of the property in which the EEM(s) are to be installed;
- b) identification of any access constraints and access instructions provided by the Client or the occupants;
- c) a copy of the assessment report of the condition of the dwellings including identification of any repairs necessary before installation of EEMs;
- d) any assumptions on which the design is based, including assumptions that underpin the assessment of the dwelling(s);
- e) confirmation of the compliance of the design with the relevant standards;
- f) specifications of the materials, products and systems to be used, and of where and how they are to be installed, whether within the dwelling or on its exterior;
- g) construction details for all affected corners, junctions and edges of installed measures (whether prepared by the Retrofit Designer or obtained from proprietary system designer, or clear identification of any standards details that are to be used;
- h) installation instructions for all new systems and equipment;
- i) testing requirements, e.g. testing of new gas systems and electrical installations, thermography to confirm the integrity of the insulated envelope, fan pressurization testing to demonstrate compliance with any airtightness standard, etc.;
- j) commissioning requirements;
- k) handover requirements;
- l) maintenance instructions; and guarantee and warranty requirements.

Below to be included on R01 PAS 2030 Project Information form (5.2.3):

- m) all interfaces between measures, both physical junctions and technical interactions as identified by the Measures Interaction Matrix
- n) improvement of the airtightness of the building envelope, i.e. reduction of wind-driven air infiltration and air leakage;
- o) management of moisture within the construction, and of the dynamic equilibrium between the internal and external relative humidity and the moisture content of construction materials, using vapour permeable materials as appropriate, such that moisture will not become trapped within any construction leading to risk of interstitial condensation and consequent damp and deterioration;

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 6 of 7 |

- p) minimizing thermal bridging at the corners, junctions and edges of installed measures, and at interfaces between them;
- q) eliminating thermal bypass, i.e. the uncontrolled penetration of cold external air to the warm side of any insulation layer;
- r) resilience against rainwater ingress (including ingress due to failure of any critical element or construction detail);
- s) provision of combustion air supplies for any open flued combustion appliances located within the dwelling;
- t) mitigation of the risk of summer over heating;
- u) maintenance requirements to ensure the long-term integrity of the installation;
- v) protection of the dwelling against the risk of fire occasioned by the installation of EEM;
- w) resilience of installed EEM to food risk.



If any of the above required information is missing from the Retrofit design, the Coordinator will be consulted to confirm if this is intended or if amendments to the Retrofit design documents need to be made. If method statements are missing from the Design documents a customised method statement may have to be drawn up from product/system specification sheets, from system certification documents or other such information provided by the product or system manufacturer(s) or supplier(s) and agreed with the Coordinator/Designer (6.1.5).

All the designs we use will take account of PAS 2030 5.2.4 Provision of Adequate Ventilation Requirements, particularly when installing e.g. wall insulation, floor insulation, roof and loft insulation, draught proofing or replacement windows.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 7 of 7 |

We will identify the EMM-specific Annex(es) of PAS 2030 relevant to the design specification for each installation to be undertaken and make provision in our method statement to implement the requirements set out in those Annexes and the Retrofit Design documents.

We will use our form **G04 PAS 2030 Install Method** to record the Coordinators (Retrofit Design) install method and associated instructions, or where we have an agreement with the Coordinator in writing to supply our own install method based on manufacturer guides and manuals in the absence of a method, we must complete this form GO4 detailing the method.

Form **G04 PAS 2030 Install Method** will be issued to all our operatives on site, including our sub-contractors.

This will include confirmation that all necessary permissions have been obtained and any constraints made known to the client (e.g. Planning permissions and details of any planned intermediate inspections).

Any installation process change to the method statement and/or installation methods shall be defined, documented and agreed with the Coordinator before proceeding. Form **RO1 Project Information** to be amended accordingly.

Any change to an installation process shall be accompanied by a review of related tasks and methods to ensure compatibility with the installation of other EMMs being installed at the same premises.

14.5 Orders Received Outside the Time Limit

Our quotations are valid for 30 days. If the quotation/order is signed and returned outside the time limit, the prices may be subject to review. The quotation price may then need to be revised and new paperwork issued in full to the client.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 5 |

PR 15.0 CLIENT CONTRACT REVIEW & INSTALLATION PROCEDURE

15.1 Contract Review

On receipt of a signed contract and order, the project will be reviewed for availability of staff/engineers, products, scaffolding, roofers, sub contractors, and Building and Planning Control clearance. Should any delays be expected, the client will be informed of the revised time scale.

We will ensure the engagement of a sufficient number of vocationally competent operatives as specified in the relevant measure-specific Annex (6.5.1.b).

The project will be issued a code number and our document **R01 Project Information** (this document acts as job sheet and Funding Provider handover form) completed with project number, contact details and materials to be used on the job. Administration will complete the financial details on **R01 Project Information**.

The project details will then be entered on document **L09 Job List** where the description of works will contain a brief description of the project and the name(s) of main site staff or sub contractor.

All installations must be carried out to the appropriate standards and operatives and sub contractors must be checked for vocational competence specified in the relevant measure-specific Annex (6.5.1) before being assigned to a project (6.5.3.1). Our documents R03 Sub Contractor Record and L03 Staff Training Register will provide training and competency information for this purpose (6.5.1.a).

15.2 Installation

The method statement will include and take account of the elements specified in 6.1.2 to 6.1.6 of this PAS 2030. If an installation method is not provided and the Coordinator has written to confirm that we will write the installation method using our form **G04 PAS 2030 Install Method**, we will contact the Retrofit Coordinator, manufacturer, or supplier, as applicable, to obtain the required information and confirm the new install method with the Retrofit designer/coordinator.

All PAS 2030 installations cannot proceed until a retrofit design compliant with PAS 2035 Retrofitting Dwellings for Improved Energy Efficiency: Specification and Guidance is obtained relevant for the project, and a Retrofit Coordinator has been assigned to the project (5.1)

PAS 2030 compliant installations must not proceed without an installation method (following section 6 of PAS 2030).

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 5 |

All PAS 2030 compliant installation methods must be approved by the Retro Coordinator and Funding provider. Written or email approvals from the Retro Coordinator and Funding provider only will be kept in the contract file for each installation.

For each project/installation as a minimum, the following forms must be taken to site by the lead engineer or site manager (5.10):

1. G03 PAS 2030 Survey Form
2. G04 PAS 2030 Method of Install
3. R01 Project Information (acts as job sheet and process control) (6.4).
4. Manufacturers guide, install commissioning manual.

For PAS 2030 compliant installations all operatives attending on site for an installation must ensure they have a copy of the installation method (6.10) and must work to the method. Any deviation must be referred to the supervisor and coordinator before implementation. The site manager or operative installing must sign the installation method as "Install has been carried out in accordance with this installation method" and add signature, with any deviations duly noted as agreed by the Coordinator. Copy to be kept in project file.

Special attention will be made to **G04 PAS 2030 Method of Install** form with regards to Intermediate Inspections and every accommodation will be made to ensure inspectors have complete unobstructed access to installations (6.1.6).

The operatives are to ensure photographic records of all installation work that is subsequently covered up by later work or by linings or finishes or was accessed via scaffolding or similar means such that it subsequently becomes inaccessible for inspection are taken and returned to the office for the project file (6.1.1).

Note: Any deviation to an agreed/pre-set installation method must be agreed with the Retrofit Coordinator and approval received in writing/email and stored with the contract file. On approval, deviations to the method of install can be implemented.

All deviations must be checked to ensure there is no adverse effect on existing EEMs, building structure, decoration, electricity and other heating and lighting systems, fire, condensation, ventilation, etc.

The project supervisor will ensure all approved staff, engineers and sub-contractors are assigned to the project and that all are aware of time scales and design specifications.

The supervisor will ensure all materials (including accessories and fixings), scaffolding (if required), roofers and any other resources are ordered according to an agreed time-table to ensure they are available for installation on site.

The assigned site manager is to ensure all materials are received in good condition and are tested prior to installation in situ and that Health & Safety requirements are fully understood by both the client and our own staff (as per our Health & Safety Policy).

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 3 of 5 |

As per our **PR 13.2 GOODS RECEIVED PROCEDURE**, any shortfalls in materials, either as a result of damage, loss or part delivery, must be reported to the site manager and/or supervisor to enable replacements to be ordered in good time.



Any delays which extend the installation finish date will be drawn to the attention of the client as soon as possible.

Supervision will be carried out by site managers to include monitoring and inspection to ensure that EMMs are installed in accordance with the Retrofit design specification and to the satisfaction of the client, and that any deficiencies in the EEM specification are brought to the attention of the Coordinator.

The **PR 19 CLIENT COMPLAINTS PROCEDURE** and **PR 8 INTERNAL FEEDBACK PROCEDURE** may have to be implemented if a delay is unreasonable.

The site manager or assigned engineer/sub contractor will be issued with the following forms to be used during the installation process:

- a) **G04 PAS 2030 Install Method** - used to ensure project is installed in accordance with agreed methods.
- b) **G05 Commissioning Form** – for recording test and commissioning details

The site manager or assigned engineer/sub-contractor must ensure via “in process” inspection that the system meets PAS 2030 specifications.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 4 of 5 |

As a Retrofit Installer, J Bloggs Contractor will provide details of those persons working on-site during an installation, if requested, including details of any relevant qualifications and competences for the work they are carrying out.

Our own operatives, engineers and subcontractors will ensure that nothing has been done during the installation that could invalidate any manufacturer's or system supplier's guarantee or warranty 6.10.

15.3 Installation Supervision (6.5.3)

The supervisor for each project and/or site manager will assess the vocational competence of operatives working on any project and will allocated operatives to provide a vocational competence ratio appropriate to the requirements of the project as well as arranging for appropriate supervision (6.5.3).

Onsite supervision will be continuous if the Retrofit risk assessment carried out by the Coordinator has placed the project in the Path C risk category or the retrofit design includes new or unusual materials, products or systems, the EEM has not been installed before, or the design is intended to achieve unusually challenging performance standards (e.g. Air-tightness). (6.5.3.3)

The project file to be shared on a "live" basis to the Retrofit Coordinator, this will include pre-installation inspection, installation, testing, commissioning and handover forms, for the purpose of inspecting progress and quality (4.0)

15.4 Interaction with clients (8.3)

This procedure specifies how our operatives who are likely to have direct contact with clients, will act in response to an approach from clients especially, but not exclusively, in respect of:

Site managers will ensure they are fully aware of all requirements **a** to **f** below and will be responsible for ensuring all operatives on his projects have reviewed these requirements before attending site.

- a) Operatives must be made aware of any special requirements or expectations with regards to vulnerable occupants (e.g. elderly or disabled persons or children) such as reducing noise, language issues, sight and sound disabilities and distancing.
- b) before attending on site for any installation, all operatives must make themselves aware of any pre-notified client requirements and expectations, particularly issues of work timing and access. This information will be available from the project supervisor.
- c) all operatives must be aware of client service requirements – details on job sheets and design specifications including our form **R01 Project Information**;

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 5 of 5 |

- d) all client questions or requests for information must be referred to the site manager on the working day of the request.

The site manager must check and confirm the exact details of such questions and requests and action to the client's satisfaction within 2 working days if possible assuming it is not a variation to works that involves additional labour time or material costs. Requests or questions that can not be resolved with 2 working days must be referred back to the project supervisor who will either;

- 1) Contact the client within 1 working day to answer any questions and/or agree a strategy to accede to a request.
 - 2) Follow the client complaints procedure PR 19.0.
 - 3) Follow Internal Feedback procedure PR 8.0.
 - 4) Follow procedure PR 17.0.
- e) any client request(s) for additional EMM-related work extending beyond the installation process definition will be referred back to the project supervisor within 2 working days of receiving the request from the client who will follow our Installation Process Change procedure PR 17.0.
- f) any client complaint or other client feedback in respect some aspect of the installation or installation process will refer back to the site manager as soon as possible, within 1 working day. Site manager to follow complaints procedure PR 19.0.
- g) Information regarding a complaint, request or question from any of our Funded clients will be promptly supplied to the appropriate Funding Provider on request, and every attempt will be made to resolve issues to the complete satisfaction of the client.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 2 |

PR 16.0 SUB-CONTRACTOR PROCEDURE

All new sub-contractors must have full details recorded on our document **R03 Sub-Contractor Record** to ensure competencies and credentials are as required by the PAS 2030 to fulfil legal requirements.

Each sub-contractor will be assessed and if all requirements are met, to be approved and signed off by the PAS 2030 representative or designated staff member.

A list of all sub-contractors will be maintained using our document **L11 Sub-Contractor List**.

Where sub-contractors are involved with private client installations, our document **R05 Formal Sub-Contract Agreement**, will be signed by the sub-contractor.

Where the sub-contractor breaches procedure and is unable to resolve issues within an agreed timetable this must be brought to the attention of our PAS 2030 representative. All sub-contractors' non-conformities will be subjected to internal review and will be discussed at the internal review meetings.

Sub-contractor installations will be subjected to regular assessments by our own appointed and appropriately trained staff/engineers to confirm all works are carried out to the standards and also meet our agreed specifications and design criteria where applicable.

As a Retrofit Installer, J Bloggs Contractor will take full responsibility for the quality of work, compliance with PAS 2030 and any other legal requirements in respect of work carried out by their employees and/or any sub-contractors.

(3.27) Please refer to PR 5.0 STAFF/ENGINEER TRAINING PROCEDURE (6.5 People)

PR 17.0 INSTALLATION PROCESS CHANGE PROCEDURE (7.4)

All proposed Process Changes and deviations from agreed method of install will be detailed and agreed with the design source and client before implementing.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 2 |

Process changes or variations to the Retrofit design, will only be undertaken on receipt of written agreement from the design source and **must be compatible with installed technologies.**

Process changes or variations to the design, will be recorded on our document **R02 Installation Process Change** and a copy attached to our **R01 Project Information** and details and checklist entered onto **R01 Project Information.**

Omissions or additions involving price changes must be agreed with design source and then the client and document **R02 Installation Process Change** signed by both client and site manager, (or their designated representative), before work proceeds.

(Also mentioned last paragraph 6.11)

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | -2 of 5 |

PR 18.0 SALES INVOICING PROCEDURE

18.1 EEM Funded Sales Invoicing

On receipt of a signed contract and order, an account for the Funding provider will be opened in the account system and full contact and address details recorded.

Installation location address and contact details will be registered with a specific Project/job number. This project number to be used on all installation forms and associated documents.

Payment terms, payment dates, amounts (including VAT) and method of payment will have been agreed with the Funding Provider.

Depending on the agreed payment strategy with the Funding provider, invoices will be raised to allow our accounts dept/system to monitor payments. Invoices can only be raised for completed installations and where the hand over process has been undertaken.

Invoices can be raised for chargeable variations only if:

- a) We have an agreement with the Funding provider that additional works can be charged directly to the installation location householder (otherwise no such works can be undertaken). No changes, variations or additions to projects will proceed before being checked and approved by the Retrofit Coordinator and that our own operatives have checked that changes, variations or additions will not adversely affect the installation/project.
- b) We have an agreement with the Funding provider that additional works can be charged directly to the Funding Provider – costs must be agreed and accepted by the Funding Provider in writing before an invoice can be issued.

18.2 ECO Sales Invoicing

On receipt of a signed contract and order, an account for the client will be opened in the account system and full contact and address details recorded.

Installation location address and contact details will be registered with a specific Project/job number. This project number to be used on all installation forms and associated documents.

Payment terms, payment dates, amounts (including VAT) and method of payment will have been agreed with the Funder.

Depending on the agreed payment strategy with the client, invoices will be raised to allow our accounts dept/system to monitor payments. Invoices can only be raised for completed installations and where the hand over process has been undertaken.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | -1 of 5 |

18.3 Chargeable Variations – to Householder



Variations or additional works of any kind cannot be offered to a client who is in effect the householder of a property where we are carrying out PAS 2030 compliant installations before being checked and approved by the Retrofit Coordinator and that our own operatives have checked that changes, variations or additions will not adversely affect the installation/project.

It must be assumed at all times that such works can not be undertaken until checks have been made by our project supervisor who will review the contract with the Retrofit Coordinator and Funding provider and advise accordingly.

Any variations or additional works undertaken for such a client must first have had an estimate for costs agreed and signed by the client, with payment terms clearly explained to the client. No deposits will be taken and payment can only be taken on full completion of any works.

On receipt of a signed estimate/order, an account for the client will be opened in our account system and full contact and address details recorded.

Installation address and contact details will be registered with a specific Project/job number. This project number to be used on all installation forms and associated documents.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 0 of 5 |

PR 19.0 CLIENT COMPLAINTS PROCEDURE (8.1)

[3.1 The client: property owner, householder, landlord and/or tenant of a dwelling that is subject to retrofit, sometimes also including the funding body.

Note: In this QMS as in PAS 2030, the term Client refers to the recipient of a domestic retrofit project.]

Client complaints may be received by telephone, letter, email or verbally onsite during installation. The client may also contact the Funding provider with a specific complaint where the Funder will contact us and ask for full details relating to an installation.

Our objective will be to resolve any complaints or issues to the satisfaction of the client and Funding provider.

Such complaints should be entered into document **L08 Client Complaints Register** and full details recorded into **R06 Client Complaints Records Sheet (8.2)**.

The **R06 Client Complaints Records Sheet** will be passed to a designated member of staff who will contact the client within one working day of receipt of the complaint and agree a timetable to resolve any issues.

Safety issues will be treated as a matter of urgency.

Where complaints can not be easily and quickly resolved, the assigned member of staff will investigate the issues as thoroughly as possible. The staff member will report back to our own project and site managers, in particular the client, within seven working days.

The resolution of the complaint will be reported back to the Funding provider immediately on conclusion.

Where complaints relate to performance related issues, clients will be advised address their complaint to the Funding provider.

The spirit of Green Deal Code of Conduct guidelines will be adhered to for client complaints at all times.

Complaints that highlight non-conformities or require preventative action will be subject to the appropriate procedure and be discussed at internal review.

Any complaints received will be attached to the hand over file on completion of any PAS 2030 project/install for the information of the Funding provider/Coordinator.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 5 |

PR 20.0 COMMISSIONING, TESTING AND HAND OVER PROCEDURE

We have in place a documented installation process control procedure capable of demonstrating that the requirements of PAS 2030 have been met for each installation undertaken.

We will check that the retrofit design includes instruction about how installed EEM(s) are to be tested and commissioned (5.2.5), and that such instructions take account of any relevant manufacturer's instructions and/or measure-specific requirements. Where such information has not been included the Retrofit Installer shall consult the Retrofit Coordinator about whether this was intended.

Testing will be carried out in accordance with the requirements of the Retrofit Design. If no testing procedure or method of recording results has been including in the Design it should be referred back the to the Coordinator and a decision made whether testing certificates are required and an explanation supplied by the Coordinator to explain this decision or a process of testing and method of recording the results agreed and the results of testing at the required stages supplied to the Coordinator.

We are responsible for ensuring that the installed measure(s) is commissioned in accordance with, the Retrofit design and that any required test certificates confirming satisfactory results are obtained or prepared as appropriate.

A record of the application of the installation process control procedure (6.10) will be maintained for each installation and signed off by a vocationally competent person authorised to do so on behalf of the Retrofit installer using our form **R01 Project Information**, the Coordinator will have live access to our project information.

The specific method of hand over will be agreed with the Coordinator (these details should be with the project design) or a procedure written and agreed in writing/email by the Coordinator and must be followed on completion of an installation.

If the Funder is carrying out the handover we must supply all documents as discussed below to the Funding Provider in time for the Funding Provider to use these documents as a part of their hand over process.

On completion of the installation (EMM is fully installed, commissioned and tested, and with any operationally material defects corrected and noted), form **G06 Declaration of Conformity** (this document may be replaced by a similar document supplied in the Retrofit Design file) and **G07 PAS 2030 Hand Over form** must be completed in full and all documents (Annex) noted on form **G07** attached to form a Hand Over Pack for the Client.

This form contains PAS 2030 hand over requirement information.

- a) number and date of PAS 2030
- b) identification of the installed EMM(s) and the relevant EMM-specific Annex(es) of PAS 2030
- c) postal address of the building in which the EMM was installed;

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 5 |

- d) date of handover of the installed EMM(s);
- e) name or trademark of the Retrofit installer.
- f) Declarations of conformity (9.3.3)

In addition, form **G08 or G09 Hand Over** must be amended to contain the following information:

- a) the safe operation of the installed EMM.
- b) the care of the installed EMM to avoid detrimental effects
- c) the regular maintenance of the installation to ensure that it operates safely, efficiently and effectively, maintenance shall be in accordance with the requirements of any guarantees or warranties provided by the manufacturer and/or the Funding provider.
- d) the efficient operation of the installation to facilitate the delivery of the expected reduction in energy use.

Note: PV specific pages can be removed and only PAS 2030 contract information will be inserted to create a hand over pack which will contain all guides, manuals and other relevant documentation.

The client will be given an overview of the installation and advised on operation and safety requirements/features and shown any available guides and/or manuals (where possible these guides should be stored as near as possible to the installation).

We will keep copies in paper or electronic of all guides and manuals for all our PAS 2030 installations and record their existence and location on our form **L04 Manufacturer Document List**.

We will supply such guides and manuals to the Funding provider if not supplied to us by the Funding provider as a part of the installation method, if the Funding provider makes such a request.

Warranty and service details will also be discussed with the client during the overview and where applicable, manufacturers' warranty forms will be completed and signed by the client on completion (this is a specific PAS 2030 requirement)

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 3 |

PR 21.0 COMPANY HEALTH AND SAFETY POLICY STATEMENT

NB: All of the references to the company in this statement refer to the company named above

The company recognises its duty to ensure, so far as it is reasonably practical, the Health and Safety of the company's employees, and others that may be affected by its actions.



The company requires employees at all levels to exercise a duty of care and co-operate in establishing and maintaining safe and healthy working conditions. They should avoid any action that may be detrimental to the Health and Safety of themselves, and of people around them.

The company policy is to comply with legal safety and health requirements as a minimum standard, and with relevant codes of practice.

Each individual director, manager and supervisor is expected to take care of the Health and Safety of employees within his/her control.

All policy statements will be regularly reviewed and revised as necessary, with any revisions brought to the attention of the employees.

The company will provide competent technical advice on Health and Safety matters, and assist line managers in their task of ensuring healthy and safe conditions at the workplace.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 3 |

The company will seek to ensure that all buildings, vehicles, plant and equipment are well maintained and meet with the Health and Safety standards.

The company will provide safety training and encourage awareness of safety among all employees and will adopt a planned approach to the management of Health and Safety. This will include:

- Specific risk assessments carried out for each project undertaken in order to identify risks.
- Identification of protective and preventative EMMs to control identified risks.
- Introduction of these protective and preventative EMMs to control these risks.
- Monitoring on an ongoing basis, the operation of the protective and preventative EMMs to control the risks.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 3 of 3 |

Company Management and Staff Health and Safety Policy Statement

NB:

All of the references to the company in this statement refer to the company named above

MANAGEMENT AND STAFF RESPONSIBILITIES

The company safety officer is – Mr/Mrs/Ms.....

The company safety officer is in overall control of the management of safety throughout the company, and will ensure the company Health and Safety policy is implemented.

The company safety supervisor is – Mr/Mrs/Ms.....

The company safety supervisor is in control of the day to day management of safety matters, including:

- Carrying out company premises and workplace safety surveys.
- Investigating and reporting to the company safety officer, any accidents or “near misses” that have occurred in the company premises or at the workplace.
- Ensuring any accidents are entered in the company accident book, and if necessary forwarding the accident details to the appropriate authorities.
- Ensuring the staff follow the company’s Health and Safety policy.
- To ensure first aid facilities are in place.
- To ensure routine inspection of tools, equipment and plant is carried out and recorded.

Staff Responsibilities

It is the responsibility of all staff to adhere to the company’s safety policy including:

- To co-operate with managers and supervisors to achieve a safe and healthy working environment.
- To follow the company’s safety instructions, third party safety instructions, or permits to work that have been issued
- To take care whilst working, to avoid injury to themselves and others in the workplace.
- To report any accidents or dangerous occurrences to their supervisor immediately.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 2 |

PR23.0 INTERNAL AUDIT AND CORRECTIVE ACTION (7.7)

We will audit each installation technology undertaken, once every 12 months of a minimum of 5% of our installations per technology.

Internal Audits

The company will designate a member of staff to be a quality assurance manager and a member of staff the act as auditor (one staff member could act as both).

The designated auditor for the company will prepare an audit checklist based on the type of technology installed and add a new Audit to our register L13 Internal Audit register.

Any findings from previous audits on that for that technology will be reviewed to follow up any observations and outstanding corrective actions

Findings, positive and negative are recorded by the auditor during the audit, on our form R01 Project Information, which is dated to ensure traceability to the audit.

The audit findings will be discussed with the site manager at the end of the audit to ensure the auditor and site manager are in agreement with the auditor's findings.

At the conclusion of the audit, the Internal Audit section on our form R01 will be completed and will include corrective action raised during the audit and corrective actions followed up from previous audits, as well as any observations noted. Corrective actions should be categorised as one of the following: critical, major or minor.

Our form R01, which acts as the project/job process control sheet will be returned to the office on completion of an installation and the corrective action request should be reviewed within 48 hours.

Corrective action

The Auditor should contact the office immediately for advice on major and critical correction actions required so that a plan to resolve an issue is decided and relay back to the site manager for implementation before the installation can be considered completed (only in instances where the corrective action required will affect the active installation/project) .

If corrective actions have been noted and agreed during an internal audit, the auditor will reference them on our register, L13 Internal Audit register. This report will be reviewed at our quarterly internal meetings and an action date agreed.

The agreed action date should take in to account the severity of the corrective action required and the time needed to complete the corrective action.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 2 of 2 |

Corrective action review/ follow up

The auditor or Quality Assurance officer will return to the audit area as soon as possible to the agreed follow up date and assess the effectiveness of the action taken.

Findings will be noted on our form R01 and register L13. In the event of the actions being incomplete, a new date is agreed and the reason for incomplete actions noted on the register. If there is a persistent problem, this will be reported to our quality assurance manager.



The corrective action is closed only when the auditor is satisfied with his / her findings.

The corrective actions are tracked using our L13 register. This is reviewed on a regular basis by the Quality Assurance manager.

Re- audit

A re-audit can be organised by the Quality Assurance officer to determine if the corrective actions have been effective.

If the corrective actions have not been effective, it is the responsibility of the quality assurance manager to initiate further corrective actions, and to make management aware of any problem preventing satisfactory corrective action being taken. These issues may be formally raised at an internal meeting.

| | | |
|----------------------------|----------|------------|
| J Bloggs Contractor | Version | 1.2 |
| | Rev Date | 17/07/2020 |
| | Page | 1 of 1 |

PR24.0 PROCESS CONTINUITY PLAN (7.5)

When not otherwise arranged by the Retrofit Coordinator, we have in place arrangements that, in the event of an unforeseen circumstance that prevents the us completing an installation, all installation processes then in progress or otherwise outstanding will be transferred to another Retrofit installer or Funding Provider and completed in accordance with the relevant design specification and in accordance with PAS 2030.

This procedure sets out contingency plans for our company.

1. Human resources

- a. All installations and day-to-day-management is the responsibility of our Operations Director.
- b. In the event that our operations director is unable to undertake day-to-day management duties our managing director will take over temporarily.
- c. In the event that our operatives are unable to complete an installation project, a suitably qualified operative from the Approved List of Suppliers will be nominated to complete the work. This document shall be updated from time to time commensurate with the company's anticipated workload.

2. Site conditions and events

- a. Contact will be maintained with the client in the week prior to anticipated installation to ensure that the client is aware of the proposed start date in order that he/she may make any necessary arrangements.
- b. J Bloggs Contractor will be in attendance on site at each start date to confirm pre-installation conditions.
- c. J Bloggs Contractor will be contactable by telephone throughout the duration of any works and will monitor projects on a day-to-day basis to deal with any contingencies arising.
- d. Depending on the nature of any site contingency J Bloggs Contractor will take the appropriate corrective action. Where this involves a process change document R-02 must be completed and the Funder informed.

3. Equipment failure

- a. In the event of equipment failure or identification of non-conforming materials J Bloggs Contractor shall initiate the necessary corrective actions.