

# Demonstrating Compliance



## Introduction

This document outlines how WaterSafe Approved businesses can comply with the rules and procedures under their obligations to the WaterSafe Installers Scheme. The terms and conditions, which WaterSafe Approved businesses need to comply with, are set out from page two to page five.

WaterSafe Approved businesses and their employees also have responsibilities and commitments to ensure that their customers are aware of the services they can expect. These Customer Commitments are set out in document **Customer Commitments**. The customer redress arrangements are set out in the document called **Customer Redress Arrangements**.

The WaterSafe name, logo and brand are protected certification marks and may only be used by businesses and their employees who meet the WaterSafe criteria for membership. Regulations governing the use of the name and brand are covered in the document **WaterSafe Certification Mark Regulations**.

In addition there are guidelines on the use, placement of the name and logo, e.g. on advertising material, stationery and vehicles. These are set out in the WaterSafe Brand Toolkit document called **WaterSafe\_Brand\_Guidelines\_final v2**.

Each Approved Contractor Scheme has disciplinary procedures. You should contact your Approved Contractor scheme for details for your Scheme. WaterSafe has created model disciplinary procedures to set the minimum standards for each scheme. This can be found in in the documents **Model Disciplinary Code**.

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## WaterSafe member (approved business) conditions

<p>1.</p>	<p>Businesses in membership of a WaterSafe Scheme must ensure compliance with the WaterSafe Scheme Rules</p> <p>N.B. Business in membership of one of the WaterSafe Schemes as at 1 September 2012 will be deemed to meet the requirements of the Scheme Rules at that date.</p>	<p>WaterSafe Scheme Rules to be attached Currently agreed as:</p> <ol style="list-style-type: none"> <li>1) They must hold Public Liability Insurance with a minimum cover of £2m and (where required) Employers' Liability Insurance with a minimum cover of £5m.</li> <li>2) They must ensure that all plumbing work is carried out in accordance with all statutory requirements including (but not limited to) Water Regulations/Byelaws and Building Regulations.</li> <li>3) They must ensure that plumbing work is only undertaken by appropriately qualified individuals holding either:             <ol style="list-style-type: none"> <li>a) A minimum of N/SVQ Level 2 in a mechanical engineering service discipline (plumbing, heating, and ventilation or gas fitting) or a predecessor qualification at the same level, e.g. City and Guilds Craft Certificate or</li> <li>b) Successful completion of the BPEC Level 3 Award in Safe Systems of Hot &amp; Cold Water and Sanitation (600/9431/X) – for this award to be acceptable under the WaterSafe Scheme each scheme operator must ensure that evidence is provided of successful completion of the WaterSafe initial assessment which also demonstrates a minimum of 5 years work experience attained prior to undertaking the award.</li> </ol> </li> </ol>
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		<p>4) Individuals will be required to possess an appropriate Industry-recognised registration card such as those issued by the Register of Plumbers or the two Joint Industry Boards for the Plumbing Industry. Such cards should include a WaterSafe identity mark for those individuals employed by a WaterSafe Installer.</p> <p>5) They must ensure that qualified plumbers also possess a qualification, recognised by WaterSafe, in Water Regulations/Byelaws. The initial ratio for possession of this qualification is a minimum of 1 in every 5 plumbers employed. However, this ratio is subject to review and a greater number of plumbers will be required to meet this requirement in future. INSERT:</p> <p>NB: For those holding the following QCF/SQCF qualifications, Water Regulations / Byelaws competence is included within the award and need not be separately certified:</p> <ul style="list-style-type: none"><li>- BPEC Level 3 Award in Safe Systems of Hot &amp; Cold Water and Sanitation (600/9431/X)</li><li>- BPEC Level 3 NVQ Diploma in Domestic Plumbing &amp; Heating (600/6863/2)</li><li>- BPEC NVQ Level 3 Diploma in Domestic Plumbing and Heating (Gas Fired Warm Air Appliances) (600/6285/X)</li><li>- BPEC NVQ Level 3 Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating appliances) (600/6284/8)</li></ul>
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		<ul style="list-style-type: none"> <li>- City &amp; Guilds Level 3 NVQ Diploma in in Domestic Plumbing &amp; Heating (600/1122/1)</li> <li>- City &amp; Guilds NVQ Level 3 Diploma in Domestic Plumbing and Heating (Gas Fired Warm Air Appliances) (600/1124/5)</li> <li>- City &amp; Guilds NVQ Level 3 Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating Appliances) (600/1134/8)</li> <li>- EAL Level 3 NVQ Diploma in Domestic Plumbing &amp; Heating (600/1252/3)</li> <li>- EAL NVQ Level 3 Diploma in Domestic Plumbing and Heating (Gas Fired Warm Air Appliances) (600/1451/9)</li> <li>- EAL NVQ Level 3 Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating Appliances) (600/1657/1)</li> <li>- SQA SVQ Level 3 in Plumbing (G9W9 23)</li> </ul> <p>6) Where a customer requests work through the WaterSafe website or from a water company recommendation, and that work is within scope of the WaterSafe scheme, then a WaterSafe recognised installer (individual) must attend that customer and carry out the work.</p> <p>7) They must ensure that all relevant plumbing work is subject to the issue of Completion Certificates by a qualified person and, where required, appropriate notification of work is made to the water undertaker.</p> <p>8) They must have in place appropriate procedures for dealing with customer complaints in a speedy and efficient manner.</p> <p>9) They must make customers aware of the</p>
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		Scheme Customer Commitment and complaints procedures.
2.	WaterSafe Approved businesses to promote the WaterSafe brand.	<p>Promotion of the WaterSafe brand can be achieved in a number of ways including:</p> <ul style="list-style-type: none"> <li>• Use of the WaterSafe logo in all business literature.</li> <li>• Links to the WaterSafe website on any business Website.</li> <li>• Displaying the WaterSafe logo on company vehicles</li> </ul>
3	WaterSafe Approved businesses to accept and comply with separate Regulations for use of the WaterSafe certification mark, name and logo.	<p>Regulations are set out at Appendix B.</p> <p>Scheme Operators have responsibilities re</p> <ol style="list-style-type: none"> <li>i. Approving and supervising the use of the mark</li> <li>ii. Procedures for resolving disputes over entitlement to use of the mark</li> <li>iii. Conditions of use of the mark</li> </ol>
4.	WaterSafe Approved businesses to comply with separate Guidelines for the use of the WaterSafe brand.	Guidelines on use of brand are available in the “WaterSafe Brand Toolkit” set out at Appendix E.
5	WaterSafe Approved Businesses to accept data sharing arrangements.	WaterSafe Approved Business to note clause in this document and/or Scheme Operators T&Cs especially in relation to members business excluded from Scheme Operator membership following a complaint investigation.