

# Scheme Conditions and Scheme Rules



## CONDITIONS OF MEMBERSHIP

Conditions of membership of WaterSafe are:

1. Businesses in membership of a WaterSafe Scheme must ensure compliance with the WaterSafe Scheme Rules. 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.
2. WaterSafe Approved businesses to promote the WaterSafe brand.
3. WaterSafe Approved businesses to accept and comply with separate Regulations for use of the WaterSafe certification mark, name and logo.
4. WaterSafe Approved businesses to comply with separate Guidelines for the use of the WaterSafe brand.
5. WaterSafe Approved Businesses to accept data sharing arrangements.

## SCHEME RULES

WaterSafe scheme rules for members (Approved Businesses) are:

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.
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.
3. They must ensure that plumbing work is only undertaken by appropriately qualified individuals.
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
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.
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.
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.
8. They must have in place appropriate procedures for dealing with customer complaints in a speedy and efficient manner.
9. They must make customers aware of the Scheme Customer Commitment and complaints procedures.