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FRAMEWORK REQUIREMENTS

CODE OF PRACTICE

A collaborate approach to raising and maintaining standards, Industry best-practices and technical competences, with an aim to mitigate consumer detriment and support those businesses where reputation matters.

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FOREWORD

To be developed in partnership with BEIS and the EHC Board

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FRAMEWORK

Our Vision

The vision is for a future where rogue traders are effectively eliminated from the RMI and Home Energy sector because of the widespread recognition of the framework as the quality mark to look out for. With industry support and take-up, enforcement powers and a collaborative approach to advice and guidance, consumers will always choose to use framework Registered Businesses.

The (Delivery Organisation) sees its role, using the framework structure, to provide consumers with choice, confidence and protection. (Delivery Organisation) also seeks to provide reputable trades opportunity to thrive through reputational benefits, increased business opportunities and quality referrals from the framework website and other signposting channels.

Our Structure & How we work

Insert diagram of final model

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Our Aim

The purpose of this document is to set out the framework Code of Practice – a Government supported standards scheme, delivered by (Framework organisation) and supported by Industry.

Within this document, we aim to:

- Provide a clear and concise guidance for the Scheme Provider to demonstrate compliance with any sub-licence agreement enforced at that time
- Ensure that the principles remain 'fit-for-purpose' in a modern market and provides the appropriate level of consumer protection
- Capture industry's existing best practices and standards
- Strike the right balance between reducing consumer detriment and making the standards workable across a broad and varied range of trades
- Achieve greater uniformity between the quality mark framework and the requirements of the 'Each Home Counts' recommendations
- Establish a clear and easy-to-use enforcement route
- Embed the Code of Conduct for Registered Businesses
- Embed the Consumer Charter in to every-day practice
- Define the role of the Governance Board and its associated Committees
- Look to reduce areas of consumer detriment and provide guidance and support

This document is split into ten parts and each part outlines:

Framework Objectives – the key outcomes that the framework is looking to achieve through the spirit and letter of the requirements

The Scheme Provider responsibilities and requirements – the minimum standards required by the framework and key responsibilities of the Scheme Provider and framework Registered Businesses.

Scheme Provider Application & Registration

Framework Objectives:

1. To promote an effective, open and fair process for assessing and approving Scheme Providers
2. To ensure that a Scheme Provider is capable, upon application and on an on-going basis, of fulfilling the role that is expected of them, including improving standards and reducing consumer detriment
3. To attract, work with and approve potential Scheme Providers of high calibre, which meet the quality mark standards and will be a 'force for good' in the industry
4. To ensure consumers can always have confidence in Scheme Providers, who can always demonstrate that they are working within a robust and independently-verified quality management system that strives to raise standards and will avoid conflicts of interest
5. To ensure that the criterion and all quality mark's requirements on Registered Businesses are achieved and maintained by the Scheme Provider through appropriate use of disciplinary processes and procedures when required
6. To ensure that consumers and Registered Businesses can be confident that quality mark requirements will be enforced effectively, consistently, fairly and impartially

Scheme Provider Responsibilities:

1. Participate in the application process in such a way as to provide the framework with all relevant information about its organisation, vision, values, aims and ability to set-up and grow the size, quality and impact of the quality mark scheme
2. Support any statement made on the application form with evidence or statements of intent and to achieve or introduce specific standards or processes
3. Through compliance audits, ensure that registered businesses meet the quality mark principles and demonstrate adherence to the Code of Conduct
4. Demonstrate a commitment to raising standards within the industry, particularly in relation to technical competence, quality of workmanship, service and customer care and demonstrate a commitment to tackling areas of consumer detriment or undesirable trading practices
5. Demonstrate their ability and will to manage the scheme impartially to avoid conflicts of interest in vetting, monitoring, dispute handling and disciplinary procedures
6. Demonstrate sufficient financial strength to meet the quality mark's objectives and show its financial probity by providing recently audited annual accounts at application and at annual compliance audits

7. Provide documentary evidence that business planning for their quality mark scheme operation takes place and is reviewed at least every twelve months and is updated as necessary
8. Show adequate human resources, management, administrative, marketing, digital and technical skills, by providing an organisation chart and details of roles, responsibilities and skills. Maintain records to demonstrate that staff who act as inspectors are competent to undertake their role
9. Show that relevant staff members are appropriately trained and understand the requirements of the quality mark principles as relevant to their role, particularly around dispute handling and that individual training records are kept and maintained for inspection at the annual compliance visit
10. Implement and maintain a quality management system certified by UKAS accredited certification body, or working toward achieving UKAS accredited Standard of ISO9001:2015. Alternatively, operate a non-certified Quality Management System as judged to be adequate by the quality mark. The QMS must address all key processes including the vetting and monitoring of registered businesses, disputes handling, disciplinary processes and the overall monitoring of the performance of the scheme
11. Implement and maintain a certification system certified by UKAS achieving UKAS accredited Standard of ISO17065:2012.
12. Act honestly and fairly and must not knowingly do anything that might bring the quality mark scheme into disrepute
13. Ensure that the quality mark principles and Code of Conduct is included in the induction programme for relevant staff
14. Participate in the development, review and updating of the quality mark standards, including participation in working groups as relevant to the trades and activities within the scope of the Scheme Provider Licence Agreement
15. Proactively use information from monitoring processes, disputes and other sources to identify problem Businesses that may need disciplinary action or investigation
16. Publish its disciplinary process, which must include time limits for remedial action and the appeals process etc.
17. Ensure that an appropriate and proportionate level of action is taken against a Registered Business through the disciplinary process
18. Demonstrate that they have a robust and consistent approach and procedure for sanctions, suspension and a Business's expulsion from the scheme. The procedure will define the process and include an appeals procedure
19. Ensure any decision making and sanctions will rest with a disciplinary panel that has an element of independence from the Scheme Provider or their Registered Business. This will ensure the avoidance of any form of conflict of interest

20. Ensure consumers' interests are always considered in the event of a Business's termination – e.g. helping the consumer, if required, to source options for alternative local Businesses for any remedial work required
21. Record and keep on file details of all disciplinary cases for a minimum of 12 months after a Registered Business leaves the scheme
22. Reserve the right to share or publicise information on expulsions, including making these known to quality mark, other Scheme Providers and local Trading Standards Services where the Business is based

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Standards & Competency

Direction from the EHC Retrofit Task Group and Industry will be used to ensure that the required recommendations are addressed.

Framework Objectives:

1. To ensure consistent delivery of a Code of Practice, or equivalent commitment to quality mark requirements, by all Scheme Providers, their Registered Businesses and any sub-contractors
2. To ensure that consumers experience good customer service, receive industry best practice work standards and have confidence in the Scheme.
3. To ensure that consumers have adequate protection available should a Registered Businesses cease trading regarding pre-payments, deposits, work in progress and for six years post completion, for materials and workmanship. This requirement does not affect any manufacturer's warranties or guarantees for products installed
4. To ensure protection is provided through its Scheme Providers and Registered Businesses for work carried out in excess of £500.00 plus VAT - <https://www.fca.org.uk>
5. To ensure the effective delivery of the Code of Conduct in aiding the quality mark standards and practices.

Scheme Provider Responsibilities:

1. Establish a Code of Conduct / Membership Rules / Consumer Charter to which Registered Businesses will agree to abide throughout their involvement in the Scheme. Registered Businesses will confirm this pledge upon entry and renewal of their registration to the Scheme
2. Scheme Provider must be able to demonstrate that it is actively working with the Registered Business to deliver the full code of conduct and in doing so ensure that professional & behavioural conduct meet the required standard
3. On its website, or in hard copy format, provide guidance notes to all Registered Businesses and, where necessary, further access to advice and training for Businesses on how to comply with the Code of Conduct or equivalent
4. Make the Code of Practice or equivalent available without charge to customers, complainants and others with a legitimate interest
5. Develop ways to measure the effectiveness of the Code of Practice or equivalent, including compliance with the Code and how it reduces consumer detriment, dispute trends, customer satisfaction, audits, and make available the results of this monitoring data to Quality mark when requested
6. Regularly update any changes in provisions in the light of changing circumstances and expectations and keep Registered Businesses informed of any changes
7. Ensure the Code of Practice or equivalent incorporates any Scheme Provider or industry specific requirements on top of quality mark's minimum mandatory requirements for Scheme Providers and Registered Businesses, which are as follows:

- a) Compliance with all relevant and current consumer protection legislation – <https://www.businesscompanion.info/>
- b) Compliance with current Health and Safety at Work etc. Act 1974 and all relevant health and safety legislation – <http://www.hse.gov.uk/construction/index.htm>
- c) Compliance with current waste regulations – in particular the requirements to apply the waste hierarchy and requirements relating to the carriage and transfer of waste – <http://www.wastecarrierslicence.co.uk/more.html>
- d) Compliance with and reporting of work under Building Control notifications – www.gov.uk/search?q=building+regulations&show_organisations_filter=true
- e) Compliance with Advertising Standards Authority (ASA) guidelines and requirements for legal, decent, honest and truthful advertising, and compliance with quality mark branding requirements – <https://www.asa.org.uk/?gclid=CPOOkMmass8CFU-6Gwod8hMDsQ>
- f) Compliance with the Data Protection Act 1998 – <https://ico.org.uk/for-organisations/guide-to-data-protection/>
- g) Hold relevant insurances; employers, public and professional indemnity (as appropriate)
- h) The Registered Business will take full responsibility for any sub-contracted work and is required to make it clear to the consumer if any specific work is not covered by their framework registration
- i) Have in place a speedy, responsive, accessible and user-friendly dispute handling policy and process, with a prescribed time limit for responding to disputes
- j) Be able to offer an insurance backed warranty or equivalent
- k) Provide written quotations, estimates, contracts, contract variations and cancellation notices. Where appropriate, provide template Risk Assessment and Method Statement Reports for the Registered Business to use. An exception to this will be for immediate, emergency call-out work where time is of the essence
- l) Make consumers aware of the benefits of the Scheme and the disputes procedure, including access to Alternative Dispute Resolution (ADR) process – <http://www.tradingstandards.uk/advice/AlternativeDisputeResolution.cfm>
- m) Respect a consumer's expressed wish that they do not want to receive unsolicited visits, canvassing, mailshots or telephone calls at home, including respect for displayed notices declining doorstep cold calling
- n) Must not use high pressure selling techniques and leave immediately if requested to do so

- o) Take appropriate steps when dealing with vulnerable people in their homes. Registered Businesses will take the necessary effort and time to make sure that vulnerable consumers understand all aspects of signing a contract for goods and services.

Where appropriate, Registered Businesses must suggest the involvement of a trusted friend or relative. Vulnerable consumers are those whose circumstances put them at risk of making an incorrect or inappropriate decision, or who are at risk of receiving inferior goods or services.

Refer to the link below and the definition of a vulnerable person on the last page of this document – <https://www.gov.uk/government/collections/dbs-eligibility-guidance>

- p) The Scheme Provider will ensure that Registered Businesses will only carry out work that falls within its professional competence and will exercise all reasonable care and skill
 - q) The Scheme Provider will ensure that the Registered Businesses will only supply goods that correspond to their description, are of satisfactory quality, fit-for-purpose, safe and should comply with all the applicable UK & EU legislation and standards
8. The framework requires that its Scheme Providers ensure that Businesses registered through them, provide appropriate financial protection to consumers. The purpose of such financial protection being to ensure that the framework Registered Businesses' guarantees are capable of being honoured in the event they cease trading
 9. There will be exemptions to the requirements in point 1 above (which may change from time to time), but be dependent on the quality mark and the trades covered, as they will be required to hold more trade specific insurances to protect the consumer

Compliance

Direction from the EHC Compliance & Enforcement Group and Industry will be used to ensure that the required recommendations are addressed.

Framework Objectives:

1. To ensure the framework can always rely on Scheme Providers being in full compliance with their Provider Licence Agreement and the framework continues to meet the Government's and Consumers expectations
2. To ensure that any changes within the framework from the Governance Board are communicated to the Scheme Provider in a timely manner, allowing update of processes as required
3. To ensure Scheme Providers are proactively maintaining the quality of the framework Scheme through their vetting and on-going monitoring of Businesses using all knowledge and available resources, including reducing the risk presented by 'phoenix companies'
4. Through its Scheme Providers, the framework will ensure all Registered Businesses are of the highest standard and will remain in full compliance with their Licence Agreement and the framework Code of Practice
5. Through its Scheme Providers, the framework will ensure that an experienced, competent or suitably qualified inspector performs on-site inspections

Scheme Provider Responsibilities:

1. Participate in a compliance audit (annually, or more frequently as required by (framework, or its appointed representative) to check that the Scheme Provider is in full compliance with its Provider's Licence Agreement and the current version of the quality mark Code of Practice
2. Keep all appropriate records for the vetting and monitoring of Registered Businesses and allow framework access to this information for the purpose of compliance auditing
3. Make available to framework a register of inspectors used during the year and evidence of their qualifications or competencies
4. Make available to framework, prior to the annual compliance audit, a copy of its latest ISO9001 Surveillance Report or ISO17065-2012

A Scheme Provider must:

Initial Pre-Entry Check – New Application

1. Prove the thoroughness and effectiveness of its initial vetting of potential Registered Businesses
2. Carry out initial checks which include a document and online review (details below) and an on-site inspection of work in progress, or recently completed work, for every Registered Business, for each and every trade applied for, in order to judge its work against agreed industry standards
3. Ensure that on-site inspections are performed by an experienced, competent or suitably qualified inspector for the trade/s being inspected

Entry checks on each Business will be performed and should include many the points listed below. Part of this requirement may be achieved by the Registered Business making a 'self-declaration' statement during the application process, supported by evidence, when appropriate.

- a) Relevant qualifications, competences and/or experience for trades applied for
- b) Technical competence – check to include an on-site inspection by a competent inspector, in line with agreed standards for each and every trade a Business is registered for
- c) County Court Judgements at residential and business trading address - accepting Businesses with spent County Court Judgement will be at the discretion of the Scheme Provider
- d) Trading history evidence (for the last six months) at stated trading address – **to be discussed and agreed as this may be seen as a restriction on ability to work**
- e) Proof of residential or trading address – use of Credit Reports or site visits
- f) Financial track-record / bona fides / credit rating at residential and/or trading address
- g) Previous membership of, or expulsion from other certification schemes/bodies
- h) Review history of disputes and customer satisfaction evidence, if available
- i) Review key documents; quotations / contracts / terms & conditions and ensure they include the legal entity of the Business/sole trader
- j) Review levels of competence and training records for all employees, where appropriate
- k) Establish the Business's knowledge of the current Health & Safety at Work etc. Act 1974 requirements for Businesses with five or more employees and the CDM Regulations 2015 relating to the trade/s applied for – <http://www.hse.gov.uk/construction/index.htm>
- l) Check that a current Waste Licence is held by the Business for the carriage, storage and disposal of waste applicable to their trade/s

- m) Check for compliance with the current consumer protection and unfair trading practices legislation – Consumer Rights Act 2015 – <https://www.businesscompanion.info/en/news-and-updates/consumer-rights-act>
 - n) Ensure that installed products are fit for purpose, integrate with other measures and be mindful of other trades
 - o) Check for compliance with the Building Control Regulations and notification requirements that apply to geographical area, by trade, for materials used and technical specifications – https://www.gov.uk/search?q=building+regulations&show_organisations_filter=true
 - p) Check for compliance with relevant, current legislation for the protection of protected species, e.g. Bats, Newts, native plants etc. – <https://www.gov.uk/guidance/protected-species-how-to-review-planning-applications>
 - q) Ensure products with appropriate CE marking are used and that instruction manuals, maintenance requirements and warranties where appropriate, are handed over to the consumer on completion of work – <https://www.gov.uk/guidance/ce-marking>
4. Businesses holding membership, registration or qualifications to the following schemes/standards will be seen to satisfy the technical competency requirements for entry into framework’s quality mark: **(subject to gap analysis)**
 - a. Micro-generation Certification Scheme
 - b. Competent Persons Scheme
 - c. PAS2030
 5. Ensure that an appropriate number of people within the Registered Business hold a Disclosure and Barring Service (DBS) Report if the Registered Business believes that they regularly work with vulnerable people that may be at risk. This requirement must be part of the Registered Business’s business assessment process and their awareness of dealing with vulnerable people – refer to definition for vulnerable people on the last page of this document.
 6. In cases where there has been a recent company name change for business reasons and not financial reasons (administration/liquidation), the Scheme Provider will use his discretion as to whether the Business can be re-registered
 7. Should a Business not have a six-month trading history, the Scheme Provider must not register the Business

Ongoing Annual Check

On-going, annual checks carried out by the Scheme Provider and will require office and on-site inspection. The actual timing of the on-site inspection will be undertaken up to four months after the registration date.

As stated in the initial pre-entry check, Registered Businesses will be able to make a ‘self-declaration’ of conformity with the points listed below, which must be supported by evidence, when appropriate.

On-going checks on each Business will include:

- a) Current relevant qualifications and/or experience for trades applied for
 - b) A review of appropriate insurance policies to ensure that they have been renewed
 - c) Technical competence – check to include an on-site inspection by a qualified or competent inspector, in line with agreed standards for each and every trade a Business is registered for
 - d) County Court Judgements or other legal judgements that may have arisen since the previous check. Spent judgements can be accepted at the discretion of the Scheme Provider
 - e) Continued trading address evidence – Credit Reports or site visits
 - f) On-going financial track record / bona fides / credit rating at residential and/or trading address
 - g) Review of unresolved disputes and customer satisfaction surveys
 - h) Review key documents used as part of the Registered Business's business and its interaction with their consumers
 - i) Review policies and procedures relating to changes with the Health & Safety at Work etc. Act 1974 and CDM Regulations 2015 for Registered Businesses with five or more employees – <http://www.hse.gov.uk/construction/index.htm>
 - j) Where appropriate, check that a 'Waste Carrier's' Licence is held by the Registered Business – <http://www.wastecarrierslicence.co.uk/?gclid=CLrxorKYss8CFc8y0wodSAEJmQ>
 - k) Review compliance and awareness of changes with consumer protection and unfair trading practices legislation – <https://www.businesscompanion.info/>
 - l) Review awareness of changes with Building Control Regulations and notifications – https://www.gov.uk/search?q=building+regulations&show_organisations_filter=true
8. Impose more frequent on-site inspections of Registered Businesses' work, or review of documentation, if found necessary (e.g. following an increase in disputes)
 9. Follow up on any non-compliance issues within 30 days and/or suspend registration, if appropriate

Records may be kept electronically or in hard copy format

Audit

UKAS consultation will take place to ensure that a robust, sustainable audit regime is developed. It is important to ensure that any procedures can be adapted to work within the Scheme Providers current processes within the constraints of the ISO17065 requirements.

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Enforcement & Sanctions

Framework Objectives:

Direction from the EHC Compliance & Enforcement Group and Industry will be used to ensure that the required recommendations are addressed.

Trading Standards and LABC will be approached to collaborate and provide guidance, advice and support.

The quality mark, as part of its framework requirements, shall engage the services of relevant enforcement agencies through National bodies to provide Trading Standards and Building Regulations enforcement in areas relating to the delivery of the quality mark framework.

The quality mark will provide clear guidance of the areas of enforcement that are undertaken through the requirement and provide transparent processes and steps to be taken for any person seeking to use the service when seeking recourse.

Key areas of provision will be implemented and supported around the following:

- | | |
|---------------------------------------|------------------------------------|
| a. Miss-selling | d. Consumer Protection |
| b. Unauthorised use of brand/miss-use | e. Sale of goods |
| c. Contracts | f. Product that is fit-for-purpose |

Scheme Provider Responsibilities:

1. The Scheme Provider will ensure that the quality mark brand is protected in line with the requirements of the brand guidelines and will take swift and decisive action where breaches of the guidelines have been proven
2. The Scheme Providers will ensure that all registered businesses are made aware of the requirement to protect the brand and will audit compliance via the regular audit and compliance checks on the business.
3. The quality mark will require the Scheme Providers to support any actions that are required to enforce the requirements of the Brand and support the provision of information to the enforcement agency (Trading Standards / Building Control) for continuation of the case.
4. The Scheme Provider will be expected to provide advice and support to the registered business in the provision of information relating to regulatory and best practice requirements to reduce breached of the requirements.
5. Following any prosecution of a firm the Scheme Provider will be required to review the suitability of the business to continue be quality mark registered and provide a written report to the quality mark for assessment. Where serious offences have been committed, the business should be immediately suspended and removed from the public quality mark register pending further investigation.
6. Where a business is found to be continually not meeting the required standards or is seen to be having excessive disputes the Scheme Provider will be required to fully investigate and audit the business and implement any actions that have been identified, including removal where required.

Consumer Protection

Framework objectives:

1. To ensure that consumers have adequate protection available should a Registered Business cease trading regarding pre-payments, deposits, work in progress and for six years post completion, for materials and workmanship. This requirement does not affect any manufacturer's warranties or guarantees for products installed
2. To provide protection through its Scheme Providers and Registered Businesses for work carried out in excess of £500.00 plus VAT - <https://www.fca.org.uk>
3. To ensure that Registered Businesses respect the sanctity of a consumer's home and will not exploit vulnerable consumers.

Further detailed to be provided by the EHC Finance & Insurance workstream

4. To help all parties reach an amicable resolution wherever possible, building increased customer satisfaction and consumer confidence
5. To ensure that all Registered Businesses understand their obligations to deal properly with customer disputes
6. To ensure Scheme Providers can deal swiftly with breaches of the Code of Practice or equivalent, so that the consumer detriment stops quickly and disputes are minimised
7. To make available to consumers a speedy, accessible, clear and user-friendly disputes process, which is free of charge to the consumer up to the point of mediation/arbitration and helps to reduce the need for legal action – (framework website)
8. To ensure vexatious or unjustified disputes are dealt with efficiently, fairly and firmly
9. To ensure its Scheme Providers understand 'what good looks like' for consumers and can meet their expectations, acting early and effectively to minimise consumer detriment
10. To ensure adequate policies and procedures are in place to deal with a Scheme Provider's non-compliance with the Scheme Provider Licence or the Code of Practice
11. The framework and its Scheme Providers will not become involved in business to business disputes and disputes, or claims for compensation, unless they may cause an adverse impact on the reputation of quality mark Scheme
12. The framework will not investigate actual consumer vs. Registered Business disputes. However, the way in which a Scheme Provider has handled a dispute can be investigated, if necessary
13. The framework will offer mediation and arbitration to Scheme Providers, Registered Businesses and consumers, if the Scheme Provider's disputes process has been exhausted and is unable to resolve a dispute.

14. It should be noted that some Scheme Providers have their own Approved ADR Providers, which are independent of framework

Definition of a dispute: An active, recorded intervention on the part of the Scheme Provider to investigate and resolve a dispute.

Scheme Provider Responsibilities:

1. The framework requires that its Scheme Providers ensure that Businesses registered through them, provide appropriate financial protection to consumers. The purpose of such financial protection being to ensure that quality mark Registered Businesses' guarantees are capable of being honoured in the event they cease trading
2. There will be exemptions to the requirements in point 1 above (which may change from time to time), but be dependent on the quality mark and the trades covered, as they will be required to hold more trade specific insurances to protect the consumer
3. Maintain a speedy, responsive, accessible and user-friendly dispute resolution and disputes handling process operating to appropriate timescales, which is free of charge to the consumer up to the point of mediation/arbitration. All processes must consider the requirements of all current and newly updated consumer protection legislation – <https://www.businesscompanion.info/>
4. In handling a dispute, the Scheme Provider should be mindful of the Data Protection Act and seek permission before closing details to third parties – <https://ico.org.uk/for-organisations/guide-to-data-protection/>
5. Provide the same level of co-operation with local consumer advisers or any other intermediary acting on behalf of a consumer when making a dispute, as they would when dealing directly with the complainant
6. Where a dispute or dispute cannot be resolved through agreement of the parties involved, ensure that a dispute or dispute resolution procedure includes an option for Alternative Dispute Resolution (ADR) through a CTSI Approved Provider - <https://www.businesscompanion.info/en/news-and-updates/consumer-rights-act>
7. Ensure that any disputes review panel has an element of independence in its make up
8. Ensure an adequate level of technical expertise is used when necessary in disputes investigation and the dispute resolution process
9. Should the need arise, the Scheme Provider will co-operate fully with framework on any dispute handling issues, and provide related documents and statements upon request, in order to aid the investigation
10. Ensure that in all cases there is a right of appeal against any decisions made
11. Be flexible in its processes and provide help and assistance where necessary, e.g. when dealing with vulnerable people

12. Ensure robust arrangements are in place to ensure consumers are supported if a Registered Business unreasonably refuses to co-operate with the scheme's disputes investigation or dispute resolution process. For example; provide the consumer with written reports and/or statements to support their claim, or source alternative tradesman to rectify and/or complete the work
13. Establish and maintain a good working relationship with framework and Trading Standards to enable effective interventions when necessary
14. A Scheme Provider may choose to suspend a dispute if either party takes legal action. In such cases the investigation of the dispute will resume immediately following a legal judgement and, if necessary, the Scheme Provider will apply appropriate disciplinary action and sanctions on the Registered Business upon conclusion of the disputes process
15. The Scheme Provider will ensure the Registered Businesses' ability to demonstrate their understanding of, and compliance with, all current anti-discrimination regulations
16. The Scheme Provider must ensure that all Registered Businesses' have ability to provide quotes, invoices and contracts in accessible formats, including but not limited to Braille or large print
17. Scheme Providers will ensure that Registered Businesses allows consumers sufficient time to read and understand the information before contracts are signed and make themselves available to provide any further requested information.

Education & Awareness

The scope is to be determined but will incorporate the Consumer Charter and Code of Conduct.

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Branding & Communications

Framework Objective:

1. To achieve visible, consistent and accurate use of the quality mark brand by all Scheme Providers and Registered Businesses, and reduce the opportunity for confusion among consumers (particularly when Businesses may be offering or advertising multiple trades)
2. To reduce and, ultimately, eradicate the unauthorised use and misuse of the brand
3. To ensure effective liaison with Trading Standards Services and other authorities who can take formal action against brand misuse
4. The framework will collaborate with organisations to deliver an automated style system for use by Registered Businesses to gain access to dynamic logos.
5. To ensure framework can always fulfil its oversight responsibilities, including delivering accurate, up-to-date information to consumers, industry, Government and other stakeholders, and to ensure framework's other general information and insights into the Scheme is current and correct
6. To ensure the framework can always provide consumers with a reliable, searchable list of local quality mark Registered Businesses and ensure that Businesses have an effective route to market
7. To facilitate an online customer feedback process for consumers and Registered Businesses to use
8. To ensure effective communications between framework, Scheme Providers and Registered Businesses by means of its Customer Service Charter, as displayed on the framework website – <https://www.framework.org.uk/customer-charter>
9. To ensure that Scheme Providers and Registered Businesses play a full part in building awareness of the quality mark and consumer understanding of the benefits of using a framework Registered Business

Scheme Provider Responsibilities:

1. Promote the quality mark through effective use of the quality mark imagery and comply fully with the branding guidelines and ensure Registered Businesses do the same
2. Provide access to the framework brand guidelines and ensure that all Registered Businesses are aware of the requirement to use the framework quality mark logo download facility to obtain the correct logo for the trades for which they are registered – (website tbc)
3. To ensure that the Registered Business makes its identity and purpose clear in all communications with certifying bodies and consumers, including all digital marketing, direct marketing calls, emails and campaigns.
4. To ensure that Registered Business's marketing claims are legal, decent, honest and truthful, in compliance with all relevant legislation, consumer protection regulations and codes of advertising (e.g. ASA) and all claims can be validated.

5. Act to remedy any identified or known incorrect use of the framework quality mark brand by a Business that is registered with framework via the Scheme Provider
6. Alert the framework about unauthorised use or misuse of the logo by non-registered Businesses when it becomes aware of such situations
7. Ensure lapsed Registered Businesses are removed from the framework quality mark register
8. Allow the use of Virtual Office addresses providing the Scheme Provider has validated the Business's actual residential address and this information can be made available upon request
9. Allow the use of PO Boxes providing the Scheme Provider has validated the Business's actual residential address and this information can be made available on request
10. Deliver data to framework in order for framework to carry out its oversight functions, as and when required. This data may include:
 - i) Number of Businesses currently registered with framework
 - ii) Number of formal disputes
 - iii) Number of Businesses involved in disciplinary proceedings and the number expelled from the Scheme
11. Aid effective communication about framework to all Registered Businesses, other tradespeople, consumers, MPs, media and other relevant stakeholder groups
12. Have an active and on-going communications programme to promote framework and tools to help Registered Businesses do the same. Including links to clear, jargon-free and appropriate information so that consumers and tradesmen can understand what it does, how the Scheme works and benefits to them

Assessment & Design

Framework Objective:

1. To ensure that all Registered Businesses approach the design stage processes with a holistic view and consider the consumers home, its environment, heritage, occupancy and the consumers' improvement objectives when determining suitable measures.

Scheme Provider Responsibilities:

1. To ensure all Registered Businesses have in place and use procedures and processes for EEM (Energy Efficiency Measures) design validation and complete pre-installation building inspections in line with PAS2030-2017
2. To make certain that Registered Businesses have procedures in place to carry out a pre-design and/or pre-installation building surveys on suitable properties, using a competent & qualified person, before the consumer signs a contract.
3. To ensure Registered Businesses have processes in place to communicate to the consumer the reason for and nature of any surveys or visits in advance – ensuring understanding by the consumer.
4. To ensure that Registered Businesses convey to the consumer, in good time, any charges from building surveys/assessment visits and ensure that the costs are fair and reasonable
5. To ensure that Registered Businesses provide consumers with a written report following any survey or assessment.
6. To ensure that Registered Businesses, after carrying out a building survey, find that the property is not suitable for the proposed measures, the Registered Business explains the reason to the consumer and will cancel any agreements, refunding any deposits or pre-payments in full.

Performance Measurement

Framework Requirements:

Further advice and guidance will be provided by the EHC Work Group

Scheme Provider Requirements:

1. Scheme Providers will ensure that Registered Businesses make accurate energy claims connected with any proposed measures and that all claims will be in line with the approved figures and methodologies:
<https://www.gov.uk/government/publications/department-for-communities-and-local-government-approved-software-for-the-production-of-non-domestic-energy-performance-certificates-epc>
2. Scheme Providers will ensure that Registered Businesses performance claims, testimonials and claims relating to savings, financial payback, return on investment or income are clearly attributed to a reputable source.

Advice & Guidance

Framework Requirements:

Further advice and guidance will be provided by the EHC Work Group

Scheme Provider Requirements:

1. Scheme Providers will ensure that Registered Businesses provide honest, clear and helpful advice on the pros and cons of any proposed measures, including, but not limited to, signposting the consumer to independent advice before signing any contracts.

CONFIDENTIAL DRAFT

Works Notification (TBC)

Further advice and guidance will be provided by the EHC Work Group

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