

## **Quality Assurance (QA) Manual For PAS2030 Certified Installers**

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## Quality Management Statement

*Please note all references to PAS2030 throughout this manual refer to document PAS2030:2017*

**Sample Company Name** is committed to providing high quality products, effective project management and outstanding customer service.

Our Energy Saving Measure Systems will be designed and built to meet the agreed specifications of PAS2030.

This includes ensuring that we meet our PAS2030 regulations and standards.

Sample Company Name 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.

Sample Company Name take full responsibility for ensuring effective quality management on all its installation projects.

Sample Company Name is certified against and will continue to comply with the requirements of PAS2030.

Sample Company Name operate within the spirit of the Green Deal Code of Practice although it is understood that all references to the code have been removed from PAS2030:2017.

Sample Company Name will allow and will co-operate with external monitoring of the activities by their Certification Body.

Sample Company Name will take full responsibility for the quality of work, compliance with PAS2030 and any other legal requirements in respect of work carried out by their employees and/or any sub-contractors.

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## PR 1.0 RECORDS MANAGEMENT PROCEDURE

We have in place a documented installation process control procedure capable of demonstrating that the requirements of PAS2030 have been met for each installation undertaken, including the completion of the installation control procedure (5.9).

### 1.1 Internal Documents procedure

Our company uses the Hollycroft Software Limited Quality Assurance Manual for recording and storing documents and records according to PAS2030.

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

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 FMMs, or

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L11	Sub-Contractor List	1	1.0		All staff
L12	Diary of Internal Review Meetings	1	1.0		All staff
L13	Internal Audit Register				

<sup>1</sup> 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.

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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	PAS2030 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	Customer 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	PAS2030 Enquiry Form	1	1		All staff
G02	PAS2030 Customer Acceptance	1	1		All staff
G03	PAS2030 Survey Form	1	1		All staff
G04	PAS2030 Install Method Form	1	1		All staff
G05	PAS2030 Commissioning Form	1	1		All staff
G06	PAS2030 Declaration of Conformity	1	1		All staff
G07	PAS2030 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 PAS2030 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.

### 1.4 Controlling Revisions

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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 7 years.

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## PR 2.0 RECORDS AND DOCUMENT BACKUP PROCEDURE

### 2.1 PAS2030 Records

The company will maintain a paper based file for each installation as per PAS2030.

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 customer agreement and timings), survey, inspection, commissioning, hand over records and will be stored for a minimum of 7 years.

These records will specifically include in accordance with PAS2030 section 5.8 the following:

- a) location of the installation;
- b) type of EMM(s) installed;
- c) dates of installation commencement, completion and commissioning;
- d) Identification of specific products/systems installed;
- e) the installation method statement including all related EEM design documents;

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## PR 3.0 CORRECTIVE AND PREVENTATIVE ACTION AND INTERNAL REVIEW PROCEDURE

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 Customer 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.

The nominated PAS2030 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.

## PR 4.0 TOOLS AND EQUIPMENT CALIBRATION



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#### 4.1 Tools Requiring Calibration (5.2.2)

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.

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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.

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## **PR 5.0 STAFF/ENGINEER TRAINING PROCEDURE (5.5 People)**

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.

The PAS2030 representative 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 for all staff and will be signed off as a true statement by the PAS2030 representative or delegated member of staff.

A tool box talk/briefing before each installation will confirm training and health & safety requirements and the Register should be reviewed to confirm competencies.

Training deficiencies and requirements may be discussed at the Internal Review meeting.

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

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## PR 6.0 EXTERNAL DOCUMENT CONTROL PROCEDURE

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 PAS2030, 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.

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 PAS2030 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 u

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### **PR 8.0 INTERNAL FEEDBACK PROCEDURE (6.4.3)**

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.

Customers will be dealt with through our PR19 CUSTOMER 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.

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## 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 GD Provider (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.

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## 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.



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## 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 customer 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 customer 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 project manager as soon as possible.

\*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 (5.2.3)

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 PAS2020.

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## PR 12.0 NEW PRODUCT AND MATERIALS PROCEDURE

New products will be checked to ensure they are fit for purpose and meet GD Providers 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 training arranged for installers and subcontractors where necessary.



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## PR 13.0 NON-CONFORMING PRODUCTS

### 13.1 Recording

All products that are found to be non-conforming – faulty, not meeting Funding Provider 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.

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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.

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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.

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## PR 14.0 CUSTOMER REQUIREMENTS AND CONTRACTS PROCEDURES

Where a product is to be installed under an energy plan which is not a Funding Provider/ECO Plan, the sales manager or sales advisor must explain to the customer (before installing the product) which of the requirements (if any) of PAS2030 Sample Company Name will not be complying with in respect of the work to be carried out.

### 14.1 Enquiries

All details of new customer sales leads (from any source) should be entered on to form **G01 PAS2030 Enquiry Form**. As many fields as possible should be completed, with particular attention paid to method of contact<sup>2</sup>

The completed **G01 PAS2030 Enquiry Form** should be forwarded to the sales manager or designated member of staff.



- the occupants, and any special considerations relevant to them, such as with vulnerable persons e.g. children and elderly people or those with disabilities

The energy efficiency EMMs identified must meet the house holders' expressed requirements and are appropriate to their pattern of occupancy; any EEM products and or

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<sup>2</sup> Please note this form is not to be used for site surveys.

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systems specified must be suitable for the designated location (4.2.2) and if not must be referred back to the EMM specifier for modification and resubmission.

This survey must be carried out prior to preparing an EEM design before following our procedure 14.4 and will be our pre-installation building inspection (3.16) to ensure that the EEM is appropriate and compliant with PAS2030 and the customer's requirements.

If any Installation Process Changes are required follow our procedure PR17. Amendments or changes to the Method of Install cannot be carried out without agreement of the Specifier / Funding Provider and must be compatible with all technologies.

If agreed with the funding provider, our form **G02 Customer Acceptance** form will also be completed by our representative and the customer.

Our standard literature should be left with the customer.

The surveyor (or authorised sales person) may be able to indicate a system price during the visit based on our standard designs and quotations for compatible properties, and if the customer accepts:

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

Whilst on a site visit our representative must not:

- a) stay in the property for more than 2 hours
- b) offer a high price and then discount
- c) offer a discount for signing on the day
- 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 EEM specifier and any relevant statutory authorities must be informed, we will work with the EEM specifier 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 EEM specifier (and customer 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 customer whether our company (or Funding Provider) or the customer is responsible for confirming Building and Planning Control requirements. Responsibility must be noted on form **G03 PAS2030 Survey Form**.

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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 EMM Design for PAS2030 Systems

We will not commence any installation without first having obtained a location-specific design specification for each EMM to be installed from the EEM Specifier / Funding Provider, unless agreement has been reached with the Specifier / Funding Provider to provide such a design ourselves to be presented for approval to the Specifier / Funding Provider before installing.

Location survey reports will be evaluated to ensure all suggested EMMs are appropriate, do not adversely affect either the property or other EEMs and conform with PAS2030 design requirements (4.2.1).

G04 PAS2030 Install Method form must include where appropriate, details of section 4.2.4 of the PAS, relationship between the EEM to be installed, other EMMs already or about to be installed and the building in which installation is to take place.

All our designs will take account of PAS2030 4.2.5 Minimum acceptable ventilation



premises, storage of materials and tools and use of toilets and other facilities which will have been issued to the customer by the specifier / Funding Provider.

We will use our form **G04 PAS2030 Install Method** to record the Specifier / Funding Provider's install method and associated instructions, or where we have an agreement with

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the Specifier / Funding Provider in writing to supply our own install method based on manufacturer guides and manuals, we must complete this form detailing the method.

Form **G04 PAS2030 Install Method** will be issued to all our installers on site, including our sub-contractors.

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

We will also ensure that we have confirmation from the Specifier / Funding Provider that the necessary guarantees and warranties are in place and that details of the terms and conditions included in guarantees and warranties, including any specific installation requirements or limitations that may affect their validity have been issued to the customer.

Installation will not commence on PAS2030 compliant installations unless the above requirements are in place or written confirmation of omissions have been received from the Specifier / Funding Provider.

Any installation process change to the method statement and/or installation methods shall be defined, documented and agreed with the Specifier / Funding Provider 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 customer.

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## PR 15.0 CUSTOMER 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 customer will be informed of the revised time scale.

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 engineers and sub contractors must be checked for competency before being assigned to a project (5.5.2.1).



1. G03 PAS2030 Survey Form
2. G04 PAS2030 Method of Install
3. R01 Project Information (acts as job sheet and process control) (6.4).

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4. Manufacturers guide, install commissioning manual.

For PAS2030 compliant installations all operatives attending on site for an installation must ensure they have a copy of the installation method and must work to the method. Any deviation must be referred to the project manager 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 project manager. Copy to be kept in contract file.

Special attention will be made to **G04 PAS2030 Method of Install** form with regards to Intermediate Inspections and every accommodation will be made to ensure inspectors have complete unobstructed access to installations (5.1.4).

Note: Any deviation to an agreed/pre-set installation method must be agreed with the Specifier / Funding Provider with 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 ill effect on existing EEMs, building structure, decoration, electricity and other heating and lighting systems.

The nominated project manager 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 project manager 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 customer and our own staff (as per our Health & Safety Policy).

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 project manager 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 customer as soon as possible.

Supervision (5.5.2.2) will be carried out by site managers to include monitoring and inspection to ensure that operatives that EEMs are installed in accordance with the relevant EEM specification and to the satisfaction of the customer, and that any deficiencies in the EEM specification are brought to the attention of the designer for modification.

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



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

- a) **G04 PAS2030 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 PAS2030 specifications.

As a PAS2030 Installer, Sample Company Name 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 installers, 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 5.9.



The site manager must check and confirm the exact details of such questions and requests and action to the customer’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 manager who will either;

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- 1) Contact the customer within 1 working day to answer any questions and/or agree a strategy to accede to a request.
  - 2) Follow the customer complaints procedure PR 19.0.
  - 3) Follow Internal Feedback procedure PR 8.0.
  - 4) Follow procedure PR 17.0.
- d) any customer request(s) for additional EMM-related work extending beyond the installation process definition will be referred back to the project manager within 2 working days of receiving the request from the customer who will follow our Installation Process Change procedure PR 17.0.
- e) any customer complaint or other customer 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.
- f) Information regarding a complaint, request or question from any of our Funded customers 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 customer.

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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 PAS2030 Installer, Sample Company Name will take full responsibility for the quality of work, compliance with PAS2030 and any other legal requirements in respect of work carried out by their employees and/or any sub-contractors.

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## PR 17.0 INSTALLATION PROCESS CHANGE PROCEDURE (6.4)

All proposed Process Changes and deviations from agreed method of install will be detailed and forwarded to the Specifier.

Process changes or variations to the design, will only be undertaken on receipt of written agreement from the Specifier 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 Specifier and then the customer and document **R02 Installation Process Change** signed by both customer and site manager, (or their designated representative), before work proceeds.

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## 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.



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.

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### 18.3 Chargeable Variations – to Householder

Variations or additional works of any kind cannot be offered to a customer who is in effect the householder of a property where we are carrying out PAS2030 compliant installations unless we have an agreement in writing with the Specifier/Funding Provider that such works can be undertaken.

It must be assumed at all times that such works can not be undertaken until checks have been made by our PAS2030 representative who will review the contract with the Specifier / Funding Provider and advise accordingly.

Any variations or additional works undertaken for such a customer must first have had an estimate for costs agreed and signed by the customer, with payment terms clearly explained to the customer. 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 customer 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.

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## PR 19.0 CUSTOMER COMPLAINTS PROCEDURE (7.1)

[PAS2030 3.6 definition - **Customer** - property owner, landlord and/or tenant of a building at which energy efficiency EMMs are being installed.

NOTE: Attention is drawn to the fact that in PAS2030, the term customer refers to the recipient of an energy efficiency EMM installation project.]

Customer complaints may be received by telephone, letter, email or verbally onsite during installation. The customer may also contact the Specifier / Funding Provider with a specific complaint where the Specifier 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 customer and Specifier / Funding Provider.

Such complaints should be entered into document **L08 Customer Complaints Register** and full details recorded into **R06 Customer Complaints Records Sheet**.

The **R06 Customer Complaints Records Sheet** will be passed to a designated member of staff who will contact the customer 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 customer, within seven working days.

The resolution of the complaint will be reported back to the Specifier / Funding Provider immediately on conclusion.

Where complaints relate to performance related issues, customers will be advised address their complaint to the Specifier / Funding Provider .

Green Deal Code of Conduct guidelines will be adhered to for customer 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 PAS2030 project/install for the information of the Specifier / Funding Provider.

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## PR 20.0 COMMISSIONING AND HAND OVER PROCEDURE

We have in place a documented installation process control procedure capable of demonstrating that the requirements of PAS2030 have been met for each installation undertaken.

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

A record of the application of the installation process control procedure (5.9) shall be maintained for each installation and signed off by a competent person authorised to do so on behalf of the installer using our form **R01 Project Information**.

The specific method of hand over must be obtained from the Specifier / Funding Provider or a procedure written and agreed in writing/email by the Specifier / Funding Provider and must be followed on completion of an installation.

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

On completion of the installation (EMM is fully installed and commissioned, and with any operationally material defects corrected), form **G06 Declaration of Conformity** and **G07 PAS2030 Hand Over form** must be completed in full and all documents noted on form G07 attached to form a Hand Over Pack for the customer/householder/tenant.

This form contains PAS2030 hand over requirement information.

- a) number and date of PAS2030
- b) identification of the installed EMM(s) and the relevant EMM-specific Annex(es) of PAS2030
- c) postal address of the building in which the EMM was installed;
- d) date of handover of the installed EMM(s);
- e) name or trademark of the installer.
- f) Declarations of conformity

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 Specifier / Funding Provider.



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- 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 PAS2030 contract information will be inserted to create a hand over pack which will contain all guides, manuals and other relevant documentation.

The customer 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 PAS2030 installations and record their existence and location on our form **L04 Manufacturer Document List**.

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

Warranty and service details will also be discussed with the customer during the overview and where applicable, manufacturers' warranty forms will be completed and signed by the customer on completion (this is a specific PAS2030 requirement)

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## 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



- 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.

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### **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.

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## PR23.0 INTERNAL AUDIT AND CORRECTIVE ACTION (6.7)

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 tech

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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.

### Corrective action review/ follow up

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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.

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## PR24.0 PROCESS CONTINUITY PLAN (6.5)

When not otherwise arranged by the EEM specifier, 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 installer or specifier/Funding Provider and completed in accordance with the relevant design specification and in accordance with PAS2030.

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 customer in the week prior to anticipated installation to ensure that the customer is aware of the proposed start date in order that he/she may make any necessary arrangements.
- b. [Insert Name] will be in attendance on site at each start date to confirm pre-installation conditions.
- c. [Insert Name] 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 [Insert Name] 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 [Insert Name] initiate the necessary corrective actions.