



Installer certification

Climate Energy Ltd. take careful consideration when selecting Installers to work on our schemes, a vigorous process is undertaken to ensure the best possible installers are selected to represent our company, clients & most importantly the householders who benefit from the Energy Efficiency measures. Each installer will adhere to our Affordable Energy technical works specification document(s) & Affordable Energy Declaration which include:

- The Compliance with all statutes, statutory instruments, bylaws and other regulations of any local and other statutory/government authority or public body having jurisdiction (including all EU Directives)
- All applicable consumer protection legislation.
- All standards of conduct required of providers of Services and Works similar to the Services and Works by recognised bodies and associations whether or not the Contractor is a member of such associations.
- Health and Safety Policy complete with method statements, and Risk and COSHH assessments for the works together with details of health and safety training undertaken.
- Signed declaration to confirm all measures completed under the Affordable Energy Insulation Programme have been carried out in full accordance with the Ofgem specification for measures under CERT (Carbon Emission Reduction Target).
- All personnel will carry identification badges showing their photograph and clearly indicating the name of the company.
- All staff are adequately trained and possess such appropriate certification, skill and experience as is necessary for the proper performance of the works.
- The contractors must ensure that at all times their staff are dressed in a workmanlike and tidy manner with clean overalls or similar clothing clearly identifying the company name.

All of our installer's accreditations & insurance policies are checked on a regular basis & percentage of installers works are monitored by our independent inspectors for validation on cost, workmanship & customer care, a minimum pass rate of 90% must be achieved over any 6-month period or the installer may be removed from our scheme(s) & approved contractors list.

Our inspectors will document any failed jobs and send a defects report letter to the contractor together with a copy of the monitoring sheet and photographs of the defects found. Once confirmation is provided to the inspector that all remedial works are completed the inspector will revisit to check that the works are to the required standard and only then will the job be given a pass.

Any contractor found to have above average failures will have their monitoring percentage increased and if the failures persist they will be removed from our approved contractor list.

All new contractors will have a probationary period when they will have 100% of their jobs monitored until we are satisfied with their standard of work (a minimum of ten jobs).

