



elmhurst
energy

Code of Conduct



Elmhurst Energy

16 St Johns Business Park,
Lutterworth, Leicestershire, LE17 4HB
01455 883 250

INTRODUCTION

Elmhurst Energy is the leading Government approved body authorised to accredit Energy Assessors by the Governments of England, Wales, Scotland and Northern Ireland for Certificates and, the Environment Agency (EA) for the Energy Saving Opportunities Scheme (ESOS).

The purpose of this Code of Conduct is to ensure that all Members conduct themselves, and work, in accordance with prevailing legislation, regulations and scheme rules, to ensure that the reputation and integrity of the Member, Elmhurst Energy, and the wider industry, is maintained.

The Code of Conduct applies to all Members of Elmhurst Energy.

The Code of Conduct promotes:

- The best standards, practice and professional behaviour
- Confidence in the energy assessment industry, and the certificates and reports it produces
- The highest standards of professional and ethical behaviour.

Clarification or guidance on implementation of this code of conduct can be obtained from Elmhurst Technical Support.

TERMINOLOGY

Elmhurst Accredited Energy Assessors are known as “Members”.

Wherever ‘Certificate’ is referenced, ‘EPC’, ‘DEC’ and/or ‘AR’, ACIR, ESOS or similar may apply as appropriate.

The use of Elmhurst Energy refers to Elmhurst Energy Systems Limited.

Where ‘relevant government department’ is stated, this will refer to:

- Ministry of Housing, Communities and Local Government (MHCLG) in England and Wales
- Department for Finance in Northern Ireland (DFNI)
- Heat in Buildings Regulation Unit of the Scottish Government
- The Environment Agency (EA)

SCHEME RULES

Members accredited with Elmhurst Energy for the production of Certificates are required to comply with the appropriate scheme rules and conventions at all times. Elmhurst Energy comply with the standards and rules set by the governing authority, which also set out the requirements placed on Members, e.g.

- The Scheme Operating Requirements (SORs) are issued by [EASOB](#) for England & Wales and set out the operational requirements for Accreditation Schemes.
- The [Operating Frameworks](#) are issued by the Scottish Government and set out the requirements for Approved Organisations.
- The Scheme Operating Requirements (SORs) are issued by the Northern Ireland Government and set out the operational requirements for Accreditation Schemes.
- The [Trustmark Code of Conduct](#) sets out the customer assurances to be expected from Retrofit Assessors and Coordinators.
- ESOS Regulations are issued by the [Environment Agency](#).

CONDUCT

The Member shall operate in accordance with this Code of Conduct, the relevant scheme operating rules, and other documents to which they refer, all of which may change from time to time, be superseded or new rules introduced.

The Member shall not undertake an assessment if the nature of the assessment is such that the Member lacks the required competence or knowledge.

Members must, at all times, be a fit and proper person and

- Act in a professional manner
- Act with integrity
- Be honest and trustworthy
- Be open and transparent in their dealings
- Respond promptly to any requests from Elmhurst
- Comply at all times with the requirements of the relevant scheme rules
- Disclose to Elmhurst Energy if, at any time:
 - they have been convicted or cautioned of a criminal offence
 - they have been referred for a disciplinary hearing by another Accreditation/Professional Body
 - a bankruptcy or directors' disqualification order has been instigated against them
 - they have become bankrupt
 - they have entered into an individual voluntary arrangement with creditors.

A member shall cease to operate when they, their company, or their employer is insolvent.

If requested, the Member shall provide Elmhurst Energy with a minimum of a Basic Disclosure criminal records check which is less than three years old and must immediately disclose to Elmhurst Energy any new convictions or criminal charges arising.

When undertaking assessments Members shall:

- not give or accept any gift, hospitality or inducement which may affect, or be perceived to affect, their judgement
- show their identification to the responsible person who allows them access to the building
- not enter a property if there are children or vulnerable persons in the building, unless a responsible adult is present
- discuss with the occupier, when available;
 - what access will be required and whether this access is possible (e.g. loft access)
 - what photographs will be required and why they are being taken
 - that personal data (name, address etc.) will be handled sensitively and in accordance with prevailing data protection legislation
 - that other data and information collected will be handled sensitively and in accordance with Intellectual Property law and prevailing legislation
 - what they should do if they have a complaint about any aspect of the assessment.

The Member shall ensure that they are covered by an appropriate level of Professional Indemnity and Public Liability insurance for the work that they undertake.

The Member shall regularly maintain their competence and professional development and satisfy the relevant minimum [continuing professional development \(CPD\) requirements](#). When requested by Elmhurst Energy, a Member must provide evidence of such activity.

The Member shall not undertake an assessment where there is a conflict of interest unless the Member is able to demonstrate that the conflict has been appropriately managed. If a

Member is uncertain what constitutes a conflict of interest, and how this could be managed, they should contact Elmhurst Energy for advice

The Member shall not undertake any activity which brings Elmhurst, or the wider energy assessment industry into disrepute.

Members may only demonstrate their association with Elmhurst Energy, including the use of any logo or design belonging to it, in accordance with Elmhurst's published guidelines.

The Member shall ensure that any publicity, method of advertising or marketing activity for which they are responsible is accurate, and is not misleading, or likely to cause public offence or annoyance.

Members are encouraged to use technical support and should refrain from contacting MHCLG, the devolved authorities (of Scotland and Northern Ireland), and the Operator of the Register, all of whom will only respond to requests from Accreditation Schemes.

HEALTH AND SAFETY

If, and when, undertaking an assessment on site, Members will ensure they carry the appropriate equipment and personal protective equipment to ensure their own, and the public's health and safety.

If, during the course of an assessment, a Member observes a situation that they believe to be unsafe they will:

- Record any such instances in their site notes
- Notify the appropriate parties as part of every individual's duty of care
- Terminate the assessment immediately if they feel it is unsafe to continue.

EVIDENCE AND AUDITING

Members will collect and retain key information during an assessment which must be stored in a safe and secure manner for a period of no less than 15 years.

Elmhurst is required to undertake surveillance to ensure accurate certificates are produced by monitoring the quality of work produced by Members.

Members will submit the requested evidence within the defined timescales, when requested to do so.

Members will promptly complete any action specified by Elmhurst as a result of issues identified.

With regard to an audit request of an assessment undertaken for the purpose of an Energy Performance Certificate or DEC, there are detailed evidence requirements that must be adhered to.

FEEDBACK

Elmhurst conducts satisfaction surveys of its Members. Members are kindly asked to co-operate with this activity to enable us to gain feedback on the service we provide.

CUSTOMER COMPLAINTS

Where a Member receives a complaint they will:

- Provide the complainant with a copy of their own complaints procedure
- Notify Elmhurst of the details of the complaint within two weeks of receipt
- Make best efforts to resolve the complaint to the satisfaction of the complainant
- Notify Elmhurst once the complaint is resolved

Where the member is unable to resolve the complaint to the satisfaction of the complainant, the Member will:

- Provide Elmhurst Energy's complaints resolution process to the complainant to escalate the matter
- Cooperate fully with Elmhurst whilst the matter is investigated
- Comply with any actions determined necessary by Elmhurst Energy to resolve the complaint

Elmhurst reserves the right to recover costs from a Member where they have failed to deal with a complaint professionally, and/or have failed to follow Elmhurst's instructions.

SHARING OF INFORMATION

EPC data can be shared with the accreditation scheme for the purposes of issuing an Energy Certificate

The Member may also, under defined circumstances, share assessment data with the written permission of an Authorised Person, i.e. the tenant, owner or landlord. Please refer to document TC08 - . Terms and Conditions for Sharing EPC Data by Energy Assessors

The Member shall comply with all prevailing data protection legislation

The Member agrees that Elmhurst Energy may share any information it holds on the Member with other Accreditation Schemes, the Environment Agency, and any relevant Government body. This may include information concerning:

- Disciplinary actions associated with;
 - A failure to meet the requirements of the Code of Conduct
 - The production of defective Certificates
 - A failure to meet CPD requirements
- Other matters relevant to the Code of Conduct
- Complaints against the Member
- Competency assessments, including the outcome of any QA audits
- The Member's training and CPD records

DISCIPLINARY PROCESSES

Any Member found to be in breach of the Code of Conduct, the scheme rules or the [Terms and Conditions](#), will be subject to disciplinary action and in certain circumstances may have their membership revoked. Members must accept the outcome of these procedures unless they are overturned on appeal.