



Standards & Guidelines

Incorporating members code of conduct

12th Edition

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Incorporating members code of conduct.

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The British Institute of Kitchen, Bedroom & Bathroom Installation (BiKBBi) is committed to the promotion of best practice within the KBB installation industry.

This document both clarifies our Members legal obligations, as well as their obligations to us in respect of their membership to the organisation.

This document has been created to aid Members and the wider industry. It has been produced with conciseness in mind, but does not replace legislation or British Standards, which in some cases is viewed as minimum requirement.

Due to the nature of regulation, the most recently updated version of this document can be found on our website (www.bikbbi.org.uk), which supersedes printed versions. Regulation may change from time-to-time and it is therefore the users responsibility to work within the boundaries of legislation.

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Contents

1.	Code of conduct	1
	Standards & Guidelines	7
2.	Data protection	7
3.	Discrimination	9
4.	Safeguarding & security	11
5.	Ability & future needs	12
6.	The Construction (Design Management) Regulations 2015 (CDM)	12
7.	Health & Safety	13
	<i>Manual Handling</i>	13
	<i>First Aid & Accidents</i>	13
	<i>Fire</i>	14
	<i>Tools & equipment</i>	14
	<i>Control of Substances Hazardous to Health (COSHH) Regulations</i>	15
	<i>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)</i>	16
8.	Site surveying	17
9.	Electrical Safety	17
10.	Gas Safety	18
11.	Ventilation	20
12.	Asbestos	21
13.	Installed Furniture	22
14.	Worksurfaces	24
15.	Water	25
16.	Tiling	29
17.	Waste	33
18.	Completion	35

1. Code of conduct

This code is designed to support our Members engage with their Customers, ensuring that they follow best practice, procedures and legislation on how they handle Customer contracts, service, goods, materials, tax, Customer rights, payments, insurance and complaints - and how they engage with us.

Interpretation

- 1.1 'BiKBBI' or 'We' means The British Institute of Kitchen, Bedroom & Bathroom Installation.
- 1.2 'Member' or 'You' means the Member of The British Institute of Kitchen, Bedroom & Bathroom Installation.
- 1.3 'Customer' means the person / persons or company employing the services of the Member, regardless of capacity.

Aims of this Code of Conduct

- 1.4 To clarify the responsibilities, conduct and ethics to be followed by all BiKBBI Members.

Scope of the Code of Conduct

- 1.5 The Code provides information on what is expected of Members of BiKBBI.
- 1.6 Members shall be fully responsible for all employees and sub-contractors in meeting this Code.
- 1.7 The Code is independent of existing Customer legal rights and therefore does not affect our Members or their Customers Statutory Rights.
- 1.8 All Members (including directors, employees and / or sub-contractors of the Member) must respect and uphold the Code as a condition of membership to BiKBBI.
- 1.9 Failure to comply with any part of the Code may result in the termination of membership, which is at our absolute discretion.

BiKBBI Members shall:

- I.10 Be open, honest and cooperative with BiKBBI in regard to all elements of membership.
- I.11 Comply with the terms and conditions of membership. Details of which can be found at www.bikbbi.org.uk
- I.12 Present to Customers, upon request, BiKBBI membership credentials (ID card / certificate if issued or membership number if not).
- I.13 Be committed to Continued Professional Development (CPD) in both trade specialism, general trade knowledge and business practice.

Customer care - Members shall:

- I.14 Provide full contact and ownership details for their business to Customers, which must be displayed on their company website (if available), stationery and on all correspondence to Customers / potential Customers.
- I.15 Members have a legal obligation to meet the requirements set out within The Consumer Rights Act (2015), including any subsequent amendments.

Professional conduct - Members shall:

- I.16 Act diligently and in accordance with the technical and professional standards of their relevant trade and / or service.
- I.17 Only carry out work that falls within their professional competence and exercise due care and skill at all times.
- I.18 Act responsibly and professionally at all times.
- I.19 Respect the confidentiality of information that they obtain through work and business relationships.
- I.20 When supplying goods, only supply goods that correspond to their description, are of satisfactory quality and fit for purpose, and that comply with all applicable legislation.

Documentation - Members shall:

- I.21 Supply to the Customer written details of the work to be carried out including materials supplied, who will be carrying out the works and a breakdown of the costs including all taxes and other costs that may apply or affect the final price. Details of any deposits or staged payments together with timings for work agreed should also be shown.
- I.22 Where required, Members must provide to the Customer the correct 14-day cancellation rights form for all works (over £42) and supply information about the contract, and identity of the business, as required by law before they commit to the contract.
- I.23 Provide the Customer with written confirmation of any contract entered into, or a copy of the contract and the written information Members are required to provide.
- I.24 Maintain full records of all Customer correspondence and documentation and retain such information for a minimum period of no less than 2 years, until such time as needed and in accordance with The General Data Protection Regulation (GDPR).

Payments from Customers - All invoices must:

- I.25 Be supplied to the Customer, allowing a 30-day period for payment, unless otherwise agreed in writing before work commences. Members must include full contact details and Company Registration details (if a registered Company) on all written communication.
- I.26 Provide a breakdown of costs undertaken.
- I.27 Include VAT registration details within all dealings in accordance with HMRC regulation, itemising VAT within any correspondence / dealings with their Customer (if applicable).

Payments shall:

- I.28 Not be requested (in full) by the Member before the Member has commenced work.

Customer deposits shall:

- 1.29 Be re-paid to the Customer (along with any other pre-payments) within 30-days of completion of the work and / or where the work is cancelled by the Customer because of poor performance / or any breach of a Quotation and Contract form.

Interim payments

- 1.30 If there are to be interim payments, they should either be agreed in advance for set stages and payment made in completion of those stages, or for the supply of materials, payment will be made once they have been delivered to site.

Where no interim plan has been agreed but an interim payment is required it should represent no more than a reasonable valuation of the work completed, and materials delivered.

Guarantees & warranties

- 1.31 Any guarantee(s) provided to the Customer should:
- a) Be appropriate to the product or service that is being supplied and should be accompanied by a statement that nothing in the guarantee affects the Customers' statutory rights;
 - b) Cover the labour and materials that formed part of the completed work;
 - c) Not affect the Customer's common law and Statutory Rights;
 - d) Be fully explained to the Customer if the guarantee / warranty is not an Insurance Backed Guarantee (IBG);
 - e) Clearly explain its terms and duration;
 - f) Clearly explain where the operation of a guarantee is conditional upon appropriate use or maintenance by the Customer;
 - g) Explain if and why certain parts of the work are not under guarantee;
 - h) Where relevant and legally viable, pass on a manufacturer guarantee to the Customer.

Employment, health and safety, education & training

- I.32 Members shall comply with all aspects of their legal responsibilities in relation to employment, health and safety and training.

Compliance

- I.33 Membership is not only subject to BiKBBI entry criteria at the point of application, but also Members continuous maintenance of this criteria throughout their membership with us.

This criterion includes, but is not limited to, the provision of certain compliance information including insurance, health & safety, qualifications, Continual Professional Development (CPD) and adherence to local, national and international regulation.

- I.34 Members must ensure that they present valid documentation upon request, to both BiKBBI and their Customer.

Fair trading

- I.35 Members should refer to The Customer Rights Act (2015) and comply with all aspects of it in relation to fair trading.

Advertising

- I.36 All advertising relating to the products or services provided by the Member shall be legal, decent, honest and truthful and all claims however made must be justifiable.

The BiKBBI member logo

- I.37 Members must use the BiKBBI member logo solely in connection with their approved business activities as further described in the BiKBBI Agreement and Logo Guidelines, which can be found on our website www.bikbbi.org.uk

Marketing and publicity

- I.38 The ways in which Members may refer to BiKBBI is set out in our Agreement. Members must not, in any event, present BiKBBI in a detrimental, unfair or malicious way, or in any way that damages BiKBBI's reputation or goodwill.

Complaints policy - Members shall:

- I.39 Document all complaints received from Customers in a written complaints log and retain this information for a minimum period of 2 years. GDPR must be followed when storing Customer information.
- I.40 Acknowledge and offer a written course of action to the Customer within 28 days for all complaints.
- I.41 If agreed by the Customer, which we advise is done so in writing, Members must carry out such remedial action within 8 weeks from the date of the Customer agreement.
- I.42 Members must try their best to settle complaints amicably with the Customer.
- I.43 Members must offer Customers full written details of why a complaint will not be upheld if relevant.
- I.44 In the event a complaint cannot be resolved between the Member and their Customer, independent inspection should be offered as part of an Alternative Dispute Resolution. It is proposed that Members negotiate the inspection fee direct with their Customer, offering to fund no less than 50% of the fee. Details of BiKBBI's independent inspection service can be found on the website www.bikbbi.org.uk

Ombudsman

- I.45 Members agree that they shall be subject to the procedure and requirements of Dispute Resolution Ombudsman. Dispute Resolution Ombudsman is a not for profit company that provides an independent, expert dispute resolution service to our Members and their customers.
- I.46 In the event that a complaint cannot be resolved between a Member and the Customer under the Complaints policy outlined above, either party can contact Dispute Resolution Ombudsman via the BiKBBI telephone number.
- I.47 Dispute Resolution Ombudsman investigate complaints fairly and the service focuses on encouraging early agreed resolution wherever possible. Dispute Resolution Ombudsman is entirely independent, meaning that they assess the facts of each individual case. They do not take sides and make decisions based on the facts. The relevant terms relating to Dispute Resolution Ombudsman are detailed in our Agreement.

Standards & Guidelines

2. Data protection

2.1 The General Data Protection Regulation (GDPR) came into effect in May 2018.

2.2 Created by the European Union Parliament, GDPR replaced the previous Data Protection Act 1998, and provides EU citizens with more control over how businesses use their personal data.

This means that businesses in the UK must consider how they store and manage Customer data. Companies that fail to comply with the GDPR can receive penalties of up to 4% of annual turnover or €20million – whichever is greater. These penalties are applicable to smaller businesses, including the self-employed.

2.3 GDPR means that Members must consider the way they store and manage personal data and give the individual (also known as a data subject) control over what happens with their data.

2.4 For Members, this means their clients, Customers, contractors, and any other data subjects, have the right to:

- a) access their data at any time, free of charge;
- b) know why their data is being used;
- c) remove their data and permanently delete it;
- d) transfer their data to another provider;
- e) be informed that their data is being collected;
- f) amend/correct their personal data;
- g) restrict what their data is used for;
- h) be notified within 72 hours if a data breach occurs.

- 2.5 Members must consider what personal data they currently collect from Customers. The questions that Members must ask themselves include:
- a) Is there a need to be collecting the data?
 - b) Is data being handled in a compliant, organised way?
Data subjects will have the right to request their information from Members, so the more organised Members are, the better.
- 2.6 Members must locate where information is stored and determine if these methods and locations are approved under GDPR.
- 2.7 If Members' save details manually on a spreadsheet or store them via a digital database, Members must ensure that the data is secure at all times.
- 2.8 Members must conduct a data cleanse and delete old or unused data. GDPR will not allow businesses to hold on to old data that is not being used or data that is being misused.
- 2.9 Members should review their websites' privacy statements and any other form of communication with clients thoroughly.
- 2.10 Members must provide their data subjects with a fair processing notice to inform them how they are using the data.
- 2.11 GDPR means individuals will have the right to know exactly how the data is used. Members must make sure they are transparent with their customers, clients, and contractors.
- 2.12 Members must put security measures in place to prevent data breaches. Consider who has access to the data and update all passwords frequently. If a violation takes place, inform the data subjects within 72 hours.
- 2.13 A lack of recourse is the main implication for most small businesses, and monitoring data practices could prove particularly time-consuming.
- 2.14 Members that do not take GDPR seriously may be subject to significant penalties from the authorities. In the UK, The Information Commissioners Office (iCO) regulate and monitor GDPR compliance. These penalties are not just targeting large companies. Small businesses and self-employed people will also receive penalties should they ignore GDPR.

3. Discrimination

- 3.1 BiKBBI is committed to the encouragement of equality and diversity among our Members, eliminating unlawful discrimination.
- 3.2 The aim of this policy is for our Members' to be truly representative of all sections of society and for each to feel respected and able to give their best.
- 3.3 BiKBBI is against the unlawful discrimination of anyone. This policy's purpose is therefore to:
- a) Provide equality, fairness and respect for all;
 - b) Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation;
 - c) Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.
- 3.4 BiKBBI is committed to:
- a) Encourage equality and diversity in the workplace as they are good practice and make business sense;
 - b) Promote a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- This commitment includes the education of its members about their rights and responsibilities under the equality policy;
- 3.5 All Members should understand they can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their Membership, against our employees, fellow employees, colleagues, Customers, suppliers and the general public.

3.6 Members must take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of their work activities.

Such acts will be dealt with as misconduct under BiKBBI's grievance and/or disciplinary procedures, and any appropriate action will be taken. Particularly serious complaints could amount to breach of these Standards & Guidelines and could lead to immediate termination of membership.

3.7 Further, sexual harassment may amount to both a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

4. Safeguarding & security

- 4.1 Safeguarding is a term used in the United Kingdom and Ireland to denote measures to protect the health, well-being and human rights of individuals, which allow people - especially children, young people and vulnerable adults - to live free from abuse, harm and neglect.
- 4.2 Any child can be hurt, put at risk of harm or abused, regardless of age, ethnicity, gender or religion. The UK government has enacted legislation and published guidance to protect children from maltreatment, prevent the impairment of children's health or development, ensure children grow up in circumstances consistent with the provision of safe and effective care, and enable children and young people to have the best outcomes. Responsibility for these aims is deemed to lie with everyone who comes into contact with children and families.
- 4.3 Adults in need of safeguarding help are generally elderly and frail, and either live alone or in care homes with little support from family members. They may have mental health issues, a physical disability or learning difficulties. Professional carers ideally focus on empowerment, protection, prevention, proportionate responses, partnership and accountability to safeguard vulnerable adults.
- 4.4 Vulnerable adults may also include victims of modern day slavery. The construction industry is targeted by government as a potential hotspot for modern day slavery.
- 4.5 Recognising the personal role BiKBBI Members play in their Customers' homes, they play an important role when it comes to Safeguarding.
- 4.6 To support safeguarding and to demonstrate BiKBBI's commitment, Members are required to submit Basic Disclosure from Disclosure & Barring Service (DBS), in relation to personal criminal history, on a bi-annual basis. Details of how BiKBBI handle sensitive information can be found within our Privacy Statement, published on our website.
- 4.7 It is the Members responsibility to ensure that all staff, including sub-contractors, are DBS checked in line with BiKBBI bi-annual requirement where practical, or are fully supervised at all times when in the customers property.
- 4.8 It is the Members responsibility to ensure that every effort is made to protect employees, site visitors and their Customers in respect to safeguarding.
- 4.9 To best protect all stakeholders, under no circumstances shall Customers children or those vulnerable adults in their care, be left under the supervision of the Member or their associates at any time whatsoever.
- 4.10 In the event a safeguarding concern is identified, it is the Members responsibility to report it to the appropriate authority, without delay. If in doubt, Members can contact BiKBBI for further advice and guidance.

5. Ability & future needs

- 5.1 Recognising the important functional aspect of kitchens, bedrooms and bathrooms in our lives, it is important that Members fully consider their Customers' needs when providing product and services.
- 5.2 All efforts must be made to understand and meet the current and future needs of the Customer throughout design and installation, considering the reasonable lifespan of the product.
- 5.3 Members must not recommend or install product or provide services, knowing that such product or service will not meet clause 5.2 of these standards.

6. The Construction (Design Management) Regulations 2015 (CDM)

- 6.1 CDM aims to improve health and safety in the industry by helping Members to:
- a) Sensibly plan the work so the risks involved are managed from start to finish;
 - b) Have the right people for the right job at the right time;
 - c) Cooperate and coordinate work with others;
 - d) Have the right information about the risks and how they are being managed;
 - e) Communicate this information effectively to those who need to know;
 - f) Consult and engage with workers about the risks and how they are being managed.
- 6.2 Under CDM, a Construction Phase Plan (CPP) is required for every project.
- 6.3 If Members are working for a domestic client, they will be responsible for:
- a) Preparing a plan;
 - b) Organising the work; and
 - c) Working together with others to ensure health & safety is prioritised.
- 6.4 A simple plan (CPP) before the work starts is usually enough to show that Members have thought about health and safety. A printed copy of the CPP must be distributed to all those on site and the Customer, together with a copy on site during the installation for inspection by HSE / BiKBBI.
- 6.5 BiKBBI recommends that Members utilise the CDM Wizard developed by The Construction Industry Training Board (CITB). Software can be downloaded to smartphones and tablets.

7. Health & Safety

Manual Handling

- 7.1 All items must be moved / lifted using the correct handling techniques.
- 7.2 It is the Members responsibility to ensure all person(s) under their supervision are properly trained as to manual handling techniques. These techniques form part of BiKBBI's CPD programme, available via the BiKBBI website.

First Aid & Accidents

- 7.3 The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure that people receive immediate attention if they are injured or taken ill at work.
- 7.4 These regulations apply to all workplaces including those with fewer than five employees and to the self-employed.
- 7.5 Work in Customers homes is deemed as a workplace and as such fall under the Regulation.
- 7.6 Ensuring that the first aid requirements can be met requires sufficient first aid provision in the workplace. This means the presence of trained first aiders (or appointed person/s), information for people about first aid arrangements, as well as the availability of a first aid kit that is fit for purpose.
- 7.7 The BS8599-1 standard (published in June 2011) can be used as a guide to ascertain which type of first aid kit is necessary in the workplace. There are four sizes of first aid kit: small, medium, large or travel size. The travel size kits are for one person only. It is the duty of the Member to make a first aid needs assessment, and so the contents of each individual kit may vary according to each workplace's requirements. The following table, which should be used as a guide only, can help Members decide which size kit is required. Note that low hazard environments include shops and offices, while high hazard environments include construction sites and homes being refurbished:
- | | | |
|---|-------------|-----------------------------|
| - | Small kits | = Fewer than 5 onsite |
| - | Medium kits | = 5-25 onsite |
| - | Large kits | = 1 large kit per 25 onsite |
- 7.8 Members must have an approved accident book available at all times. All Members must have an accident book to cover all employees / sub-contractors.

Fire

- 7.9 The Building Regulations (Approved Document B England & Wales) and Fire Safety (Scotland) Regulations 2006 requires contractors to take several measures to reduce the risk of fire and manage incidents involving fire.
- 7.10 A dry powder fire extinguisher must be onsite at all times. When using naked flames, the fire extinguisher must be near the area of work.
- 7.11 A heat mat must be used at all times when undertaking heat work, internally or externally.
- 7.12 The storage of waste within dwellings is strictly forbidden. Waste must be removed from site and stored externally at every opportunity. Special care must be taken when removing and storing waste following any aspect of heat work.
- 7.13 Waste stored externally should be stored a minimum of 3 metres from any combustible surface and removed in accordance with our waste policy within these Standards and Guidelines.

Tools & equipment

- 7.14 Provision and Use of Work Equipment Regulations 1998, often abbreviated to PUWER, place duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not.
- 7.15 PUWER requires that equipment provided for use at work is:
- a) Suitable for the intended use;
 - b) Safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate;
 - c) Used only by people who have received adequate information, instruction and training;
 - d) Accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and warning devices;
 - e) Used in accordance with specific requirements, for mobile work equipment and power presses.
- 7.16 All electrical equipment must be 110-volt. However, when installing in residential properties 230-volt power tools can be used provided they are protected by an approved Residual Current Device (RCD).

- 7.17 All portable electrical equipment must be tested and logged annually, if over 12 months old (Portable Appliance Testing). Purchase receipts for tools should always be retained.
- 7.18 All machinery must conform to the appropriate regulations and particular attention must be paid to The Provision and use of Work Equipment Regulations 1998 and numbers 42 and 43 of The Construction (Health, Safety and Welfare) Regulations 1996 (as applicable).
- 7.19 All stepladders must be inspected before they are put into use, to ensure that they are in a safe working condition. When they are not in use, they must be rendered inoperative (usually achieved by appropriate storage).

Control of Substances Hazardous to Health (COSHH) Regulations

- 7.20 All Members are to abide by the COSHH Regulations 2002.
- 7.21 In accordance with COSHH, the following items are required on site at all times:
- a) 2M face mask (type 8652), disposable mask for use against dust and vapour;
 - b) Sterile eye wash, 'one use' only eye wash in order to irrigate the eye;
 - c) Protective gloves, to protect the hands from abrasion and chemicals; and
 - d) Vacuum cleaner, to extract excessive dust from the working environment.
- 7.22 Dust Extraction: There is a general duty on Members to protect the health safety and welfare of their workers and their Customers. There are also a range of regulations that cover dust.
- 7.23 The COSHH definition of a substance hazardous to health includes dust of any kind when present at a concentration in air equal to or greater than 10 mg/m³ of inhalable dust or 4 mg/m³ of respirable dust as measured by a formula that takes account of the length of time that a person is exposed, so it is the equivalent of an 8-hour day. This is called the 8-hour Time Weighted Average.
- If any worker is exposed above these levels Members are meant to take action to remove the risk.
- 7.24 In addition, some dusts have been assigned specific Workplace Exposure Limits (WELs) and these limits should not be exceeded. There are over 500 substances that have been given a WEL, including many dusts. There are separate regulations covering asbestos dust.
- 7.25 Dust does not just contain one substance. It could be a mixture of different substances, some of which are covered by the dust exposure limit and others may have their own WEL. However, if a mixture of dust includes a substance with a WEL then the exposure must be managed at least below the WEL for that substance.

- 7.26 BiKBBI recommend that all cutting should be undertaken externally, or in environments that are well ventilated, whilst using adequate tool driven dust extraction and whilst wearing Personal Protective Equipment (PPE).
- 7.27 Any cutting within a property should include the routine sealing of the environment, as to prevent migration of dust particles throughout the property. The sealing of doors and vents during cutting is advised, as long as the area has a natural intake of circulating air.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

- 7.28 All Members must adhere to RIDDOR (1995).
- 7.29 RIDDOR puts duties on Members, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).
- 7.30 Incidents that occur in Northern Ireland should be reported to the Health & Safety Executive in Northern Ireland.
- 7.31 Members shall hold all relevant documentation for their employees and/or sub-contractors and have it available for inspection within reasonable notice.

Other

- 7.32 Members are to ensure that they and their operatives are fully conversant with all applicable legislation and are responsible for keeping themselves abreast of changes as and when they occur.
- 7.33 Members must ensure that all those introduced to the project meet health & safety regulation, to include the provision of PPE.
- 7.34 Members must ensure that the area in which they are working within, including access and storage spaces, are adequately cordoned off and that Customers and those in their control are instructed not to enter areas when work is being undertaken.

8. Site surveying

- 8.1 It is the responsibility of the Member to ensure a thorough pre-installation site survey is conducted, prior to the commencement of work, in all instances.
- 8.2 The site survey should include, but is not restricted to:
- a) Measurement of the installation space;
 - b) Confirmation that product supplied is fit-for-purpose, will operate as per its design and that it will meet the plan agreed by the Customer; and
 - c) That a CPP is completed and submitted as per CDM Regulation.
- 8.3 The site survey output should also include written confirmation of:
- a) The estimated installation duration;
 - b) A breakdown of costs associated with the agreement;
 - c) Payment terms; and
 - d) Agreement for the supply of product and / or service.
- 8.4 It is the Members responsibility to ensure commercial dealings with the customer are in accordance with The Consumer Rights Act (2015).

9. Electrical Safety

Legislation

- 9.1 BS7671 Requirements for Electrical Installations (IET Wiring Regulations) sets the standards for electrical installation in the UK. The Institution of Engineering & Technology (IET) co-publishes BS7671 with the British Standards Institution (BSI).

BiKBBI Compliance

- 9.2 BiKBBI requires all electrical installation, modification and repair to be undertaken in accordance with the law and that only firms registered with an electrical registration body and Competent Person Scheme (England & Wales) carry out such work.
- 9.3 All work carried out is to be completed in accordance with the current edition of BS7671, Approved Code of Practice & guidance, manufacturers installation instructions and The British Standards, as updated from time to time.
- 9.4 BiKBBI Members are required to submit to the organisation, upon request, the

registration certificate for their electrical contractor, whether themselves or a nominated third-party sub-contracted contractor(s).

- 9.5 In the event the Member uses a firm, whose credentials have not been submitted to BiKBBI, the Member must ensure that the electrical contractor is registered with an electrical registration body or Competent Person Scheme (England & Wales) and furthermore that they submit credentials to BiKBBI at the earliest opportunity.

General

- 9.6 All electrical equipment must have been purchased with CE marking. In the event the Customer has purchased product, evidence of CE marking should be inspected prior to installation.
- 9.7 Bonding clamps must be visible for inspection and testing purposes.
- 9.8 Electrical accessories in units must be placed in accessible positions, on the side of the carcass, towards the front of the unit and on the hinge side. Accessories must not be fixed to the back panel.
- 9.9 Cables must be adequately supported throughout their length.
- 9.10 Sockets above worksurfaces must be of the same height, horizontal, of equal distance, not touching and a minimum of 100mm above the worksurface.

10. Gas Safety

Legislation

- 10.1 Gas Safe Register maintain the register of businesses and operatives who are competent to undertake both piped natural gas and liquefied petroleum gas (LPG) work in Great Britain, Northern Ireland, the Isle of Man and Guernsey.
- 10.2 It is not acceptable for someone who is not Gas Safe registered to install a gas appliance or undertake other gas work, then have the work checked / certified by a Gas Safe registered engineer. Both parties would be breaking the law.
- 10.3 It is not acceptable for someone who is not Gas Safe registered to install a gas appliance or undertake other gas work, then have the work checked / certified by a Gas Safe registered engineer. Both parties would be breaking the law.
- 10.4 All work carried out is to be completed in accordance with Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended, Approved Code of Practice & guidance, manufacturers installation instructions and The British Standards, as updated from time to time.

BiKBBI Compliance

- 10.5 Members are required to submit the credentials (registration certificates) for any Gas Safe Registered operatives, either themselves or a nominated sub-contractor(s), with the organisation as part of their commitment to membership.
- 10.6 In the event the Member uses an operative, whose details have not been submitted to BiKBBI, the Member must ensure that the gas engineer is registered with The Gas Safe Register, is competent to undertake the scope of work and that they submit the credentials to BiKBBI at the earliest opportunity.

General

- 10.7 Appliances in compartments require ventilation (e.g. kitchen cabinets), to support combustion (for open flued appliances) as well as keep cool (open flued and room sealed appliances). Generally speaking this will be actioned via an air vent provided at high and low level. Internal surfaces of a compartment are to be distanced as per manufacturer instruction.
- 10.8 There are many specific requirements applicable to the boxing in of appliances in compartments and to a certain extent gas pipe work. Where Members are uncertain as to their responsibilities or what to do, seek specialist advice.
- 10.9 All appliances must be commissioned in accordance with The Gas Safety (Installation & Use) Regulations 1998 and Manufacturer Installation Instructions.
- 10.10 Appropriate documentation should be issued once all gas work has been completed. Members should retain a copy of this documentation for a minimum of 2 years, with the second copy given to the Customer.

II. Ventilation

Legislation

- II.1 The Building Regulations Part F (England & Wales) and The BSD Domestic Ventilation (Scotland) state that there should be adequate means of ventilation for people within buildings. Both kitchens and bathrooms fall in scope of the regulations and therefore the regulation should be followed in all instances.
- II.2 Each room in a house should have adequate ventilation for general health reasons.
The type of room will determine how much ventilation is required.
- II.3 When inserting a new internal wall care should be taken not to make any other matters, such as ventilation worse. If a new room is being created as a result of the addition of an internal wall, then care should also be taken to ensure that the existing room is ventilated adequately.
Importantly, Approved Document F (ADF 2010) also sets out a path for ventilation to become a 'controlled service' within a dwelling - the introduction of Guaranteed Installed Performance.
- II.4 The ventilation regulations are shifting from 'design only' to include onsite installation testing and commissioning by a competent person. Alongside Approved Document F (ADF2010), the Domestic Ventilation Compliance Guide (an associated document to ADF) highlights the importance of installation, commissioning and regular maintenance in addition to good and simple user guides so that the end users know what they are doing.

12. Asbestos

Legislation

- 12.1 Members must adhere to The Control of Asbestos Regulations 2012.
- 12.2 Training is mandatory for anyone liable to be exposed to asbestos fibres at work. This includes kitchen, bedroom, bathroom installers and others who may come into contact with or disturb asbestos (eg their sub-contractors, including gas engineers, electricians, tilers and general builders), as well as those involved in actual asbestos removal work.

BiKBBI Compliance

- 12.3 BiKBBI requires Members to maintain Asbestos Awareness Certification annually by a United Kingdom Asbestos Training Association (UKATA) approved training provider.
- 12.4 It is the Members responsibility to ensure all sub-contracted tradespeople hold relevant certification, as above.

General

- 12.5 In the majority of cases, work with asbestos needs to be undertaken by a licensed contractor. This work includes most asbestos removal, all work with sprayed asbestos coatings and asbestos lagging and most work with asbestos insulation and asbestos insulating board (AIB).
- 12.6 If carrying out non-licensed asbestos work, this still requires effective controls.
- 12.7 The control limit for asbestos is 0.1 asbestos fibres per cubic centimetre of air (0.1 f/cm³). The control limit is not a 'safe' level and exposure from work activities involving asbestos must be reduced to as far below the control limit as possible.
- 12.8 In the event asbestos is detected, all efforts must be taken to protect the health of those likely to come in contact. The Customer, who is responsible for the safe removal using a licensed contractor, must be made aware immediately and work within the affected area of the property must cease with immediate effect.

13. Installed Furniture

Manufacturer Instructions

- 13.1 Installed furniture must be installed to the manufacturer instructions, by operatives who are competent to do so, or if supervised by operatives who are competent to do so.
- 13.2 Members must familiarise themselves with the manufacturer instructions prior to commencing the installation.

Setting out and levelling

- 13.3 Units must be set-out prior to installation and levelled, both horizontally and vertically by using a manual or digital levelling device.

Cutting

- 13.4 Cuts to units must be made as to not compromise the structural integrity of the product. Manufacturer instructions should be consulted.
- 13.5 All cuts should be made with a tool that is both fit for the intended use and in good mechanical order. Blades should be sharp, and cuts should be clean and smooth.
- 13.6 Exposed wood edges must be sealed with a water-resistant material and clean cut.
- 13.7 Access holes cut in unit back panels to allow for accessibility of services (waste pipes and isolation valves) must be cut using a round hole cutting tool, with clean cuts and sealed as appropriate.
- 13.8 When customising, or constructing non-standard items, care must be taken to build the units to the same standard as purchased items.
- 13.9 Modification to any product must be predetermined and reconstructed to the same standard as the original item, following manufacturer instruction.
- 13.10 The cut edges of materials that are in contact with the floor must be sealed with a water-resistant material.

Fixing

- 13.11 Units must be secured to the fabric of the building, using the appropriate load bearing fixing(s).
- 13.12 Non-solid constructed walls (including plasterboard / lath and plaster) should be suitably prepared in order to receive the unit(s). This may include strengthening the surface with timber batons where appropriate.
- 13.13 The Customer should be made aware of maximum loads within units to ensure future failure of the product, which could lead to a health and safety risk.
- 13.14 Adjacent units must be securely joined together using metal / plastic bolts, or screws. Uniformity must be maintained throughout the installation.
- 13.15 Cornice and light pelmet must be installed using fixing blocks at a maximum of 500mm centres, or by screw fixing through the cornice or light pelmet into the carcass, or installed as per manufacturers instructions. No screws are to be seen from inside the units.
- 13.16 In areas of limited access, i.e. low ceiling, screwing through the carcass into the cornice is permitted if screws are vertical, countersunk and cover caps installed, or filled using suitable filler. This must be discussed with the customer at the time of the initial survey.
- 13.17 Screw heads must be countersunk and installed level with the surface. Where appropriate, screws should be cover capped or filled using an appropriate filler.

Clearances

- 13.18 Using manufacturer instructions as a guiding principle, adequate clearances must be provided in order to allow normal operating use of the product. Special attention is required to follow the ventilation requirements for appliances.
- 13.19 Special attention must be given as to allow appropriate clearances for heat generating appliances. The appliance manufacturers installation instructions take precedence and must be consulted at all times.
- 13.20 Adequate clearance must be maintained when installing wooden material in places susceptible to water ingress. This includes areas within kitchens and bathrooms. Consult manufacturer instructions for detail. Where possible, additional precaution should be taken in vulnerable areas, by applying a suitable sealant where appropriate.
- 13.21 The bottom face of the cornice must be installed flush with the front of the doors and on the return must be installed flush with the unit side panels, unless otherwise designed.

- 13.22 Light pelmet should be installed flush with the carcass. A seal of silicone to prevent light showing through should be applied between the wall unit and the pelmet.
- 13.23 Cornice, light pelmet and bedroom plinth joints must be mitred and secured together using adhesive;

14. Worksurfaces

General

- 14.1 All worksurfaces should be installed in accordance with manufacturer instructions, by operatives who are competent to do so, or if supervised by operatives who are competent to do so.
- 14.2 Worksurfaces should be stored as per manufacturers instruction prior to installation.
- 14.3 Solid wood, granite, resin and other specialist worksurfaces should be installed by suitably qualified installers.

Setting out

- 14.4 The front edge of the worksurface should protrude 25mm - 45mm beyond the base carcass, as directed by the designer within customer approved plans or as directed within the manufacturer instructions.
- 14.5 All efforts should be made to ensure the least number of joins are present throughout the installation and that joins are as inconspicuous as possible.
- 14.6 Joints between worksurface sections are to be positioned at least 600mm from the perimeter of a sink or hob where practicable.
- 14.7 Worksurfaces should be scribed to the receiving wall where appropriate.

Fixing

- 14.8 Worksurfaces should be fixed to base units and walls using appropriate fixings and as directed by the manufacturer instructions.
- 14.9 Walls should be battened for heavier surfaces or where expanse exists not supported by base units.
- 14.10 A clear silicon should be applied to the rear of the worksurface where it meets the wall to prevent hygiene issues and/or water ingress (unless manufacturer instructions direct otherwise). A coloured silicon can be used, but customer written agreement should be gained beforehand.

Wooden constructed worksurfaces

- 14.11 Natural material worksurface cut-outs and exposed edges must be sealed with a water-resistant sealant.
- 14.12 Laminate worksurfaces laminate edging strips must be applied, be bonded with contact adhesive or ironed on in accordance with manufacturers' recommendations.
- 14.13 The underside front edge of the worksurface protruding beyond the carcass must be sealed with water-resistant sealant where necessary. Special attention around heat / steam generating appliances should be made.

Joining (wood / laminate)

- 14.14 A jig and router must be used to cut all mason mitre joints for all worksurface corners and secured by a minimum of two toggle bolts (preferably three).
- 14.15 Butt joints must be routered and secured with a minimum of two toggle bolts.
- 14.16 All routered edges of the mason mitre joints must be pre-sealed with a water-resistant material. A continuous bead of adhesive must be applied to one edge, or both, before the joint is pulled together.
- 14.17 Worksurface lipping must be fixed securely and be level with the worktop.
- 14.18 Worksurface lipping must be mitred at all joints. When a tiled worksurface runs up to the side of a tall unit, lipping must be angled to form a return.

15. Water

Legislation

- 15.1 The Water Supply (Water Fittings) Regulations 1999 and Scottish Water Byelaws 2014 play an important role in protecting public health, safeguarding water supplies and promoting the efficient use of water within Customers' premises across the UK.
- 15.2 They set legal requirements for the design, installation, operation and maintenance of plumbing systems, water fittings and water-using appliances. They have a specific purpose to prevent misuse, waste, undue consumption or erroneous measurement of water and, most importantly, to prevent contamination of drinking water.
- 15.3 Water law is one area that is the responsibility of national parliaments. This means there are separate regulations and byelaws applying in each country within the UK.

- 15.4 Regulations and Byelaws: Copies of the Water Fittings Regulations and Scottish Water Byelaws including their schedules are available from Her Majesty's Stationery Office (HMSO) part of The National Archives, and Scottish Water.
- 15.4.1 England and Wales:
Statutory Instrument 1999 No. 1148:
Which has been amended under subsequent legislation.
S.I.1999 No. 1148:
The Water Supply (Water Fittings) Regulations 1999.
Amended under the following legislation:
S.I.1999 No.1506:
The Water Supply (Water Fittings) (Amendment) Regulations 1999.
S.I.2005 No. 2035:
The Water Act 2003 (Consequential and Supplementary Provisions) Regulations 2005.
S.I.2013 No.1387:
The Construction Products Regulations 2013.
- 15.4.2 Scotland:
The Water Supply (Water Fittings) (Scotland) Byelaws 2014.
- 15.4.3 Northern Ireland:
Statutory Rules 2009 No.255.
S.R. 2009 No.255:
The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009.
- 15.5 The English Government (DEFRA) also published a guidance document relating to Schedules 1 and 2 of the regulations for use in England and Wales. However, this guidance is recognised across the UK.
- 15.6 The "Water Regulations Guide" includes the text of the Water Supply (Water Fittings) Regulations 1999 and Scottish Water Byelaws 2000. It also includes detailed Water Industry guidance and interpretations.

- 15.7 A legal duty is placed on all users, owners or occupiers and anyone who installs plumbing systems or water fittings and water-using appliances to ensure they are installed and used in accordance with these regulations and byelaws.
- 15.8 Advanced notice must be given of proposed installations in specific cases, so architects, building developers and plumbers have to follow these regulations and byelaws on behalf of future owners or occupiers.

Product and fittings

- 15.9 All fittings and pipe work used must be of quality manufacture and carry the appropriate kite mark, CE Mark and BS number (BS864 for fittings and BS2871 for copper pipe work).
- 15.10 The use of appropriate plastic pipe work (flexi-pipe) is acceptable for use on hot & cold-water services. Ensure the manufacturer's installation instructions for earth bonding requirements are consulted.
- 15.11 All visible pipe work must be uniform in manufacture and colour.

Joining & fixing

- 15.12 All soldered joints must be made using lead free solder. Where joining compound is used it must be suitable for the purpose (i.e. meet the appropriate standard for hot, cold and potable drinking water).
- 15.13 All pipe work shall be adequately supported using clips & ties in regular intervals.
- 15.14 Connection to an outside tap shall incorporate a check valve to prevent the backflow or back-siphoning of water.
- 15.15 All installed water pipe work and fittings shall, as far as is reasonably practicable, be protected from damage whether it is freezing, mechanical or otherwise. Suitable insulation should be used on all outside pipe work.
- 15.16 Where the mains water supply is altered, or a stopcock is installed / relocated, a drain cock tap is to be installed in all cases.
- 15.17 Every new stopcock or servicing valve installed on hot and cold supplies shall be placed where it can be readily examined, maintained and operated, so far as is reasonably practical. The customer should always be made aware of the location of such taps during the sign off process.

Sinks & Taps

- 15.18 A deep seal trap (75mm water seal) of a tubular type 40mm in diameter is to be installed to the sink. Branch discharge pipes from the sink must be 40mm in diameter, installed with the correct fall, up to a maximum of 4m in length. Above 4m in length, the diameter must be increased to 50mm.
- 15.19 Where a food water disposal unit is installed, the discharge pipe gradient must be increased to 135mm per meter.
- 15.20 Water purifiers and softeners must be installed in accordance with manufacturers' guidelines.

Washing Machines, Dishwashers & Condensing Dryers

- 15.21 Refer to the manufacturer instructions.
- 15.22 Alternatively, the machine hose can be connected to a special sink trap installed with an anti-siphon hose connection or installed to an independent waste.
- 15.23 All appliances must be tested once the installation is complete to establish the correct discharge and function.
- 15.24 Where a condensing dryer is installed in a kitchen or utility room, always check that there are sufficient ventilations so as to prevent the build-up of condensation on worktops or surrounding units. Failure may result in member liability.
- 15.25 Clips 0.5m apart for horizontal pipes, and 1.2m apart for vertical pipes must support discharge pipes, normally of plastic material. Discharge pipes must be installed using access points as necessary. Access to all traps must be provided without exception.
- 15.26 Where new and existing waste pipes discharge into an underground gully, they must terminate below the grid level, and above the water level, with appropriate grid protection to prevent externally caused blockages.

16. Tiling

Competency

- 16.1 Tiling should only be completed by competent persons using the correct tools and materials.

Legislation

- 16.2 There are a number of British Standards applicable to the wall and floor tile industry; these include Standards which define ceramic and natural stone tiles, tile fixing, tile adhesives and grouts.

BS 5385-1 Wall and floor tiling:

Design and installation of ceramic, natural stone and mosaic wall tiling in normal

internal conditions.

BS 5385-4 Wall and floor tiling:

Design and installation of ceramic and mosaic tiling in special conditions.

BS 5385-5 Wall and floor tiling:

Design and installation of terrazzo, natural stone and agglomerated stone tile and slab flooring.

BS 5385-3 Wall and floor tiling:

Design and installation of internal and external ceramic and mosaic floor tiling in normal conditions.

BS 5385-2 Wall and floor tiling:

Design and installation of external ceramic, natural stone and mosaic wall tiling in normal conditions.

BS EN 14411 Ceramic tiles:

Definitions, classification, characteristics, evaluation of conformity and marking.

BS EN ISO 10545-16 Ceramic tiles:

Determination of small colour differences.

BS EN ISO 10545-7 Ceramic tiles:

Determination of resistance to surface abrasion for glazed tiles.

BS EN 12057 Natural stone products:

Modular tiles.

BS EN 13748-1 Terrazzo tiles:

Terrazzo tiles for internal use.

BS EN 13748-2 Terrazzo tiles:

Terrazzo tiles for external use.

BS 8300:

Design of buildings and their approaches to meet the needs of disabled people.

BS EN 14618 Agglomerated stone:

Terminology and classification.

BS EN 14157 Natural stones:

Determination of abrasion resistance.

BS EN 14891:

Liquid-applied water impermeable products for use beneath ceramic tiling bonded with adhesives. Requirements, test methods, evaluation of conformity, classification and designation.

BS EN 13888 Grout for tiles:

Requirements, evaluation of conformity, classification and designation.

BS EN ISO 10545-5 Ceramic tiles:

Determination of impact resistance by measurement of coefficient of restitution.

BS EN ISO 10545-1 Ceramic tiles:

Sampling and basis for acceptance.

BS EN ISO 10545-2 Ceramic tiles:

Determination of dimensions and surface quality.

BS EN ISO 10545-3 Ceramic tiles:

Determination of water absorption, apparent porosity, apparent relative density and bulk density.

BS EN ISO 10545-4 Ceramic tiles:

Determination of modulus of rupture and breaking strength.

BS EN ISO 10545-6 Ceramic tiles:

Determination of resistance to deep abrasion for unglazed tiles.

BS EN ISO 10545-10 Ceramic tiles:

Determination of moisture expansion.

BS EN ISO 10545-12 Ceramic tiles:

Determination of frost resistance.

BS EN ISO 10545-13 Ceramic tiles:

Determination of chemical resistance.

BS EN ISO 10545-8 Ceramic tiles:

Determination of linear thermal expansion.

BS EN ISO 10545-14 Ceramic tiles:

Determination of resistance to stains.

BS EN ISO 10545-9 Ceramic tiles:

Determination of resistance to thermal shock.

BS EN ISO 10545-15 Ceramic tiles:

Determination of lead and cadmium given off by glazed tiles.

BS EN ISO 10545-11 Ceramic tiles:

Determination of crazing resistance for glazed tiles.

Removal of existing tiles

- 16.3 Every effort should be made to minimise damage when removing existing tiles.

Preparation for new tiles

- 16.4 Surfaces must be repaired / prepared prior to installation of new tiles. This may include re-plastering / boarding for walls and re-boarding / levelling for flooring.
- 16.5 All surfaces must be level prior to tiling, as practically possible.
- 16.6 Tiles should only be placed on suitable surfaces. Tiles should not be overlaid on existing tiles, wallpaper or similar covering or onto surfaces that are not structurally sound.
- 16.7 Floor tiles must only be applied onto pre-prepared surfaces that have been levelled using a suitable compound or board.
- 16.8 Floorboards should have a minimum 9mm thickness covering of marine grade ply, screwed at 100mm intervals across all joists and 150mm in all other areas.

Setting out

- 16.9 Careful planning should be applied when setting out new tiling. Tile configuration must be agreed with the customer prior to work commencing.

Adhesive, grout & spacing

- 16.10 Only materials displaying the CE marking may be used.
- 16.11 It is the responsibility of the tiler to ensure that the correct tile adhesive and grout is used, considering all factors including the environment, intended use and tile choice (material) and purpose.
- 16.12 Tiles to be spaced using professional tile spacers, which must be removed prior to grouting. Under no circumstances should tiles be laid without the use of the appropriate spacer.
- 16.13 Tile spacers can aid a professional finish (as well as providing a variety of style/design options for the Customer) and come in a range of shapes and sizes.
- 16.14 Tile spacers allow Members to achieve a consistent pattern when fixing wall/floor tiles and help to ensure that all tiles are laid equidistant from each other (providing a symmetrical finish).
- 16.15 Selecting the size of spacer required for a job is often down to personal preference (however there are British Standards to consider). As such it is recommended that Members seek the customers opinion on what they would prefer (as the spacers will dictate the width of the grout lines, which are a strong feature of the overall floor/wall design). As long as the job is completed in a way that will be long lasting (i.e. allowing for the movement of tiles for stress relief - 2mm is usually sufficient for walls and 3mm for floors) then the aesthetic side can usually be left to the customer.
- 16.16 Taking British Standards into consideration (as well as common practice) it is recommended that wall spacers are 2-3mm (with 2mm covering the majority of requirements) and floor spacers 3-5mm.

General

- 16.17 Tiles must be professionally cut around obstructions.
- 16.18 Where appropriate colour matched tile edging must be installed on all exposed edges (e.g. windowsills, tiles leading to decorated surfaces etc.), and mitred where applicable.
- 16.19 Where tile worktops are installed, epoxy grout (or equivalent) that is suitable for food preparation must be used.

- 16.20 Tiled splashbacks: Leave a suitable gap between worktop and the bottom run of wall tiles of 2-3mm, to allow for expansion from the worktop surface and also allow for maintenance or replacement of worktops as part of the customers guarantee and seal the gap with silicone sealant.
- 16.21 Tiles must be installed to a smooth flat finish, and the grouting must be wiped to a smooth, clean finish.
- 16.22 Any work carried out on the exterior wall i.e. cutting holes for waste pipes, must be “made good” in all instances.
- 16.23 Skirting boards, picture rails etc. must be replaced or “made good” where necessary.
- 16.24 Thresholds must be installed between tiled and other floor surfaces, to the customer specification, unless otherwise agreed.

Wet rooms

- 16.25 Special consideration must be given to wet rooms, ensuring that adequate waterproofing is applied in the form of tanking and sealing prior to tiling.
- 16.26 Manufacturer instructions and relevant Building Regulations must be consulted.

17. Waste

Regulations

- 17.1 Disposal or recovery of waste must only be treated by businesses authorised to do so by a waste management licence, a Pollution Prevention and Control permit, and Integrated Pollution Control authorisation or an exemption from the requirement to hold a licence.
- 17.2 It is the Members responsibility to obtain evidence of their contractors’ registration prior to authorising them to dispose of the waste.
- 17.3 Under no circumstances should anyone transfer or dispose of any waste, without holding the correct licence. This includes small items of waste and packaging.
- 17.4 If sub-contracting waste removal and if registration cannot be confirmed, the Member must not use the contractor, as legal responsibility falls to the Member if the waste is not disposed of in a correct and legal way.

Storage

- 17.5 Waste should be segregated, stored securely and labelled appropriately. Ideally it should be kept under cover, and recyclable materials processed through a recycling station.
- 17.6 Hazardous material should be stored separately in accordance with Waste Regulation and must not be disposed of along with general waste.
- 17.7 The storage of waste within dwellings is forbidden. Waste must be removed from site and stored externally at every opportunity. Special care must be taken when removing waste following any element of heat work.
- 17.8 Waste stored externally should be stored a minimum of 3 metres from any combustible surface to reduce risk of structural damage in the case of a fire.
- 17.9 If storing of combustible waste externally, consideration of 'damping down' should be made if the risk of fire is increased by any factor, including weather, location and stored material. 'Damping down' is a process of applying water to the waste to prevent any accidental ignition.
- 17.10 Under no circumstances must any waste be burned by the Member, either onsite or elsewhere.

Record keeping

- 17.11 Records of disposal must be kept for all transfers. A Waste Transfer Note must be completed when handing over waste, or a valid season ticket exempting Members from individual transfer notes. Members are required to hold transfer notes for no less than 2 years minimum.

Waste and data protection

- 17.12 Members must handle and dispose of personal information in line with The General Data Protection Regulation (GDPR) 2016. Labels on packaging, invoice or delivery information containing personal information must not be disposed of along with general waste. This information must be disposed of confidentially and securely.

18. Completion

- 18.1 The completion protocol, following installation, supports a number of important processes that protect both the Member and their Customer.
- 18.2 On completion of an installation, a post installation protocol should include, but is not limited to:
- a) Cleaning the area, using approved products and in line with manufacturer instructions.
 - b) All waste, to include debris from within the property, to be removed and disposed of according to Waste regulation and guidance within these Standards & Guidelines. If leaving waste for future removal following our Members' departure, date agreement must be made with the Customer to ensure they know when waste will be removed.
 - c) Thorough vacuuming to remove residual dust and debris.
 - d) Clear labelling of isolating valves and switches, together with a familiarisation tour with the Customer to ensure they understand use.
 - e) Testing cycle on all appliances to ensure normal working order. Ensure owners manual(s) / user guides are presented to the customer, along with any manufacturer warranty information.
 - f) Familiarise the Customer with their new product, checking off each product to ensure it's free from damage and installed to specification. Defects should be noted, and agreements made in writing, as to when the item(s) will be repaired or replaced.
 - g) Ensure tools and excess materials are removed from the property.
 - h) All keys and Customer property must be returned on completion of the installation (or when requested by the Customer).
 Note that keys are the property of the Customer and must be returned on request, without exception. Failure to return keys / property on request by the Customer may be viewed as theft under some circumstances and as such would be a criminal offence.
- 18.3 It is important that the customer receives written confirmation. Either:
- a) An outstanding works certificate listing all products required and a full list of outstanding work required to complete the installation signed and dated by the Member and the Customer; Or
 - b) A certificate of completion signed and dated by both the Member and the Customer.

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