



VENTILATION HYGIENE ELITE SCHEME

CODE OF CONDUCT



1. INTRODUCTION

This Code of Conduct identifies the requirements that a BESCA Ventilation Hygiene Elite (VHE) registrant must achieve and maintain in accordance with the Scheme Terms of Registration.

BESCA may publish amendments to the Code of Conduct from time to time and will inform all VHE registrants in advance of any changes to the published information. Registrants are encouraged to keep themselves updated on the changes made, and these will be published on the BESCA website.

The BESCA Code of Conduct does not take precedence over national law. Registrants shall take its provisions as a minimum requirement and fulfil any other responsibility set down by law or by nationally agreed standards.

2. BESCA CODE OF CONDUCT

This Code of Conduct applies to all registrants of BESCA's Ventilation Hygiene Elite Scheme. The purpose of this Code of Conduct is:

- I. To support all those engaged in the Ventilation Hygiene Elite Scheme and the self-certification process with BESCA.
- II. To reassure clients and other interested parties that ventilation system cleaning work is carried out to BESA TR19® and any other VHE requirements in a professional and ethical manner and adheres to current legislation and best practice.
- III. To ensure that all personnel employed in cleaning system activities are provided with the appropriate training, skills and experience that are required for the task they undertake.

3. BREACH OF THE CODE OF CONDUCT

- I. If a scheme registrant is found to be in breach of any requirements of this Code of Conduct or any other VHE requirements, disciplinary action may be taken against them as detailed in the Terms of Registration.
- II. If a scheme registrant is considered to be in breach of the VHE Scheme requirements then BESCA will reject or revoke scheme registration as outlined in the Terms of Registration.

4. MONITORING OF COMPLIANCE WITH THE CODE OF CONDUCT

BESCA will undertake new member audits, completed works technical audits and continuing surveillance of Post Clean Verification Reports (PCVR) to establish the registered business is operating to the required processes which supports the commercial, business and competence capabilities set by BESCA, and, that the work done by the business meets the statutory health and safety requirements, including BESA TR19® Grease - Specification for Fire Risk Management of Grease Accumulation with Kitchen Extraction Systems and Internal Cleanliness of Ventilation Systems, technical standards and other published guidance that relates to the work they do. These checks will verify that the quality standards set by BESCA are being met and that the registered business is operating in a professional manner. All new VHE Approved Members will be go through desktop audits on their initial 5 registered, notifications of completed works.

Once the first 5 has been completed satisfactorily, members will then continue to be audited on monthly basis via a desk based process. This will be based upon a random selection of up to 5% of all registered vent hygiene works. Technical audits are carried out within the first 6 months of the first year of membership and the first 6 months of the second year of membership. This is to establish a "clean track record". BESA Members will "deem to satisfy" the VHE technical audit through their BESA Competence Assessment Standard audit completed satisfactorily from September 2019 onwards. More detailed information is included in the VHE handbook. BESCA will investigate all complaints surrounding registrants, checking all conditions of VHE registration and conduct have been met as outlined in the BESCA complaints policy detailed on the BESCA website www.besca.org.uk.

5. REGISTERED BUSINESSES

All Registered Businesses must ensure all personnel employed in services covered by this Scheme are qualified and/or competent for the cleaning of ventilation systems to measurable levels in cleaning and maintenance procedures. This can be achieved by either attainment of approved qualification, or by Accredited Prior Experiential Learning (APEL), which is relevant to the type of cleaning/maintenance being undertaken. Personnel must remain current and up-to-date in their knowledge by completing training and continuous professional development (CPD) activity which will be reviewed at the annual audit. Records of relevant training and qualifications undertaken by all personnel, including contractors and subcontractors must be maintained in signed and dated records, and the register business must;

- I.** Not use their certification in such a manner that may bring the Ventilation Hygiene Elite Scheme into disrepute.
- II.** Ensure any claims made regarding their certification with BESCA VHE are consistent with the scope of the certification granted, nor make any statement regarding their certification that BESCA may consider misleading or unauthorised.
- III.** Meet other non-technical scheme requirements, acting honestly and fairly in all dealings relating to the Ventilation Hygiene Elite Scheme.
- IV.** Agree to co-operate with BESCA and provide access to any relevant documentation, records and processes during any audits carried out by BESCA or any governing body.
- V.** Restrict work activities to those within their personal competence and the scope of activity that BESCA has accredited them to undertake.
- VI.** Comply with the requirements of the GDPR for all administration of personal and client details in connection with the Ventilation Hygiene Elite Scheme.
- VII.** Comply with BESCA's legally enforceable Terms of Registration and operational procedures for the safe and proper cleaning and maintenance activities for ventilation hygiene work.
- VIII.** Comply with BESCA's quality assurance and external monitoring procedures that ensure BESCA's scheme requirements have been met.
- IX.** Comply with all applicable Health & Safety and legal requirements.
- X.** Only register works completed by the Registered Business within the VHE scheme, ensuring no retrospective works completed by the Registered Business or sub contractor are certified within the mechanisms provided by BESCA.
- XI.** Where the Registered Business employs a 3rd party contractor to complete works on their behalf during scheme membership lifespan, the VHE Registered Business will be responsible for certification.
- XII.** Ensure impartiality when registering works within BESCA's mechanism for certification. VHE Registered Businesses must not certificate for works for businesses or individuals.

6. RELATIONSHIP WITH CLIENTS

- I.** Deal ably and effectively with the public and other professionals, e.g. clients, building owners, or the person from whom instructions have been received, when explaining the purposes of work to be carried out.
- II.** Identify and resolve, or withdraw from, any circumstance that might lead to an actual or perceived conflict of interest with the client or building owner from whom instructions have been received.
- III.** Ventilation Hygiene Elite Scheme registrants must provide customers with a Post Clean Verification Report and BESCA Compliance Certificate on completion of works undertaken.
- IV.** It is recommended that a written notification/contract exists between accredited Ventilation Hygiene Elite Scheme registrants and their clients specifying any sections or aspects of the ventilation ducting cannot or will not be cleaned and/or maintained as part of the works to be undertaken.
- V.** Where a contract exists, clients must be made aware of their right, in writing or orally, to terminate any visit.
- VI.** When promoting the Ventilation Hygiene Elite Scheme to clients, registrants must abide by the conditions laid out in the BESCA Quality Mark Guide with regards to advertising and promotion.

7. CLEANING AND REPORTING

Ventilation Hygiene Elite Scheme registrants must ensure:

- I.** Prior to commencement of cleaning work, all reasonable steps are taken to ensure that the condition of the site is sufficient to begin work and that there are no known existing risks, issues or hazards which might affect any work being carried out. Suitable arrangements must be made for accessing the whole of the system and appropriate documents e.g. ductwork design drawings where available.
- II.** Tools, measuring and test equipment procedures are in place and in good working condition, maintained and calibrated as appropriate for the work being undertaken.
- III.** The storage and safe handling of cleaning products are in accordance with manufacturer's guidelines at all times.
- IV.** The removal, disposal and containment of waste in registrants documents and procedures are carried out in accordance with Local Authority guidance for the disposal of fats, grease, oils and cleaning products where applicable.
- V.** Make accurate and legible records of the information gathered during the work including dated photographic records where appropriate. These must be of sufficient detail to enable BESCA to monitor and review the work, should this be required.
- VI.** Take responsibility for operatives/supervisors carrying out works ensuring all personnel including contractors and subcontractors are competent to carry out the work in keeping with the Ventilation Hygiene Elite Terms of Registration.
- VII.** Make sure that such persons have the correct insurances, and the ability to undertake those duties, including relevant qualifications and competencies for the work to be carried out.

- VIII.** Make recommendations with the client, the level and frequency of clean required for the ductwork based on industry best practice TR19.
- IX.** Notify BESCA of all completed work under the Ventilation Hygiene Elite Scheme within 30 days of work completion.
- X.** Retain records of all completed jobs, queries, communications, etc. relating to the works carried out for a period no less than one year.

8. COMPLAINTS

Ventilation Hygiene Elite Scheme Registrants should have a working complaints procedure in place that satisfies BESCA's requirements and complies with good practice. A client must be able to identify to whom complaints should be made to, what they should do if they are not satisfied, and the timescales according to which any complaint will be processed. This will normally include a written statement setting out in unambiguous terms the procedures and timescales that will be followed in the case of a complaint;

Ventilation Hygiene Elite Scheme Registrants must:

- I.** meet the terms of the statement and use their best endeavours to resolve complaints.
- II.** agree to comply with the requirements for handling, recording and reporting on any complaints. Any breach of the conditions on complaints will be investigated by BESCA following documented procedures.
- III.** co-operate with any investigations.
- IV.** agree to co-operate with the Ombudsman service should any investigations be carried out regarding complaints to redress an issue on behalf of a customer.
- V.** notify BESCA of details of any complaint made against them within three days of the commencement of the complaint. This shall include:
 - A.** details of any complaint;
 - B.** in due course, the outcome of the complaint.
 - C.** the scheme registrant must co-operate with BESCA while the complaint is investigated and accept the decisions made by BESCA's independent Complaints and Appeals Panel as per BESCA's Complaints Procedure.

It is BESCA's legal responsibility to report to the police any complaints, or other information received, that involve a criminal activity.

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BESCA is committed to ensuring that your privacy is protected. To find out more about how we process your data and your rights, please see our online privacy policy at: www.besca.org.uk/complaints-and-appeals/privacy-policy/