

TRUSTMARK SCHEME REQUIREMENTS SCHEDULE

The TrustMark Framework Operating Requirements, Customer Charter and Code of Conduct set out all the requirements that you are required to meet on application and comply with on an ongoing basis to be TrustMark Registered. These documents can be found at www.trustmark.org.uk

The Trustmark Framework Operating Requirements set out the Principles and Requirements of both Scheme Operators and installer members. Annex A has been designed as a quick reference section to clearly lay out member requirements.

Some TrustMark requirements are deemed as automatically met, as these have been assessed as part of your certification with us; however the following requirements have not been assessed. To confirm your business meets all of TrustMarks requirements please indicate the areas your business complies by completing the boxes then sign the self-declaration at the end of this document.

Note: Please see page 2 for useful guidance links on some of these requirements.

Annex

A 1.1.1	You declare no previous or current membership of, including trades or removal from other certification/registration schemes/bodies and /or any outstanding remedial actions related to any previous TrustMark registration (provide details of any if relevant)	<input type="checkbox"/>
A 1.1.4	There are no County Court Judgements at home and business trading address for the Registered Firm	<input type="checkbox"/>
A 1.1.8	Comply, where relevant, to the scope of registration and nature of contracts undertaken with the Construction, Design and Management Regulations 2015	<input type="checkbox"/>
A 1.1.9	Comply with current waste regulations - in particular the requirements to apply the waste hierarchy and requirements relating to the carriage and transfer of waste	<input type="checkbox"/>
A 1.3.1 & A 1.4.2	Comply with all relevant and current consumer protection legislation, including Sales of Goods Act, Supply of Goods and Services Act, Consumer Protection from Unfair Trading Regulations 2008, Cancellation of Contracts made In a Consumers Home or Place of Work etc. Regulations 2008 (commonly referred to as the doorstep selling regulations) and Consumer Credit Act 1974	<input type="checkbox"/>
A 1.3.4	Take appropriate steps when dealing with vulnerable people	<input type="checkbox"/>
A 1.3.5	Ensure that an appropriate number of people within the Registered Business hold a Disclosure and Barring Service (DBS) report if the Registered Business believes that they regularly work with vulnerable people	<input type="checkbox"/>
A 1.3.6	Act in a non-discriminatory fashion and comply with all current antidiscrimination and equality regulations	<input type="checkbox"/>
A 1.4.1	Comply with Advertising Standards Agency (ASA) guidelines and requirements for legal, decent, honest and truthful advertising, and compliance with TrustMark branding requirements	<input type="checkbox"/>
A 1.4.3	Avoid pressure selling techniques and leave immediately if requested to do so	<input type="checkbox"/>
A 1.4.5 & A 1.1.6	Comply with all relevant and current consumer protection legislation, including Sales of Goods Act, Supply of Goods and Services Act, Consumer Protection from Unfair Trading Regulations 2008, Cancellation of Contracts made In a Consumers Home or Place of Work etc. Regulations 2008 (commonly referred to as the doorstep selling regulations) and Consumer Credit Act 1974	<input type="checkbox"/>
A 1.4.6	Ensure that any performance claims, testimonials and claims relating to savings, financial payback, return on investment or income are clearly attributed to a reputable source	<input type="checkbox"/>
A 1.4.9	Accept full responsibility for the work or services provided by any sub-contracted business, alternatively, the sub-contracting business must also be TrustMark registered. Ensure that any sub-contractors are identified to the consumer and the works fall outside of your TrustMark registration	<input type="checkbox"/>
A 1.4.11	All EEM and low carbon technology installations must be lodged in the TrustMark Data Warehouse and be provided by a suitable financial protection mechanism and be compliant with section 10 and comply with the published requirements for lodgement where included within your scope	<input type="checkbox"/>
A 1.4.12	Have processes in place to communicate to the consumer the reason for, and nature of, any charges relating to any surveys or visits in advance - ensuring understanding by the consumer	<input type="checkbox"/>
A 1.4.13	Awareness of relevant, current legislation for the protection of protected species, e.g. Bats, Newts, native plants etc.	<input type="checkbox"/>
A 1.5.3	Ensure that instruction manuals, maintenance requirements and appropriate warranties are handed over to the consumer on completion of work	<input type="checkbox"/>

Annex		<input type="checkbox"/>
A 1.5.4	Comply with local planning requirements, and such issues as Permitted Development rules etc.	<input type="checkbox"/>
A 1.6.1	Have in place a responsive, accessible, and user-friendly dispute handling policy and process, which is free to the customer, tenants of rented accommodation and private rental sector (PRS) landlord to the point of mediation, with a prescribed time limit for responding to disputes	<input type="checkbox"/>
A 1.6.2	Make consumers aware of the dispute procedure, including access to Alternative Dispute Resolution (ADR) process	<input type="checkbox"/>
A 1.7.1 & A 1.7.2	Promote the scheme through effective use of the brand in line with the Brand Guidelines document and make consumers aware of the benefits of the scheme	<input type="checkbox"/>

Links to further reading and guidance (not exhaustive)

Sales of Goods Act <http://www.legislation.gov.uk/ukpga/1979/54>

Supply of Goods and Services Act. <http://www.legislation.gov.uk/ukpga/1982/29>

Consumer Protection from Unfair Trading Regulations 2008 <http://www.legislation.gov.uk/uksi/2008/1277/contents/made>

Cancellation of Contracts Made in a Consumers Home or Place of Work. <https://www.gov.uk/doorstep-selling-regulations>

Health and Safety at Work. <http://www.hse.gov.uk/>

Waste Regulations. <https://www.gov.uk/waste-legislation-and-regulations>

Reporting of Work under Building Control Notifications

www.gov.uk/building-regulations-competent-person-schemes

<http://www.competentperson.co.uk/>

Advertising Standards Agency Guidelines. <http://www.asa.org.uk/Industry-advertisers.aspx>

Protection of Protected Species. <http://www.legislation.gov.uk/uksi/2010/490/contents/made>

Declaration

I confirm that I have read, understood and agree to comply with the TrustMark Registered Business Licence Agreement, Code of Conduct, Customer Charter, TrustMark Framework Operating Requirements document and the requirements outlined in this Schedule.

I confirm that pre-payment and work in progress warranty provisions will be obtained if required.

I have placed a tick against all of the requirements above to confirm that the Registered business is making this application for TrustMark membership complies and will continue to comply with these TrustMark requirements including any updates to relevant legislation for the duration of the TrustMark membership.

I understand that once TrustMark membership has been achieved it will continue on a rolling basis unless the business informs us that it no longer wishes to be a member or if the business can no-longer meet the full scheme requirements. I also acknowledge that TrustMark can at its own discretion remove membership following any complaint investigation.

I confirm that I am authorised to sign this declaration on behalf of the Registered business.

Registered business:
Name:
Position:
Signature:
Date:

Please indicate trades required: Electrical MCS Contractor PAS 2030 Installer CPS Contractor

If there is any specific requirements please indicate here:

Once completed please return to: Certsure LLP, Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, Beds, LU5 5ZX or email to trustmark@niceic.com