



H&VCA Ltd

Scheme Code of Conduct

Introduction:

This document is the Code of Practice for Energy Assessors hence forth referred to as EA's.

The Code sets out the principles that must be followed and applied by all member EA's

The purpose of this document is to set out the standards of conduct that are expected of EA's and to inform members of the public about the standards of conduct that they can expect from an accredited Energy Assessor.

Integrity, honesty, and objectivity and avoid conflict of interest are fundamental principles embodied by this Code, which sets forth obligations of ethical conduct for the Energy Assessor.

These Code of Ethics details the core guidelines of Energy Assessor professionalism and ethics which aims to promote the best standards of practice by EA's and confidence in the integrity of this Certification Scheme, and its member EA's.

'H&VCA Ltd' shall henceforth be referred to in this document as **'H&VCA'**.

Assessors shall comply with this Code, shall avoid association with any enterprise whose practices violate this Code, and shall strive to uphold, maintain, and improve the integrity, reputation, and practice of the Energy Assessor profession.

Personnel engaged by **'H&VCA'** to provide services in connection with certification activities are required to confirm their willingness to observe and be bound by the following code of conduct while performing their duties for **'H&VCA'**.

'H&VCA' has adopted this Code to provide high ethical standards to safeguard the public and the profession.

1. EA's undertake to comply at all times with the administrative, operational, technical and ethical requirements of **'H&VCA'**.
2. To treat as confidential all information received or obtained while performing duties for **'H&VCA'** and not to divulge such information for personal advantage.
3. EA's must treat all customers' personal information as private and confidential (even when they are no longer a customer of the EA).
4. EA's are to report the findings and opinions resulting from their certification



- activities to 'H&VCA' and as instructed by 'H&VCA' to the organisation being assessed.
5. Not to disclose any findings, comments or opinions to any third party unless authorised in writing to do so by both 'H&VCA' and any organisation being assessed;
 6. EA's must at all times give an unbiased professional opinion.
 7. To store all documentation associated with my duties for 'H&VCA' in a safe and secure manner at all times and, on request, to return such documents to 'H&VCA'.
 8. To obtain permission from 'H&VCA' before copying or reproducing any 'H&VCA' publication or any document supplied by 'H&VCA' and before transferring such documents or publications to a third party.
 9. To disclose to 'H&VCA' any relationships or involvement the EA's have had or currently have with any organisations which they are asked to assess including any consultancies, before undertaking any form of assessment of that organisation.
 10. If in the course of preparing an EPC, a conflict with the interests of the seller or other professionals arises, the EA must disclose the conflict of interest or return the instructions to prepare the Report if the customer is unsatisfied.
 11. If a risk of conflict arises, the relationship and nature of the possible conflict of interest should be disclosed openly to all parties.
 12. Act with integrity, be honest and trustworthy, and be open and transparent in their dealings.
 13. Recognise the limits of their professional competence and keep their professional knowledge and skills up to date and in line with the National Occupational Standards.
 14. EA's must comply with Continuous Professional Development requirements as set out in the 'Membership Requirements'.
 15. EA's must participate in 'H&VCA' complaints handling system as prescribed by the Accreditation Scheme.
 16. EA's must ensure that all Energy Assessments they undertake are covered by adequate and appropriate indemnity insurance cover that meets required standards.
 17. EA's must not accept any inducement, gift, commission, discount or any other profit from the organisations that they assess on behalf of 'H&VCA' or from representatives of the organisation or from any other interested person nor knowingly allow assessors that are members of the team with which I am working to do so;
 18. EA's must not act in any way prejudicial to the reputation or interests of 'H&VCA';
 19. Advertising, marketing, and promotion of the EA's services shall not be fraudulent, false, deceptive, or misleading.
 20. Any advertisement placed by an EA must comply with statutory and national Standards to ensure that all advertisements are legal, honest and truthful and that they are clearly identifiable as an advertisement.
 21. If EA's offer customers or buyers other services and/or products through themselves or through a third party, they must act lawfully and responsibly in sending customers



- or buyers details of those services and/or products, and declare any financial benefit that they may receive as a result of customers or buyers using those services and/or products.
22. When offering to provide a direct service to produce an EPC or DEC (ie not through a third party), EA's must be satisfied that customers are provided with details in writing of the terms, conditions and rights of withdrawal, costs and policy on refunds, key features of the EPC/DEC and how it is delivered; their rights concerning personal data collected by the EA, complaints and redress procedures, and a reference to this Code.
 23. EA's must make this Code available to members of the public upon request.
 24. EA's must explain to customers that information about the completion of the Energy Assessment has to be placed on a national register.
 25. EA's must only reveal personal information about customers if the customers have given permission for the information to be revealed; or the EA has to reveal the information by law; or the information has to be revealed due to a 'common law' duty to the public.
 26. EA's must notify customers that their contact details may be used during the process For monitoring the compliance and performance of EA's.
 27. EA's must not engage in any commercial practices that are misleading or likely to mislead buyers, customers or lenders.
 28. EA's must not use physical force, harassment, coercion or undue influence.
 29. EA's must not be party to charging fees that are discriminatory or excessive.
 30. EA's must not exploit the trust, vulnerability or lack of experience of buyers, lenders or other customers.
 31. EA's must not encourage or condone unsafe or harmful practices.
 32. In the event of any alleged breach of this code, to cooperate fully in any formal enquiry procedure. Failure to cooperate may result in suspension of membership.
 33. EA's must disclose to 'H&VCA' any information that would prevent them being viewed as a fit and proper person including Bankruptcy, Cautions or convicted of a criminal offence or inappropriate financial activities or disciplinary action or allegation with another professional body trade association or regulatory body, Accreditation or Certification Scheme, or other similar organisation.
 34. EA's will not unlawfully or unjustifiably discriminate against any individual on the basis of gender, race or disability or allow their views of the belief, culture lifestyle, gender, colour, sexuality or age of others to prejudice their professional practice and relationships.
 35. All documents must be kept for a minimum of 6 years.
 36. A failure to comply with the Standards set out in the Code or guidance may lead to disciplinary action being taken against a EA by 'H&VCA'