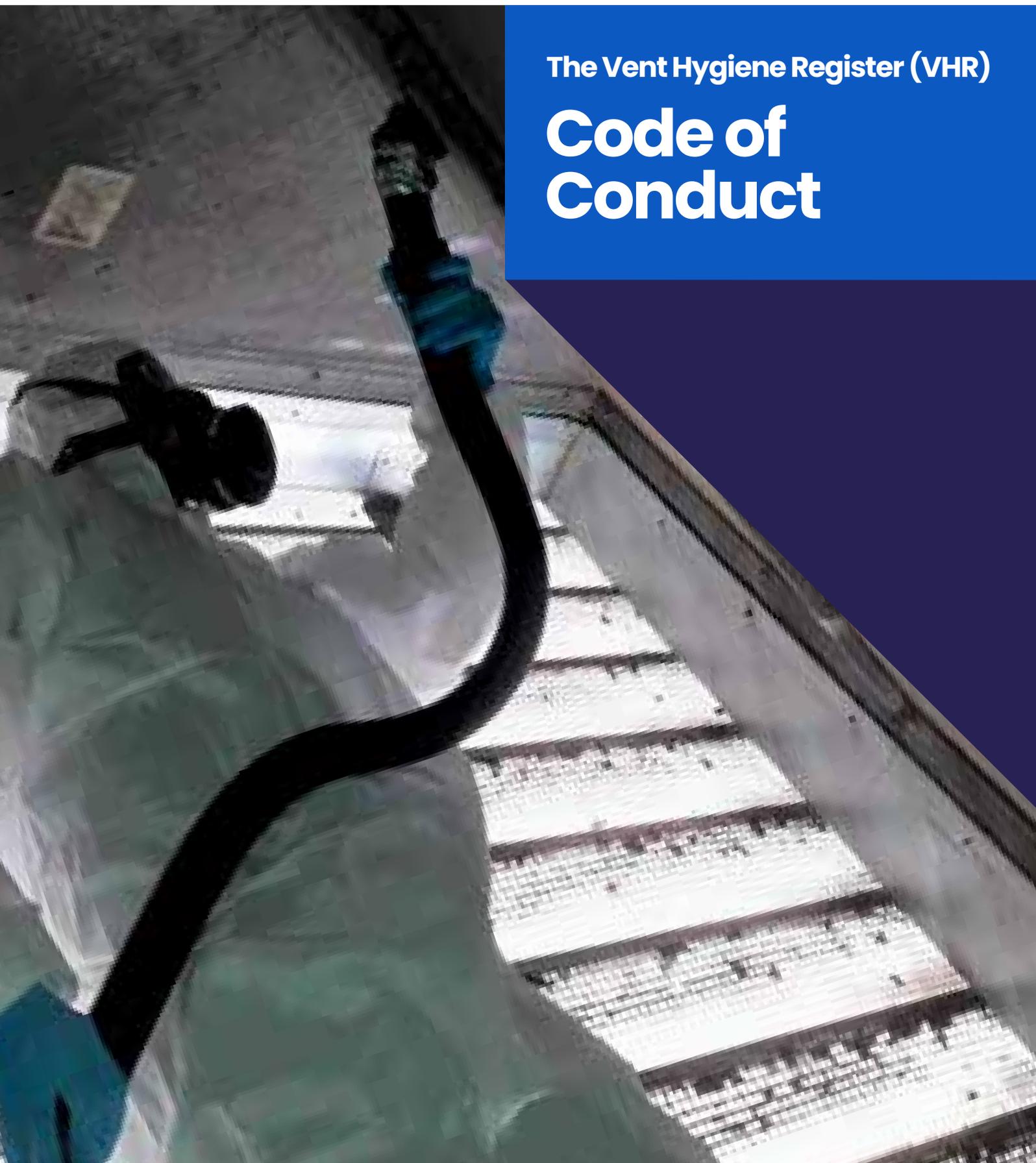


April 2023



The Vent Hygiene Register (VHR)

# Code of Conduct



## 1. INTRODUCTION

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This Code of Conduct identifies the requirements that a BESA Vent Hygiene Register (VHR) registrant must achieve and maintain in accordance with the BESA VHR Terms of Registration.

BESA may publish amendments to the Code of Conduct from time to time and will inform all Vent Hygiene Register (VHR) 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 BESA website.

The VHR 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. BESA CODE OF CONDUCT

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This Code of Conduct applies to all registrants of BESA's Vent Hygiene Register (VHR). The purpose of this Code of Conduct is:

- I. To support all those engaged in the Vent Hygiene Register (VHR) and the self-certification process with BESA.
- II. To reassure clients and other interested parties that ventilation system cleaning work is carried out to BESA TR19® and any other Vent Hygiene Register (VHR) 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

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This Code of Conduct applies to all registrants of BESA's Vent Hygiene Register (VHR). The purpose of this Code of Conduct is:

- I. If a VHR registrant is found to be in breach of any requirements of this Code of Conduct or any other Vent Hygiene Register (VHR) requirements, disciplinary action may be taken against them as detailed in the Terms of Registration.
- II. If a VHR registrant is considered to be in breach of the Vent Hygiene Register (VHR) requirements then VHR will reject or revoke scheme registration as outlined in the Terms and Conditions.

## 4. MONITORING OF COMPLIANCE WITH THE CODE OF CONDUCT

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VHR 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 VHR, 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 BESA are being met and that the registered business is operating in a professional manner. All new Vent Hygiene Register (VHR) 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 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 Vent Hygiene Register (VHR) technical audit through their BESA Competence Assessment Standard audit completed satisfactorily from September 2019 onwards. BESA will investigate all complaints surrounding registrants, checking all conditions of Vent Hygiene Register (VHR) registration and conduct have been met as outlined in the BESA complaints policy detailed on the BESA website [www.besca.org.uk/complaints-and-appeals](http://www.besca.org.uk/complaints-and-appeals).

## 5. REGISTERED BUSINESSES

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All Registered Businesses must ensure all personnel employed in services covered by this Register 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 Vent Hygiene Register (VHR) into disrepute.
- II. Ensure any claims made regarding their certification with BESA Vent Hygiene Register (VHR) are consistent with the scope of the certification granted, nor make any statement regarding their certification that BESA may consider misleading or unauthorised.
- III. Meet other non-technical scheme requirements, acting honestly and fairly in all dealings relating to the Vent Hygiene Register (VHR).
- IV. Agree to co-operate with VHR and provide access to any relevant documentation, records and processes during any audits carried out by VHR or any governing body.

- V.** Restrict work activities to those within their personal competence and the scope of activity that BESA 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 Vent Hygiene Register (VHR).
- VII.** Comply with BESA'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 BESA's quality assurance and external monitoring procedures that ensure the requirements of VHR have been met.
- IX.** Comply with all applicable Health & Safety and legal requirements.
- X.** Only register works completed by the Registered Business within the Vent Hygiene Register (VHR), ensuring no retrospective works completed by the Registered Business or sub contractor are certified within the mechanisms provided by BESA.
- XI.** Where the Registered Business employs a 3rd party contractor to complete works on their behalf during their membership lifespan, the Vent Hygiene Register (VHR) Registered Business will be responsible for certification.
- XII.** Ensure impartiality when registering works within BESA's mechanism for certification. Vent Hygiene Register (VHR) Registered Businesses must not certificate for works for businesses or individuals.

## 6. RELATIONSHIP WITH CLIENTS

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- 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.** Vent Hygiene Register (VHR) registrants must provide customers with a Post Clean Verification Report and a VHR Notification of Full or Partial Clean Certificate on completion of works undertaken.
- IV.** It is recommended that a written notification/contract exists between accredited Vent Hygiene Register (VHR) 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 Vent Hygiene Register (VHR) to clients, registrants must abide by the conditions laid out in the BESA Vent Hygiene Register (VHR) Brand Guidelines with regards to advertising and promotion.

## 7. CLEANING AND REPORTING

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Vent Hygiene Register (VHR) 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 BESA 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 Vent Hygiene Register (VHR) 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 BESA of all completed work under the Vent Hygiene Register (VHR) 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

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Vent Hygiene Register (VHR) Registrants should have a working complaints procedure in place that satisfies BESA'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;

Vent Hygiene Register (VHR) 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 VHR 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 BESA 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 BESA while the complaint is investigated and accept the decisions made by BESA's independent Complaints and Appeals Panel as per BESA's Complaints Procedure.

Any references to VHR or Vent Hygiene Register throughout the document can fall under the BESA Masterbrand and/or BESA as the administrators.

BESA 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: [www.thebesa.com/privacy-policy](http://www.thebesa.com/privacy-policy)