

# Energy Assessors Code of Conduct



## Membership Requirements

### Monitoring and Inspection

1. Members shall be required to provide full details of a percentage of energy performance assessments to enable NAPIT to fulfil its monitoring obligations. Members must provide the required information fully and promptly on request and provide any clarification that might be required.
2. Members must make themselves available for monitoring assessments if required.
3. Members must allow their work, relevant business activities and associated documentation to be monitored by NAPIT or its agent.
4. Records of all work undertaken and the corresponding documentation must be sufficiently detailed to support the energy performance certification, must be retained securely for a period of 15 years and must be made available to NAPIT on request.
5. Members must not claim to represent NAPIT or the views of NAPIT without express permission.

### Regulations

6. Any work undertaken on Energy Performance Certification must comply with the Energy Performance of Buildings (Certificates and Inspections) Regulations, as amended.
7. Completed work must be submitted to NAPIT in accordance with written procedures in order that NAPIT can lodge the outcome with the relevant National Register.
8. Members must comply with, and may be asked to demonstrate policies on Health and Safety at Work.
9. Members must comply with the Data Protection Act as amended.

### Organisations & Systems

10. Any changes in the circumstances or details of the Member, must be notified to NAPIT and may under some circumstances require a membership review. If additional monitoring is required to maintain membership a charge may be made.
11. Members must ensure that they are covered by suitable Professional Indemnity Insurance. The minimum cover for membership is £250,000 in any one claim and in the aggregate, although the Member will recognise that greater cover may be required depending on the nature of the work undertaken.
12. Members must ensure that they or their employer has appropriate, current and sufficient insurance cover for Public Liability and Employers Liability.
13. Members must use NAPIT trademarks and logos, and make reference to NAPIT Membership or Registration strictly in accordance with NAPIT guidelines.
14. Members must at all times preserve the reputation and integrity of the NAPIT Scheme and that of professional Energy Assessors in general.
15. Members must not engage in any activity or practice which could result in public criticism of the NAPIT Scheme or which diminished public confidence in the NAPIT Scheme or energy performance certification in general.
16. Once membership has ceased for any reason, the NAPIT logo may no longer be displayed by the ex-member in any form and any NAPIT documentation should be returned or destroyed in accordance with NAPIT instructions.

# Customer Relationships

## Fair Trading

17. Members should be aware of their legal obligations with regard to the Sale of Goods Act, the Supply of Goods and Services Act and the Trade Descriptions Act. They should seek to follow guidance on these obligations and other fair trading matters given by the Office of Fair Trading ([www.of.gov.uk](http://www.of.gov.uk)).
18. Members should provide their membership number and show NAPIT identity cards to customers when requested to do so.
19. Members should provide quotations, estimates and invoices that are clear and unambiguous with no hidden costs or extras and should include for all the activities necessary for the certification being sought.
20. Members' estimates and invoices must bear the VAT number and all prices will indicate whether they are inclusive of VAT (if VAT is applicable).
21. Variations in work should be covered by written agreement between a Member and their customer.
22. Members must make it clear to the customers what information about their property will be lodged on the national Register, and that detailed information including their contact details may be shared with NAPIT in confidence to fulfil quality control obligations.
23. Members must treat all personal information obtained about a customer as confidential and shall maintain such confidentiality beyond any commercial relationship between the two.
24. Members must make this Code of Conduct available to their customers on request.

## Professional Conduct

25. Members shall be responsible for maintaining their competence and must keep a formal record of continuing professional development (CPD) or lifelong learning.
26. Members must declare any interest they have in a property that they are certifying (ownership, direct or in association by employment). This must be made clear to a customer prior to undertaking certification and must be recorded on the certification records.
27. Members must recognise where they may have a conflict of interest through commercial or other relationships with their customers and must seek to avoid or manage any such conflicts of interest to ensure valid certification. Members must declare any such interests in the certification submission and shall recognise that NAPIT may increase monitoring where this is prevalent.
28. Members requiring access to a customer's property shall gain such access lawfully and shall cooperate fully with the property owner.
29. Members who offer other related services shall make it clear to their customers if the energy performance certification work is in any way conditional on other work.

## Standards of Work

30. Members must only undertake energy performance certification work that is within the scope of their Registration.
31. Members must at all times achieve the standard of work required by NAPIT and must adhere to procedures and guidance issued as appropriate.
32. Members shall conduct their work in an unbiased manner, with reasonable care, skill, accuracy, clarity, and professional behaviour.

## Complaints

33. Members must operate a fair and expeditious complaints process and must recognise that in the first instance they are responsible for the resolution of complaints against them.
34. Members must retain records of complaints made against them and actions taken to address them, and shall make such records available to NAPIT on request.
35. Members must cooperate fully with any investigation carried out by NAPIT with regard to a complaint made about the Member, providing all relevant documentation as required.
36. If a complaint investigation finds against a Member, the Member shall comply fully with any corrective or improvement action imposed by NAPIT at their own cost. The Member shall accept that NAPIT may charge them for costs arising from the complaints investigation.
37. NAPIT may suspend or withdraw registration from a Member, or may place conditions on continuing registration. In such cases the Member shall comply fully with instructions issued by NAPIT.
38. Where a Member wishes to appeal against a decision made by NAPIT through the complaints process, they shall follow the guidelines given in the Appeals Procedure which shall be made available on request.

If you have any questions you  
can call us on 0870 444 1392



4th Floor Mill 3, Pleasley Vale Business Park,  
Mansfield, Nottinghamshire NG19 8RL  
Tel: 0870 444 1392 Fax: 0870 444 1427  
Web: [www.napit.org.uk](http://www.napit.org.uk) Email: [info@napit.org.uk](mailto:info@napit.org.uk)