

## A Recommended Code of Practice for Service Providers

The CSCA is a non-profit membership organisation for companies who actively support and demonstrate a sound approach to the control of water quality in closed systems.

This Code of Practice and associated Service Standards are intended to give guidance, on the standard of service management that a client should expect from those service providers who agree to abide by this Code. The contractual responsibility for the control of water conditions lies with the client and the service provider. In order to meet the requirements of the CSCA Service Delivery Standards, the Service Provider should have processes in place to generally comply with this Code of Practice and specifically with relevant Service delivery Standard/s.

The guidelines outlined in this document have been designed to help owner/operators select a service provider by highlighting nine critical areas (Service Provider General Conditions of Compliance) and detailing the commitment that the owner/operator should expect from prospective service providers.

The Code of Practice requires that service providers establish appropriate management systems for the provision of Precommission and Remedial Cleaning of Closed Heating & Cooling Systems and/or Maintenance Water Treatment for Closed Heating and Cooling Systems. A valid certificate is an indication of the registrant's commitment to comply with the Service Provider Commitments of the Code and should not be taken as proof of compliance. The CSCA does not approve specific products or services as being effective in controlling closed water systems or assess the competence of individual service provider employees.

### **Definitions**

#### **1. Service Provider**

Companies or individuals or their sub-contractors who are involved with providing advice, consultancy, operating, maintenance and management services or the supply of equipment or chemicals to the client for the purposes of: Precommission and Remedial Cleaning of Closed Heating & Cooling Systems or Maintenance Water Treatment for Closed Heating and Cooling Systems.

#### **2. Client**

The owner or occupier of the premises, or his appointed representative, or other person nominated to be the "responsible person".

#### **3. Staff**

Any person directly or indirectly employed in meeting the requirements of this document and the CSCA Service Delivery Standards.

#### **4. Sub-contractor**

For the purposes of CSCA registration, a sub-contractor is a company or an individual who carries out unsupervised work on behalf of a service provider. In the case of companies or self-employed individuals the test as to whether the company or individual carrying out the work should be declared as a sub-contractor or not is whether the methodology employed is their own or set by the 'principal' service provider. For example, a self-employed chemist using the 'principal' service provider's methodology, trained by the 'principal' service provider and whose work is reviewed by the 'principal' service provider, is not a sub-contractor, whereas one who has been independently trained and who uses methodology not devised by the 'principal' service provider is a sub-contractor.

**Note:** Section 8 of the CSCA Conditions of Compliance requires that the principal CSCA member implements additional controls and audits on a sub-contractor whether or not that sub-contractor is registered under the CSCA.

## **5. Specific Activities**

Categories the CSCA member is registered for relating to: . Precommission and Remedial Cleaning of Closed Heating & Cooling Systems or Maintenance Water Treatment for Closed Heating and Cooling Systems.

## **Service Provider General Conditions of Compliance**

### **1. ALLOCATION OF RESPONSIBILITIES**

**The Service Provider will:**

- 1.1 identify client's designated responsible person
- 1.2 explain in detail the client's obligations under the contract.
- 1.3 identify those services covered by the contract and those which should be provided by the client
- 1.4 formalise a written agreement detailing the respective responsibilities for each requirement
- 1.5 state in the written agreement that the service provider has CSCA registration for the service categories being provided or otherwise.

### **2. TRAINING AND COMPETENCE OF PERSONNEL**

**The Service Provider will:**

- 2.1 have a system for assessing the competence of service provider staff, establishing their training needs and ensuring they are kept up to date with current best practice procedures (see appendix 2)
- 2.2 arrange training programmes for service provider staff associated with: . Precommission and Remedial Cleaning of Closed Heating & Cooling Systems or Maintenance Water Treatment for Closed Heating and Cooling Systems
- 2.3 maintain training records for all service provider staff
- 2.4 provide copies of service provider staff training records and competence assessments to clients when requested; and maintain records of these requests and responses
- 2.5 assist the client to assess training needs of client staff and then where requested advise as to how these can be met.

### **3. CONTROL MEASURES**

**The Service Provider will:**

- 3.1 have a management system to assess the requirements of and ensure an appropriate programme of: . Precommission and Remedial Cleaning of Closed Heating & Cooling Systems or Maintenance Water Treatment for Closed Heating and Cooling Systems is designed, implemented, monitored and maintained
- 3.2 have a system to ensure that corrective and preventive actions are reported to the client, and for verifying they have been implemented
- 3.3 ensure the programme management satisfies as a minimum the CSCA Standards for Service Delivery.

### **4. COMMUNICATION**

**The Service Provider will:**

- 4.1 have management procedures to respond appropriately should the system operating conditions deviate from control criteria
- 4.2 agree with the client how the service provider would communicate with the client's nominated personnel in the event of any necessary actions

- 4.3 bring to the client's attention any significant matters affecting the control of the closed water system which have become evident, beyond the responsibilities of the contract.

## 5. RECORD KEEPING

### The Service Provider will:

- 5.1 indicate which records should be kept by both parties and where they will be kept  
5.2 establish with the client who will be responsible for the maintenance of these records.

## 6. REVIEWS

### The Service Provider will:

- 6.1 establish a programme that will allow both parties to review formally, at least annually, all aspects of the agreement covering system management and the control.

## 7. INTERNAL AUDITING

### The Service Provider will:

- 7.1 have a management system to ensure that service provider compliance with the Service Standards is self-audited at least once a year and that a formal record is kept  
7.2 establish a corrective action programme so that any non-compliance identified is progressed in a timely manner.

## 8. SUB-CONTRACTORS

### The Service Provider will:

- 8.1 have a management procedure to ensure that any sub-contractor holds an independent registration under the CSCA (see Definitions for the CSCA definition of a sub-contractor); or  
8.2 where a sub-contractor is not CSCA registered, implement additional controls and audits to ensure that all activities carried out are compliant with the CSCA and any relevant legislation; and  
8.3 regardless of whether the sub-contractor is CSCA registered or not, implement procedures and checks as necessary to ensure that the competency of the sub-contract service provider is assessed in relation to the scope of service the sub-contractor is providing.

## 9. DISTRIBUTION OF THE CODE

### The Service Provider will:

- 9.1 have a management system to ensure all clients to whom services are provided, receive a copy of the CSCA Code, relevant Service Standard/s and Certificate of Registration or are informed that the current documents are available on their website.

**In the event that the client believes that a Registered Service Provider has not complied with the CSCA Code of Practice or Service Standards, they may write, with full details, to [admin@cscassociation.org.uk](mailto:admin@cscassociation.org.uk)**