

CSCA Statement of Compliance – Maintenance water treatment for closed heating and cooling systems



Company Name:	Auditor:	Date:
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Before completing this form:

- 1) Read and refer to the ‘*Standard Service Delivery*’ for Maintenance Water Treatment for Closed Systems (see ‘Downloads’ on CSCA website).
- 2) For this application for registration for the CSCA to be accepted you **must** have procedures or processes in place in response to all the questions shown in **red script**.

Whilst the questions in **black script** are important an affirmative response is not essential for your registration to be accepted. However it is expected that you ensure that all elements of this questionnaire are satisfied by the time of your first CSCA Audit, otherwise your registered status may be compromised (although time will be allowed for compliance in such instances).

- 3) You should enter in the ‘Evidence’ column the Title/or Number/Clause/Section from your **Standard Operating Procedures**. If you do not yet have formal Standard Operating Procedures but nevertheless your company operates in compliance with the particular question you will need to cite other evidence which could be for example a typical business proposal which lists the services you offer. Another example of useful evidence would be a typical Consulting Service Report (CSR). If at this stage you cannot provide this information then state ‘No’ in the first column.

It is recognised that a single evidence item may cover a number of the questions.

<u>Survey and Preparation:</u>	YES/NO	*EVIDENCE Ref.
The provision of system identification, condition assessment and review records related to the closed system.		
Is there evidence that the service provider has:		
1. Defined the supplier/client management areas of responsibility?		
2. Clarified in writing the scope of service being offered (e.g., which buildings/premises, which systems)?		
3. Agreed the water treatment outcomes and KPIs with the customer?		
4. Completed a survey process prior to issuing proposals?		

5. Ensured that the Survey Questionnaire includes the mechanical and operational aspects of the system (volume, recirc rate, makeup, critical heat exchangers, metallurgy, mfrs data, water usage, temperature, pressure, etc.)?		
6. Ensured that the Survey Questionnaire includes the analysis of fill and system water?		
7. Ensured that the Survey Questionnaire considers possible environmental restrictions in the event of any necessity for system drain down?		
8. Undertaken a review of historical records?		
9. Ensured that the historical review includes current treatment efficacy, logbooks, test certificates, cleaning records, system operation, any control issues, etc?		
10. Included querying the location and suitability of dosing and/or control equipment		
11. Included the safe handling of chemicals, delivery, storage and application methods		
Programme Design Procedures: Evidence of a standard system for designing treatment programme		
Is there evidence that the service provider has:		
12. A standard design programme in place?		
13. A programme which includes a procedure for the design and selection of pre-treatment and dosing and control equipment?		
14. A programme which includes a procedure for the selection of products and control techniques?		
15. A programme which includes a procedure for the design of an appropriate monitoring and testing regime?		
16. Ensured that this procedure includes chemical test selection, analytical methods, testing frequency, control limits?		
17. Ensured that this procedure Identifies suitable sampling points?		
18. Ensured that this procedure provides for the interpretation of results and identification of the corrective actions where appropriate?		
19. A system of reporting and record keeping?		
Desired Outcomes: Evidence of specification and agreement on desired outcomes with client		
Is there evidence that the service provider has:		
20. Obtained client's acceptance to the proposed control limits, corrosion rates, etc.		

Programme Initiation Procedures:		
Evidence that standard programme initiation procedures are in place		
Is there evidence that the service provider has:		
21. Provided an explanation of the programme to the client?		
22. Provided details of the schedule of service to the client?		
23. Provided information re volumes of chemicals included in the agreement?		
24. Agreed and documented 'Division of Responsibilities' with the client?		
25. Agreement with the client over lines of communication and reporting?		
26. Issued initial instruction for the client?		
27. Identified training needs and competence of all staff involved including service provider and client staff?		
28. An Agreement with the client over SUCCESS CRITERIA for the programme for reference at review meetings?		
Programme Execution Procedures:		
Evidence that programme execution procedures are in place		
Is there evidence that the service provider has:		
29. A service visit and monitoring regime control process?		
30. Staff training and competence reviews?		
31. Reporting and communication audits/reviews?		
32. Programme reviews with client?		
33. A system of record keeping audits?		
Programme Verification and Quality Control:		
Evidence that programme verification procedures are in place		
Is there evidence that the service provider has processes in place for checking:		
34. That the correct tests are being carried out?		
35. That the correct control limits are being employed?		
36. That the test results are being interpreted correctly?		
37. That the appropriate corrective actions are being advised?		
38. That joint reviews are taking place?		

System Analysis/ Monitoring Visits:		
Evidence that Standard Procedures are in place		
Is there evidence that the service provider includes:		
39. Sampling plans for each contract?		
40. Sample numbers, frequency, location and testing to BS8552?		
41. Appropriate training where site personnel carry out specific tests and observations?		
42. Competence checks for all staff?		
On Line Performance Monitoring (if applicable):		
Evidence that Standard Procedures are in place		
If online systems are employed is there evidence:		
43. That results are regularly reviewed and reported to the client?		
Reporting and Communication:		
Evidence that Standard Procedures are in place		
Is there evidence that the service provider includes:		
44. Confirmation from the client as verification when work is completed?		
45. Verification that reports are being distributed by the agreed method to a designated representative of the customer and that copy records are being retained by the service provider?		
Record Keeping:		
Evidence that Standard Procedures are in place		
Is there evidence that the service provider has agreement with the client:		
46. Which records will be kept by both parties?		
47. Where they will be kept?		
48. Who will be responsible for the records?		
Programme Reviews:		
Evidence that Standard Procedures are in place		
Is there evidence that the service provider includes		
49. Reviews of the water treatment programmes?		
50. A record of the frequency of reviews whether the pre-arranged schedule is being adhered to?		

Service Provider Verification of Delivery of Contract:		
Evidence that regular audits are carried out to verify service delivery		
Is there evidence that the service provider includes:		
51. Regular audit of service reports (test, observations, analysis performed)		
52. Regular audit of specified control limits or acceptable conditions on reports		
53. Regular audit of service engineer interpretation		
54. Regular audit of non-conformance advice to client to ensure consequences and corrective actions are advised		
55. A record of non-conformance incident rates in the sample of service reports audited? (i.e. by individual to assist in competence assessments)		
56. Identification of any common problems associated with service staff or client staff?		
57. A system of verification that any non-conformances are rechecked on the next service visit to prove non-conformance has been successfully corrected?		

Question N ^o .	Action required to be completed	Action by (date)	Action completed (date)