A buyers guide:
How the closed system control association (CSCA) can help you!

The CSCA Code of Practice and Service Standards are designed to ensure that service providers establish and maintain appropriate management systems to enable them to deliver a consistent quality of service provision in the control of cleaning operations and maintenance of water quality in closed heating and cooling systems.
Service Providers may register with the CSCA for the delivery of the following:
Pre commission cleaning, Remedial cleaning and or Maintenance water treatment
Registered service provider members of the CSCA are audited regularly to ensure compliance with the CSCA Code of Practice and Service Delivery Standards.

BG29/2020 Pre-Commission Cleaning of Pipework Systems written jointly by BSRIA and the Closed System Control Association (CSCA) makes specific reference to Service Provider membership of the CSCA. Whilst membership of CSCA has no legal status, it may give guidance to Buyers about the standard of service they will receive from service providers who agree to abide by the CSCA's Code of Practice and Service delivery standards. This document is intended to explain to you, the Buyer, how the CSCA can help you to select a competent service provider.

There are a number of points that a Buyer needs to understand about the CSCA Code of Practice:

• It is voluntary. There is no statutory requirement for service providers to register with the CSCA, but the Closed System Control Association believes that most responsible service providers will want to do so.
• It aims to be inclusive, but minimum entry standards must be met by registrants.
• It is progressive. (Membership requirements placed on registrants increase annually.)
• It is an indication of commitment to good practice in the control of cleaning processes and of water quality in closed systems.

The CSCA's Code of Practice and Service Standards are designed to ensure that service providers establish and maintain appropriate management systems to enable them to deliver a consistent quality of service provision ~~for the control of water quality in closed systems~~. the CSCA cannot guarantee that every individual in the service provider's organisation will at all times follow their company procedures.

In the same way that ISO9001 is universally applicable and does not accredit specific products, the CSCA's Code of Practice does not prescribe or approve particular products, services or control of water quality in closed systems techniques. A company's registration does not mean that the CSCA has approved their specific products or services as being effective in when cleaning and or controlling water quality in closed systems.

All registrants are required to supply current copies of both the Code of Practice and their CSCA Registration Certificate to their clients, or make these documents available on their website, and they must develop documented management procedures to ensure compliance. During the annual re-registration process, the service provider has to provide the CSCA with their Statement of Compliance and other requested documents to show how they meet the requirements of the CSCA code of practise and Service Standards.

The Statement of Compliance is a concise document which is intended to explain to any interested party how the service provider complies with the Service Provider Commitments of the CSCA's Code of Practice and Service Standards, making reference where appropriate to other documented procedures. This Statement of Compliance is reviewed by the CSCA to assess whether it gives confidence that the requirements of the Code are being met. Where the Statement of Compliance is inadequate the service provider is required to revisit both the statement and the procedures supporting it. Only when a satisfactory standard has been reached is a registration confirmed.

A team of CSCA Assessors carry out audits at the offices of the registered members, on a periodic basis. All members, including new members, of the CSCA will have undergone formal auditing. However, as the Buyer you should not assume that this is your guarantee of their compliance with the Code of Practice. You should satisfy yourself of both their compliance and competence using the Code as a tool to help you.

The CSCA would recommend that you ask the prospective service provider to supply:

• A copy of the Code of Practice and their CSCA Certificate of Registration.
• A copy of their Statement of Compliance to enable you to decide for yourself whether it gives you confidence that they meet the CSCA Service Provider Commitments.
• Corroborating evidence as to how they comply with the conditions and commitments of the Code.
• Whatever additional evidence you feel is appropriate to satisfy you of their competence and that the specific products and services they are recommending will be effective.
• Training records and relevant competence assessments for all staff who will be involved in the service delivery. The CSCA would also recommend that you verify the service provider's registration status by visiting www.cscassociation.org.uk or by contacting the CSCA Secretariat by email at admin@cscassociation.org.uk.

To aid the Buyer further, the CSCA has produced Service Delivery Standards for each category of registration a member can hold. The categories which the CSCA member is registered for are listed on their Certificate of Registration and the CSCA website. These Service Delivery Standards can be found on the CSCA website under 'Downloads'.

The standards detail the procedures a service provider should have in place to deliver effectively the services they provide. These standards include:

• Greater definition of the service provided.
• Information regarding the knowledge, training and experience required by service provider staff involved in the service delivery.
• Details of the procedures the service provider should have in place to plan, execute, audit and otherwise manage the specific service delivery