

## CIBSE Certification Code of Conduct

CIBSE Certification requires high standards of all persons certified under any of its personnel certification schemes, hereafter referred to as certified individuals. All such certified individuals are required to observe the following Code of Professional Conduct.

### Scope of application:

- All CIBSE Certification personnel schemes

### Certified individuals shall:

At all times ensure your conduct upholds the reputation of the CIBSE Certification schemes and safeguards the public interest in matters relevant to the provision of their services for which you are certified by complying with CIBSE Certification Requirements and, as appropriate, those of The Environment Agency, The Ministry of Housing, Communities and Local Government (MHCLG), Business Engineering and Industrial Strategy (BEIS) and the Building Standards Division of the Scottish Government (BSD) requirements upon which this Code of Conduct is based.

Exercise professional skill and judgement to the best of your ability, discharge your duties and responsibilities with fidelity.

Actively maintain, and where possible, encourage others to maintain their professional competence in energy assessment through systematic improvement and broadening of knowledge and skills in accordance with CIBSE Certification guidelines on Continuing Professional Development as published from time to time.

Ensure at all times that you conduct your activities in a manner that ensures no conflict of interest can arise. Where a conflict of interest or potential conflict of interest is identified you must inform your employer and/or your client and take appropriate actions to mitigate such conflict of interest. Records shall be kept of such actions for examination by CIBSE Certification during audits.

Additionally, you must disclose to your employer or client any significant interest in another company, firm or person carrying out any business that is connected with your activity under any CIBSE Certification Personnel Certification scheme and declare such interests in accordance with the Scheme Rules and the provisions of the relevant Legislation.

Declare all complaints received from clients and others, and where possible, their resolution to CIBSE Certification. Refer clients to the CIBSE Certification complaints procedure which is available from the CIBSE Certification website.

Maintain adequate levels of professional indemnity insurance and/or public liability insurance as described in the relevant scheme information to cover your activities.

Have due regard to the safety, health and welfare of themselves, colleagues and the general public, and have due regard to environmental issues in carrying out your professional duties.

Seek to promote equal opportunities.

### No Certified Individual shall transgress this Code of Conduct by:

- Improperly offering or accepting either directly or indirectly payment or other inducement to secure work or employment.
- Undertaking work for which they knowingly lack sufficient professional or technical competence or adequate resources to meet their obligations.
- Knowingly misrepresent the views of CIBSE Certification.
- Serving their own interests or those of their employer or client when acting as an official representative of CIBSE Certification.

Document reference:	CCMP 006	Approval:	A Geens
Revision number:	11	Signed:	
Issue date:	12/03/18	Page:	1 of 2



### Transgression

Transgression of this Code of Conduct will be dealt with in a manner proportionate to the impact of the transgression, taking into account whether there has been any previous transgression of this Code of Conduct or any other information that might also be relevant.

In terms of seriousness of transgression, the following is provided as guidance:

**Minor transgression.** No significant impact on clients or other stakeholders associated with the transgression. Certified individuals will be informed of the transgression and CIBSE Certification will check that there are no further occurrences.

**Significant transgression.** A transgression that has a significant impact on the client or other stakeholder. Certified individuals will be asked to undertake additional training to modify their behaviour whilst being allowed to continue to lodge certificates but could be subject to suspension until a period of training has been completed. An example of significant transgression would be via the customer feedback process where a customer is discontented with the assessor's behaviour, but no official complaint has been raised.

**Major transgression.** Unquestionable evidence that a certified individual has failed to meet this Code of Conduct in a way which has had a major impact on the client or other stakeholders. A certified individual can be expected to be suspended pending a disciplinary hearing. An example of major transgression is where an assessor has provided specific advice to the client outside his remit, or there has been a failure to disclose the schemes complaints mechanism to the client or other stakeholder.

CIBSE Certification will monitor compliance with this Code of Conduct via audits of records, of the various types of reports or other documentation produced in part, or in full, as part of an individual's certified activity. This includes contacting certified individuals' clients and using the standard customer satisfaction questionnaire. We will also follow up any complaints individuals may have received or which have been received at CIBSE Certification regarding their behaviour or performance.

A certified individual can lodge an appeal against a decision made by CIBSE Certification, the appeals procedure is available on the CIBSE Certification website.

By signing this Code of Conduct you are consenting to CIBSE Certification communicating your details to others where this is a requirement. Such requirements may be part of the scheme owner's specification e.g. those of The Ministry for Housing Communities and Local Government, Business Energy and Industrial Strategy or Building Standards Division Scottish Government.

I hereby commit to abide by the above CIBSE Certification Code of Conduct:

Signature:	Date:
Print Name:	Registration number:

Document reference:	CCMP 006	Approval:	A Geens
Revision number:	11	Signed:	
Issue date:	12/03/18	Page:	2 of 2