



ASSESSMENT AND SURVEILLANCE SCHEME FOR INSTALLERS OF GAS MEMBRANES

(15-01-025)



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Note: This document may be revised from time to time, for example to take account of improvements and amendments to test and assessment methods and material innovations.

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Contents

1.0	TERMS AND CONDITIONS OF USE	3
	<i>The British Board of Agrément (BBA)</i>	3
	<i>BBA Agrément Certificates</i>	3
2.0	INTRODUCTION	3
	<i>Statutory requirements</i>	4
3.0	SCOPE	4
4.0	REFERENCE DOCUMENTS	4
5.0	DEFINITIONS	4
6.0	THE APPROVED PRODUCT	5
7.0	THE APPROVED INSTALLER PROCESS	5
	<i>Initial Approval</i>	6
	<i>Ongoing Approval and Surveillance</i>	6
	<i>Licence</i>	6
8.0	CONDITIONS OF APPROVAL	7
9.0	RESPONSIBILITIES	7
	<i>The Approved Installer's responsibilities</i>	8
	<i>Assessment of a building</i>	9
	<i>Work instructions to Technician</i>	9
	<i>BBA Responsibilities</i>	10
10.0	RECORDS	10
11.0	HEALTH AND SAFETY	11
12.0	APPENDIX	11
APPENDIX 1 - BBA QUALITY CONTROL SPECIFICATION		11
	<i>Introduction</i>	11
	<i>Criteria</i>	11
	<i>Additional considerations</i>	12
	<i>Value Chain, Verification and BBA Spot-Check Validation Activity for Gas Membranes</i>	13

1.0 TERMS AND CONDITIONS OF USE

Intellectual Property Rights, including Copyright, in the Assessment and Surveillance Scheme for Installers of Gas Membranes (hereinafter referred to as the Scheme), this Scheme Document and any other related documentation belong to the BBA.

This Scheme Document and appendix has to be read, considered, and used as a whole document.

You may view, read, print, and copy this Scheme Document, for your own personal use and/or your business purposes. If a copy is passed to a third party, the BBA's Intellectual Property Rights must be acknowledged.

References in this Scheme Document to any Act of Parliament, Statutory Instrument, Directive or Regulation, British, European or International Standard, Code of Practice, manufacturers' instructions, or similar publication, are references to such publication in the form in which it was current at the date of this Scheme Document.

The BBA makes no warranties, representations, or undertakings in respect of this Scheme Document.

In no event will the BBA be liable for any direct, indirect, or consequential loss, legal expenses or other loss or damage suffered by a third party or other person arising from reliance on or in connection with the Scheme and for the avoidance of doubt arising from an installation carried out by an Approved Installer or in any form.

The British Board of Agrément (BBA)

BBA offers a range of services that provide reassurance to UK users, specifiers, insurers, and regulators of construction products, and encourages the adoption of innovative construction solutions.

More specifically it:

- Tests and assesses construction products against UK requirements or other relevant recognised documents, issuing Agrément Certificates for those products it considers are fit for purpose.
- Inspects and certifies manufacturers to confirm consistency of production; and
- Inspects the installation of products through independent or government schemes.

BBA Agrément Certificates

BBA Agrément Certificates provide BBA's independent opinion of the fitness for purpose of a product or system having assessed all relevant performance factors including as appropriate safety, installation, durability, and other essential requirements.

2.0 INTRODUCTION

This Scheme encompasses the installation of Gas Membranes by Approved Installers. The Scheme confers 'BBA Approved Installer' status.

Installers shall be assessed by the BBA as in these Scheme Documents before they become Approved. Approval is maintained subject to Surveillance.

The Scheme covers the installation of gas membranes which have a current BBA Agrément Certificate and are installed in accordance with the Certificate and the Manufacturer's Installation Manual and method statement.

The Scheme is a tripartite scheme, requiring a three-party arrangement between

- The BBA
- The Agrément Certificate Holder
- The Approved Installer

The responsibilities of each are set out in the Scheme.

The Scheme gives assurance that the installer's business is competent to install the type of gas membrane certified, specifically in regard to

- Competence of individuals and teams who undertake the installation work.
- Selection of membrane appropriate to the case at hand
- Assessment of the building as suitable and ready for installation of the gas membrane before the membrane is installed
- Appropriate design detailing
- Compliance with statutory regulations

The Scheme does not confirm the fitness for purpose of individual installations and must not be interpreted as conferring any form of guarantee or warranty for such installations.

Information about the BBA, its Agrément Certificates and its Approved Installers is available on the BBA website at www.bbacerts.co.uk. Documents can be downloaded and printed from the website.

Statutory requirements

The Installer shall carry out works in a manner complying with the statutory requirements applicable to the building, including all relevant Building Regulations.

3.0 SCOPE

This scheme document is valid only within the UK, Isle of Man and Channel Isles.

4.0 REFERENCE DOCUMENTS

The following document relevant to the Scheme shall be made available to an applicant on request:

- BBA Brand Guidelines (19-06-025)

5.0 DEFINITIONS

For the purpose of this Scheme, the following definitions apply:

Abbreviation or term	Explanation of abbreviation or term
Approved Installer	A company or organisation accepted into the Scheme.
Certificate holder	A company which holds a relevant Agrément Certificate.
Customer	The company or organisation on whose behalf the work is being undertaken.
Gas Membrane	A material meeting the performance requirement of BS 8485:2015+A1:2019 for a gas resistant membrane ⁽¹⁾ and currently covered by an Agrément Certificate for that purpose. (1) A methane transmission measured in accordance with BS ISO 15105-1: 2007 of <40 ml.m ² .d ⁻¹ .atm ⁻¹
Inspection Body	The BBA or such other organisation subcontracted by the BBA as competent to conduct assessment against the requirements of this Scheme.

Installation Manual	The Installation Manual prepared by the Agrément Certificate holder and approved by the BBA.
Installer	The company or organisation applying for assessment for the installation of Gas Membranes. Once accepted under the Scheme, the Installer is known as an Approved Installer.
Office	The administrative centre in which all relevant documentation is kept and from which the staff working on the installation are managed / supervised.
Technician	An individual directly employed by an Installer, or a subcontractor, who is capable of installing defined Products according to this Scheme Document. A skills card, including a photograph, must be carried by the Technician.
Product	The material used as the basis of Gas Membrane installations.
Scheme	BBA Assessment and Surveillance Scheme for BBA Approved Installers of Gas Membranes.
Scheme Document	The BBA Scheme Document for the Assessment and Surveillance of Installers of Gas Membranes, i.e. This document.
System Installed	The system that comprises the Gas Membrane, machinery and method of installation as defined in the Agrément Certificate for which the Installer is approved or as agreed between the Certificate holder and BBA.
Installation Team	A team that comprises at least one Technician trained by the Certificate holder and having a recognised qualification (NVQ level 2 Gas Membrane installation or equivalent) for the installation of a Gas Membrane.

6.0 THE APPROVED PRODUCT

The BBA operates a UKAS-accredited product assessment scheme known as the Agrément Certificate Scheme. Approved products have current Agrément Certificates.

Products assessed under the Agrément Certificate Scheme are subject to both a rigorous initial assessment and ongoing surveillance to ensure that they are and continue to be fit for their intended use. It is on this basis that their Agrément Certificates are first granted and then maintained.

In addition, as part of this Scheme, Certificate holders for particular products are required to:

- have their training processes for Approved Installers assessed and approved by the BBA.
- agree with the BBA a detailed Installation Method Statement, to cover all aspects of the installation process. This Method Statement is unique to each system and forms the technical basis of both the training of potential Approved Installers and this Scheme.

7.0 THE APPROVED INSTALLER PROCESS

As a first step to becoming an Approved Installer, an Applicant must complete a BBA Application Form, either by download from the BBA website, www.bbacerts.co.uk, by telephone request to 01923 665300, or by e-mail request to construction@bbacerts.co.uk.

The holder of the Certificate relating to the Gas Membrane that the Installer wishes to install must be satisfied that the proposed Installer is capable of installing the product competently and in accordance with the relevant Agrément Certificate, and the Certificate holder must provide written confirmation to the BBA in that regard.

The Approved Installer is subject to assessment by the BBA before admittance to the Scheme, and to regular surveillance whilst approved. The BBA will undertake assessment and surveillance of Approved Installers to

ensure that the products are being installed in accordance with the relevant Agrément Certificate and this Scheme Document.

Initial Approval

The BBA shall witness a satisfactory site installation for each product and complete an office assessment.

The BBA will conduct a further site inspection for each additional product the Installer applies to be approved for.

Ongoing Approval and Surveillance

The Installer shall advise the BBA of the contact names, addresses and telephone numbers for all offices as part of the initial approval, and of any additions during the ongoing period of approval.

The Approved Installer shall provide BBA with details of all planned and completed installations on a weekly basis.

Each year after the initial approval, the BBA will conduct a single office visit and a series of installation visits, of which frequencies will be based on a percentage of the total number of installations by that installer. Initially this will be 10 percent, with a minimum of ten visits. This number may be increased, at the BBA's discretion, should the results of the inspections indicate that the Approved Installer is failing to meet the Technical Requirements. These extra visits will be charged separately to the Approved Installer.

The Approved Installer will be issued with a variation report by the BBA after each visit if a non-compliance is raised.

Where possible all remedial work should be completed on the day of inspection and witnessed by the BBA inspector; this is due to the nature of the construction programme normally in progress on these types of projects. The normal practice would be to lay the floor screed over the membrane as soon as possible following the membrane install. Where time constraints are not a factor, the remedial works must be completed within three working days of notification of non-compliance. All non-compliant works, at the discretion of the BBA, may be re-inspected at additional cost to the Approved Installer. In such circumstances, the Approved Installer must consult closely with the BBA until satisfactorily completing the remedial works, notifying the BBA on the day of completion.

Where any non-conformities are found during the inspection, the BBA Inspector will issue the company with a variation report. This variation report shall be completed and returned to the BBA within 30 days of issue with details of the root cause analysis and assessment of the risk to all other membranes that may be subject to the same root causes, to include proposed corrective and preventative actions.

The BBA will invoice all Approved Installers for surveillance visits annually in advance. Non-payment of fees by Approved Installers will result in the withdrawal of the Approval. Invoicing for remedial inspection visits will be made after the visit has taken place and payment must be received within 30 days of the date of the invoice.

An annual report will be collated by the BBA in respect of the Scheme for review/comment by the Certificate holders and Approved Installers. Individual Approved Installer performance details will be shared with the Certificate holders to whom the Approved Installer is contracted.

Licence

While the Approval is valid, the BBA grants to the Approved Installer a non-exclusive licence to:

- (a) use the BBA Logo strictly in accordance with the current versions of the "BBA Brand Guidelines" document (a copy of which is available on the BBA's website); and
- (b) disclose, publish, and make known to any third parties that it is a BBA Approved Installer.

This licence can be suspended or revoked at any time by the BBA including and without prejudice to the generality of the foregoing upon the suspension or revocation or expiry of the Approval.

8.0 CONDITIONS OF APPROVAL

The singular includes the plural, and vice versa.

The BBA shall be entitled to suspend or revoke its approval of an Approved Installer at any time by notice in writing to the Approved Installer, copy to the relevant BBA Agrément Certificate holder, and without prejudice to the generality of the foregoing may suspend or revoke the approval by notice if:

- a) there is non-compliance by the Installer with the content of the BBA Agrément Certificate under which the Installer is approved by the BBA.
- b) there is non-compliance by the Approved Installer with the BBA Scheme Document, as may be changed from time to time by the BBA.
- c) there is non-compliance with the Certificate Holder's Installation Manual or Method Statement
- d) There are workmanship or other shortcomings which will render the installation unfit for purpose as installed or falling short of statutory requirements.
- e) any information becomes available which was not at the disposal of the BBA prior to its approval of the Installer being approved.
- f) if the BBA Agrément Certificate under which the Installer operates ceases to be supported by the BBA.
- g) the Approved Installer fails to pay to the BBA any fees within the time limits determined by the BBA.
- h) the Approved Installer goes into liquidation or has a receiver or administrator appointed over any part of its business, property, or assets; or
- i) the Approved Installer fails to inform the BBA of the weekly work schedule.

The BBA's entitlement to suspend or revoke an approval described above also applies to the following. BBA Approved Installers must co-operate with the BBA and provide any information it requests relating to the Scheme and without prejudice to the generality of the foregoing must:

- (a) provide the BBA with any information requested that demonstrates compliance with the Scheme, the BBA Agrément Certificate under which the Approved Installer operates and Building Regulations.
- (b) have, maintain, and make available to the BBA clear, easy to understand literature and documentation, which must make clear to the reader whether or not the work is covered by BBA approval or not.
- (c) reference the BBA and use the relevant BBA logo only in accordance with the BBA Guidelines relating thereto; and
- (d) allow the BBA to conduct surveillance as determined by the BBA.

The BBA's entitlement to suspend or revoke an approval described above also applies to the following. BBA Approved Installers must not contravene any Scheme requirements and without prejudice to the generality of the foregoing must not:

- (a) in the opinion of the BBA bring its name or the principles of certification or Scheme Approval into disrepute.
- (b) misrepresent their BBA approval; or
- (c) promote themselves as, or state or imply in any way that they are BBA approved if promoting, seeking, conducting, or giving notification of work outside the scope of their BBA approval.

9.0 RESPONSIBILITIES

The BBA Agrément Certificate holder's responsibilities

The BBA Certificate holder is responsible for agreeing with the BBA a detailed Installation Method Statement giving full details of the installation process.

The Agrément Certificate holder is responsible for:

- Assessing an Installer before an application for approval under this Scheme is made to BBA. Training and approving the Installer's Technicians such that the Agrément Certificate holder considers them to be competent to consistently install the Gas Membrane in accordance with the relevant Agrément Certificate and manufacturer's and others' requirements.

- Inspecting each Technician twice each calendar year; the inspection must consist of an on-site work-in-progress installation. A copy of the report must be left with the Technician/Approved Installer.
- Maintaining their Agrément Certificates and related installation manuals and other documentation.

In the event of an Agrément Certificate being suspended or withdrawn, the Agrément Certificate holder will be required to provide a remediation plan.

Where the Agrément Certificate holder has more than one Agrément Certificate, the Agrément Certificate holder is responsible for verifying the Installer has been trained and is equipped to operate according to each of those Agrément Certificates.

The Agrément Certificate holder may withdraw their agreement to a contract between BBA and an Installer at any time by notice in writing to BBA. In such circumstances, the contract between BBA and the Installer becomes void.

The Approved Installer's responsibilities

The Approved Installer has responsibility for:

- maintaining a register of Technicians
- assessing the ability of Technicians to meet the requirements of this Scheme Document.
- undertaking complaint work, assured in conformance with its quality management system.
- maintaining all documents and records as required by this Scheme Document.
- Maintaining a proactive working relationship with BBA and the Agrément Certificate holder.

The Approved Installer is responsible for training and auditing its appointed Technicians to ensure that the requirements of this Scheme are met, a minimum of four work-in-progress site visits per calendar year are carried out for each Technician: and reports made and retained. All such reports shall be made available to the BBA.

The Technicians must be able to demonstrate that they are fully conversant with the contents and requirements detailed in this Scheme Document and all other factors that could affect the success of an installation including but not restricted to:

- the Agrément Certificate, Installation Manual, and Installation Method Statement for which the Installer is approved
- storage and handling of materials
- suitability and preparation of the site
- installation techniques
- repair and maintenance
- finishing work
- equipment specification
- equipment assembly instructions
- equipment maintenance schedules
- health and safety
- adherence to all statutory requirements applicable to the installation of the Gas Membrane, for example the Building Regulations
- maintaining robust documentation identifying all work in progress and completed installations.

- acting on any findings raised during an inspection and completing the required remedial works within a specific timescale as defined above
- calling on technical support as and when required.

The Approved Installer shall have quality and audit procedures to cover:

- training on installation procedures for each Technician
- maintenance of installation equipment
- remedial action
- storage and handling of materials
- suitability and preparation of the site
- installation techniques, including identification and retaining essential ventilation openings.
- repair and maintenance of the products
- the preparation of project specific risk assessments
- health & safety
- adherence to all statutory requirements applicable to the building, such as the Building Regulations, and liaising as necessary with building control.
- maintaining robust documentation identifying all work in progress and completed installations.
- responding to the BBA for requests of ongoing and completed works.
- acting on any findings raised during an inspection and completing the required remedial works within a specific timescale as defined within the scheme document.
- maintaining records of all Technician, including details of training and dates of individual approval and level of competence to assess different building installations.
- monitoring and inspecting the Technician to ensure they continually comply with the Scheme Requirements.
- maintaining technical support to the Technician
- supplying to the BBA weekly information on ongoing and completed works.

Assessment of a building

The Approved Installer must ensure that the building in which it is intended to install the Product meets the criteria of the Scheme Requirements prior to the installation commencing. A written assessment report shall document whether or not the building is suitable for the proposed installation and must identify any problems that may adversely affect the installation process or proper functioning of the building after completion of the installation, together with suitable corrective actions. These remedial actions must have been carried out and documented prior to commencement of the installation.

If it is not feasible to remediate the building suitably, or the remediation is unreasonably delayed, the work shall be declined.

Work instructions to Technician

The Approved Installer shall ensure that the following items are documented and made available to the Technician on site for each specific installation:

- the assessment reports pertaining to the individual properties
- any special instructions to the Technician relating to time, access and services needed

- the completed risk assessment and any instructions/actions that need to be followed
- the detailed project specification

At least one fully trained Technician shall be present on site for each installation, with evidence of their qualification/approval by the certificate holder available for review by the BBA Inspector.

Material storage

Materials shall be stored to prevent deterioration and a Technician shall supervise collection of materials from store and discharge into the delivery system.

Independent testing

The BBA reserves the right to select and remove from store or site samples of material for testing. The BBA shall not be charged for such samples.

BBA Responsibilities

The BBA has responsibility for assessing, appointing, and maintaining the Approved Installers' membership of the Scheme on the basis set out in this document. Details of the membership will be made available on the BBA website.

When making site inspections, the BBA is responsible for checking that the products that are being installed in accordance with the Requirements of this Scheme.

10.0 RECORDS

The Approved Installer shall make available to the BBA on request, records of all work conducted under the Scheme.

As a minimum, the following information shall be provided:

- the customer's details.
- the Product installed including details of the Agrément Certificate number.
- a written form of contract agreement
- the site addresses.
- the commencement and completion dates
- instructions to each Technician
- the assessment reports and risk assessments
- records of training, the required qualifications and experience of all Technicians, including details of the manner in which each Technician has obtained practical experience
- a register of all complaints received concerning work conducted under the approval issued by the BBA. The register shall identify the address, the work/job number, brief description of complaint, action taken and resolution dates.
- evidence of any technical support provided.

The above information shall be maintained by the Approved Installer for a minimum of the time period given in the Durability statement given in any relevant Agrément Certificate.

11.0 HEALTH AND SAFETY

The Approved Installer must ensure that their technicians work in a safe and responsible manner and be able to demonstrate their ability to manage the types of risk involved with the work. The Approved Installer must demonstrate that they have a process in operation to ensure this, but the adequacy of the process is the responsibility of the Approved Installer and does not form a part of this Scheme.

12.0 APPENDIX

APPENDIX 1 - BBA QUALITY CONTROL SPECIFICATION

Introduction

- 1.1. The BBA requires that all products considered for approval be installed in an environment which delivers performance to a pre-defined standard and at a consistent level.
- 1.2. The BBA requires conformity with a set of criteria, defined in this Appendix which focus on the key elements specified for assuring quality.
- 1.3. The Approved Installer may choose to include all of their business activities within the scope of their Quality Management System. The BBA assessment will only deal with the elements of the Quality Management System relating to the installation of the Products which are the subject of the assessment and certification processes.

Criteria

- 2.1 **Competence** – the Approved Installer shall maintain a register of persons competent to undertake defined tasks.
- 2.2 **Complaints** – the Approved Installer shall record all customer complaints (commercial, technical, those received in writing and verbal statements of dissatisfaction from customers and enquirers), and take appropriate corrective and preventative actions to address, and retain records, of such.
- 2.3 **Purchasing** – where specific materials are identified within the relevant BBA Agreement Certificate, only these materials shall be purchased for work undertaken under the Scheme.
- 2.4 **Installation controls** – the Approved Installer shall formulate and issue suitable instructions and training to staff to ensure that products installed meet a consistent and defined standard. Documentation shall also detail the levels of process control in accordance with the agreed Installation Method Statement.
- 2.5 **Identification and traceability** – the Approved Installer shall identify the product by name and batch number. The finished product shall be traceable to the date, or batch, of production and unique number.
- 2.6 **Calibration** – measuring and test equipment shall be of sufficient accuracy and clearly identified, calibrated and traceable to national standards.
- 2.7 **Internal auditing** – periodically your management shall assess the appropriateness of the Approved Installer's procedure to ensure that they are being followed and achieving their objectives.
- 2.8 **Records** – the Approved Installer shall hold records of:
 - competence and training
 - complaints and resulting action(s)
 - installation

- test and inspection (including non-compliance and remedial action where applicable)
- calibration
- internal audits.

Additional considerations

- 3.1 **Management review** – the Approved Installer shall conduct a documented Management Review (at least annually) of its processes and procedures, including analysis of customer complaints, internal audits, and nonconformities, and take action for the future.
- 3.2 **Corrective action** – the Approved Installer management shall investigate each significant problem that arises, and create an action plan that will include, as appropriate, training, and process and control changes, which shall also address all other projects that may be suffering from similar but undiscovered faults.

Value Chain, Verification and BBA Spot-Check Validation Activity for Gas Membranes

Value Chain, Verification and BBA Spot-Check Validation Activity for Gas Membranes			
Blue text: activity by BBA; Green text: activity by Gas Membrane Installer			
Auxiliary activity	Value chain	Verification Activity	BBA validations on sample installs
	Site assessment; produce CSM	Verification Plan is developed by competent authority \n registered with LA	<div style="border: 1px solid black; padding: 5px;"> On arrival on site check: - Qualifications of personnel - Occ H+S RAMS - Materials storage - Tools incl calibrations & seek to confirm: - Evidence of ventilated cavity where specified in the design - Common sense check that design is ok: no obvious errors - Verification Plan matches expectation, is specific to site, competently prepared and evidence of being used </div>
	Design gas protection arrangements (eg ventilated cavity, spec of membrane)	Checking to Plan	
	Detailed design	Checking to Plan	
Procure membrane	Construction on site, up to underside of membrane		
Accept delivery to site	Accept substrate, including ventilation etc	Checking to Plan	Inspect substate; validate processes used
Storage	Install membrane, jointing etc		Check correct membrane being used; witness the install and repairs; validate processes used
Remedials if needed	Post-install checks (visual, of welds)	Checking to Plan	Witness post-install checks; validate processes used
	Membrane exposed to elements		Look for evidence that reasonable measures are taken to protect membrane
Remedials if needed	Gas check (if in VP)	Gas check if in Plan; send result to BBA	Look for evidence on site that the scope of gas checks is in line with the Verification Plan
	Membrane exposed to elements		
	Final inspection (visual)	Checking to Plan	
	Cover over (insulation +/- or screed)	Works signed off (how?)	

Document Revision History

Issue	Date	Nature and Location of Change
1	20/10/2022	First issue
2	18/04/2023	Reference to Verification plans; throughout the document. Addition to the Appendices of the Value Chain, Verification and BBA Spot-Check Validation Activity for Gas Membranes
3	15/06/2023	Wording changes on legal advice around liability and regulations
1	01/08/2023	Document number changed from 15-01-024 to 15-01-025 and issue number reset back to 1.