

# Water Industry Approved Plumbers Scheme (WIAPS) Code of Conduct

## 1 Definitions

1.1 In this code of conduct, unless the context requires otherwise, the following expressions shall mean:

Approved Contractor	has the meaning set out in the Regulations
Approved Plumber	an individual plumber which has been approved by WRAS as a WIAPS Member in accordance with the Terms and Conditions
Approved Plumbing Business	a plumbing business (whether conducted on a sole trader basis, as a partnership or as a company) which has been approved by WRAS as a WIAPS Member in accordance with the Terms and Conditions
Approved Sector Worker	an individual Sector Worker who has been approved by WRAS as a WIAPS member in accordance with the Terms and Conditions
Approved Sector Worker Business	a Sector Worker business (whether conducted on a sole trader basis, as a partnership or as a company) which has been approved by WRAS as a WIAPS Member in accordance with the Terms and Conditions
Business	an Approved Contractor business whether operating as a sole trader, partnership or any corporate entity
Business Member	an Approved Plumbing Business or an Approved Sector Worker Business
Code of Conduct	this code of conduct
the Customer	users or potential users of Members' services
Individual Member	an Approved Plumber or an Approved Sector Worker
Member	an Individual Member or a Business Member
Membership	membership of the Scheme
the Regulations	The Water Supply (Water Fittings) Regulations 1999
the Scheme	the Water Industry Approved Plumbers Scheme, which shall include all Sector Worker schemes
Sector Worker	water installers who are not qualified plumbers but are recognised by WIAPS for their competency in undertaking a limited scope of work in the following sectors: <ul style="list-style-type: none"> <li>• Ground Workers (External Services)</li> <li>• Catering Installers</li> <li>• Point of Use (Chilled Water) Installers</li> <li>• RPZ Valve Testers</li> </ul>
Terms and Conditions	the Water Industry Approved Plumbers Scheme Terms and Conditions of Membership

Water Company	the water company responsible for supplying water in a particular region of the UK otherwise known as: - the licensed wholesaler; or - water undertaker, as defined in the Water Industry Act 1991
Work Completed Certificate	a certificate issued by an Individual Member confirming that the installation meets the requirements of the Regulations.
WRAS	<u>The Water Regulations Advisory Scheme Limited Registered No. 06663930 Registered Office: 6D Lowick Close, Hazel Grove, Stockport, SK7 5ED</u>

## 2 Promotion

WIAPS promotes Members and their Businesses on the WRAS website on behalf of the UK Water Supply Industry, which in turn promotes the Scheme on their websites. Therefore the service Members provide and the manner in which Members conduct themselves and their Business can through association have a positive or negative effect on the reputation of WRAS and the Water Companies.

## 3 Professional Standards

- 3.1 It is a condition of Membership of the Scheme that Members comply with this Code of Conduct. The audit of Members to ensure compliance with this Code of Conduct and the other Terms and Conditions of the Scheme gives Customers confidence that they are engaging the services of water professionals with the necessary skills and commitment to high standards.
- 3.2 Under the Scheme's disciplinary code, as referenced in section 8 of the Terms and Conditions, the Scheme's Disciplinary Committee ('Committee') oversees adherence to this Code of Conduct. Should a complaint be received about a Member, the Committee has the ultimate power to remove that Member from the Scheme. Members' work will be audited Members' as a condition of Scheme Membership. Members' work will also be inspected to investigate complaints if the Committee considers this necessary.
- 3.3 The WIAPS logo(s) identifies professionals who are competent, responsible and dedicated to the ideas represented by the Code of Conduct. Whilst at work each Individual Member of the Scheme must:
- a) perform professionally, competently and responsibly;
  - b) attend pre-booked appointments in a timely manner, or to notify the Customer if they are unable to attend;
  - c) present Customers with their membership card upon arrival to enable them to identify them as a Member;
  - d) present estimates and quotes in a clear manner, clearly defining the costs of work and charges;
  - e) carry out work in clean and tidy manner and ensure that the area in which they are working is sufficiently guarded to ensure the health and safety of the Customer and others;

- f) comply with all relevant laws, regulations, standards and codes;
- g) comply with any requirements imposed by Water Companies which are in addition to the requirements of the Regulations and/or the Terms and Conditions of Membership, eg. a new connection to the water supply or a lead replacement scheme.
- h) when a Member works in an area where a different Approved Contractors' Scheme operates (such as Severn Trent Water, Anglian Water, Thames Water, Scottish Water or Northern Ireland Water), they must notify that Water Company of their intention to self-certify their work. As these Water Companies operate their own Approved Contractors' Scheme, their terms and conditions for issuing work completed certificates may vary.

## 4 Declaration

- 4.1 By signing up to Membership, Members automatically agree to the Terms and Conditions of the Scheme and to uphold all professional standards referred to in them.