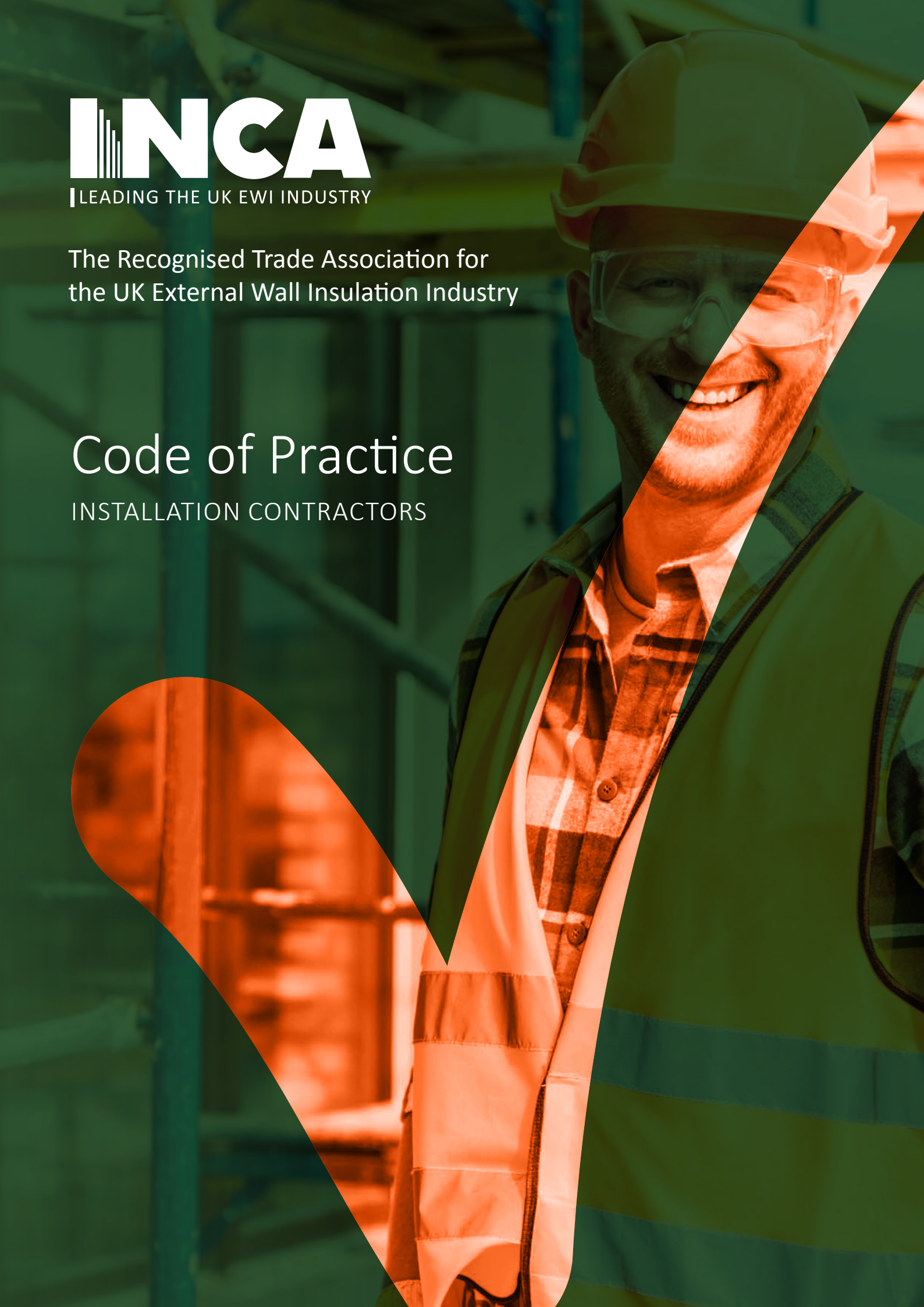

INCA

LEADING THE UK EWI INDUSTRY

The Recognised Trade Association for the UK External Wall Insulation Industry

Code of Practice

INSTALLATION CONTRACTORS

Why Choose an INCA Member

Formed in 1981, INCA is the recognised trade association for the external wall insulation (EWI) industry in the UK. It is a not-for-profit organisation and, as such, our membership have all joined because they want to actively endorse and support collective industry efforts to promote the EWI industry and to drive best practice, quality standards and technical excellence in all things related to external wall insulation.

When you choose an INCA member for your project, be it large or small, new build or retrofit, you are giving yourself the peace of mind that you are dealing with an EWI experienced professional with overarching values of quality, customer service, best practice and business excellence.

"INCA is a not-for-profit organisation and, as such, our membership have all joined because they want to actively endorse and support our efforts to drive best practice and excellence in all things related to external wall insulation… each one of them, be they a system designer, and EWI installer or an associated component supplier / service provider, is an ambassador for our industry and that's what sets them apart and why you should always look for the INCA Member badge of quality and assurance."

Insist on EWI system quality, industry competence, installation best practice and technical excellence – always look for the INCA Member badge of quality and assurance and choose an INCA member.

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Membership Criteria

INCA operate a very strict membership criteria ensuring that only proven and experienced EWI installation contractors with a focus on quality and best practice are approved for membership.

Each applicant company must have been actively trading as a specialist contractor engaged in the application and/or installation of EWI systems in the UK EWI industry for a minimum of two years prior to any application to join INCA.

Details of completed projects with photographic evidence at each stage of the installation process must be provided as requested.

Pheonix company membership applications will not be considered.

In addition:

- True copies of audited accounts or financial statements in respect of last financial year completed prior to the date of its application must be submitted
- Confirmation of all relevant insurance cover is required and copies of all certificates/schedules made available to INCA with the minimum Insurance requirements as follows:
    - Employer's liability £10 million
    - Public Liability £5 million
    - Product Liability £5 million
- Evidence of SSIP Accreditation is mandatory (or robust Health & Safety Policy – Small Contractor Members only)
- A current training plan/policy is required to demonstrate independent workforce training
- Evidence of ISO 9001 certification is preferable or alternatively provide proof of a robust Quality Management System
- PAS certified and Trustmark registered for works in funded markets

A reference from at least one UK EWI system manufacturer is required and checked.

INCA reserve the right to undertake audits and quality checks on an ongoing basis and to withdraw the membership of any contractor deemed to be non-compliant or in persistent breach of the code of practice.

Quality and Best Practice

INCA Contractor Members set the benchmark when it comes to quality, standard of workmanship and best practice.

All members are committed to:

- ISO 9001 or a robust quality management system (small contractors only)
- Only installing tested and accredited full EWI systems to system designer specification
- Compliance with the formal EWI competence framework
- Only installing EWI systems they are trained and competent to install and that are technically appropriate to the work, specification and tender
- Installing to all current building regulations and standards
- Stringent compliance to all fire safety regulations and guidance
- Strict adherence to INCA best practice
- Recording installation evidence, retaining records and demonstrating best practice / technical compliance
- The highest level of site management and monitoring
- Defect reporting and corrective actions
- Professional handover
- Post handover maintenance guidance

Guarantees

Each INCA Contractor Member will provide the following quality assurance:

- A minimum 10-year workmanship guarantee.
- A minimum 10-year system guarantee via the system designer

Third party insurance backed guarantees are also available subject to terms and conditions and additional cost. These must be requested and agreed prior to commencement of works.

Training and Competence

Each INCA Contractor Member

- Operates in alignment with the formal EWI competence framework
- Confirm that site-based workforce hold CSCS cards, as appropriate
- Provides appropriate supervision of inexperienced employees
- Ensures that workers only perform tasks they are trained in and competent to undertake
- Only installs systems they are trained and approved to install by the relevant system designers
- Maintain a formal training policy

All Members are committed to training their respective workforces and continuing professional development.

Environmental and Sustainability

Each INCA Contractor Member will operate in accordance with their own environmental and sustainability policy – focussing on:

- Optimising carbon savings through specification and installation excellence
- Minimising waste
- Recycling of product and packaging
- Dust control
- Noise control
- Energy efficiency
- Pollution prevention

Health and Safety

INCA Contractor Members are expected to comply with all current health and safety legislation.

In addition, each member will:

- Ensure staff receive appropriate health and safety training on an ongoing basis
- Hold a formal SIPP accreditation (or robust Health and Safety Policy – Small Contractor Members only)
- Maintain a robust health and safety policy
- Provide materials handling training
- Operate safe working practices at all times – protecting employees, residents and public
- Report incidents, near misses and hazards
- Provide correct and appropriate PPE

Each member will also provide or have access to third party, independent health and safety advice as required.

Legal Regulatory Compliance

Each INCA Contractor Member will, at all times, operate in strict accordance with:

- Current building and fire regulations
- British / European standards
- Building Safety Act
- Building control
- Appropriate certification / registration schemes
- PAS (where appropriate)
- Best practice

Disputes and Conflict

Each INCA Contractor Member is expected to manage disputes and conflict in a pro-active, professional and timely manner.

In addition, each member agrees to the formal INCA Complaints Procedure to ensure that each complaint is:

- Fully investigated
- Resolved on behalf of all affected parties
- High standards of technical competence and ethical conduct are upheld

INCA are able to support in the facilitation of constructive dialogue as required.

Integrity, Behaviour, Ethics and Communication

Each INCA Contractor Member will

- Provide a project specific, system designer specification as appropriate
- Provide clear pricing and a professional quotation
- Ensure that all parties understand all aspects of the project and works (pre-start, installation, handover and post works) using simple, understandable language
- Act with fairness and in accordance with anti-competition laws
- Commit to a fair payment practice
- Be respectful to all parties
- Act with honesty and integrity at all times

Members are also expected safeguard all employees and stakeholders with an enforced modern-slavery policy, anti-bullying policy along with a workplace drug and alcohol policy.

INCA members shall not engage in any practice or conduct that may be detrimental to the reputation of INCA, or against the interests and reputation of the EWI industry.

Find an INCA Member

- **INCA System Designers** will help you put together the right specification for your project
- **INCA Installation Contractors** will ensure that the system is installed in accordance with specification and best practice
- **INCA Associate members** are on hand to provide any specialist input as required

INCA members apply the latest skills, innovations, and techniques to deliver high quality new build and refurbishment projects in both the domestic and non-residential sectors.

INCA

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VISIT WEBSITE

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Email: **info@inca-ltd.org.uk**

Website: **www.inca-ltd.org.uk**

FIND AN INCA MEMBER

MEMBER DIRECTORY