



TRUSTMARK
Government Endorsed Quality

V1.0 February 2025

Solid Wall Insulation

Re-instatement Requirements





Contents

Introduction	2
Scope	2
The Process.....	3
Business Reinstatement Requirements Diagram	5



01

Introduction

TrustMark, as the only government endorsed quality scheme, is committed to maintaining the highest standards of quality and compliance within its network of Scheme Providers and those businesses and individuals registered with the Scheme.

This document outlines the process for removal of sanctions and reinstatement of measures which could be conditional, on continued cooperation with applied sanctions, such as increased surveillance on a Registered Business' (RBs) SWI trade code, providing the following conditions have been met:

- i. Scheme Providers have sufficient evidence to enable a review for reinstatement (with or without conditions) of the measure / work category; and
- ii. Evidence is provided that satisfactorily addresses identified non-compliances.

02

Scope

Where these requirements are met, TrustMark will allow the re-instatement of the measure / work category, conditional to adherence to provisions which may include, increased assessment and compliance requirements until the Registered Business has demonstrated they no longer constitute an increased risk.

The removal of a sanction is dependent on collaboration between TrustMark and Scheme Providers (SP) / Certification Bodies (CB) to ensure all installations are fully or have plans to be remediated, and that future works shall meet the relevant standards including, but not limited to, PAS 2035, PAS 2030 and the Building Regulations.

TrustMark, working with our Scheme Providers / Certification Bodies, will have open communications to ensure alignment with processes. Avoiding duplication when individual businesses are being considered and assessed for removal of sanctions.

The reinstatement plan includes six stages. This plan, and each of its stages, must be fully supported by all parties to ensure that all risks from poorly installed SWI are removed and confidence within the supply chain restored.



03

The Process

Stage One: Remediation Evidence Accepted by TrustMark

The TrustMark Registered Business must submit clear and comprehensive evidence to demonstrate that all project Non-Compliances (NCs) identified during a TrustMark PAS 2035 onsite inspection are being fully addressed. This evidence should be submitted in an agreed format (e.g. photos, inspection reports, calculations, etc.) and must be approved by TrustMark as a pathway to resolve all outstanding NCs raised against the project.

TrustMark will also require a plan from the Retrofit Installer on how any other installations, including any work that had been in progress, will be assessed for compliance.

TrustMark reserves the right to recover costs from the Registered Business for onsite audits, up to the first ten new SWI projects completed, post reinstatement and where required, a minimum of 10% of the projects where remediation has been undertaken. TrustMark will collaborate with the Certification Body to ensure avoidance of duplication of effort and costs where the Certification Body is delivering Stage Two.

Stage Two: Certification Body Confirmation of Non-Compliance Closure

The Scheme Provider / Certification Body must confirm in writing that the registered installer has either closed, or is actively engaging, to remediate all open non-compliances relating to SWI measures. TrustMark may also request confirmation, that under their PAS 2031 Certification, a proportionate percentage of surveillance will be completed within scheme defined timeframes for new installations and any non-compliance or concerns are shared with TrustMark.

The Certification Body will conduct a minimum of ten onsite audits where a suspended business is reinstated following suspension of the EWI and IWI solid wall measures. Where the Registered Business is doing low numbers of installations, this should be a percentage based or defined per business, with a quarterly review and surveillance calculated based on installation volume at the higher PAS2031 rate.

This will then be supported through the delivery of the high-risk PAS2031 surveillance requirements until the Registered Business has demonstrated consistent compliance.

Stage Three: Reassessment for Certification to PAS 2030

The Certification Body must confirm that the installer is in full compliance with PAS 2030 standards.

The Certification Body should complete a Certification Review, which would identify any conditions, additional assessments or ongoing sanction, prior to reinstatement.

Any reassessment and /or an on-site assessment of the retrofit installers quality management system at their head office, should take place promptly after the closure of any NCs.



Stage Four: Certification Body Planned Surveillance Programme

If requested by TrustMark, the Certification Body must provide detailed information regarding all existing and planned future surveillance for the registered installer. This includes the frequency and criteria for assessments, as well as the specific areas to be evaluated and reporting of outcomes to TrustMark.

Stage Five: Action or Improvement Plans Shared with TrustMark

When requested, the Certification Body must share any improvement plans for a registered installer with TrustMark. The Certification Body must confirm what surveillance percentages will be applied, the basis on which the surveillance percentages have been determined and the criteria by which the surveillance percentages will change (i.e. increase or decrease).

Stage Six: Building Regulations Compliance

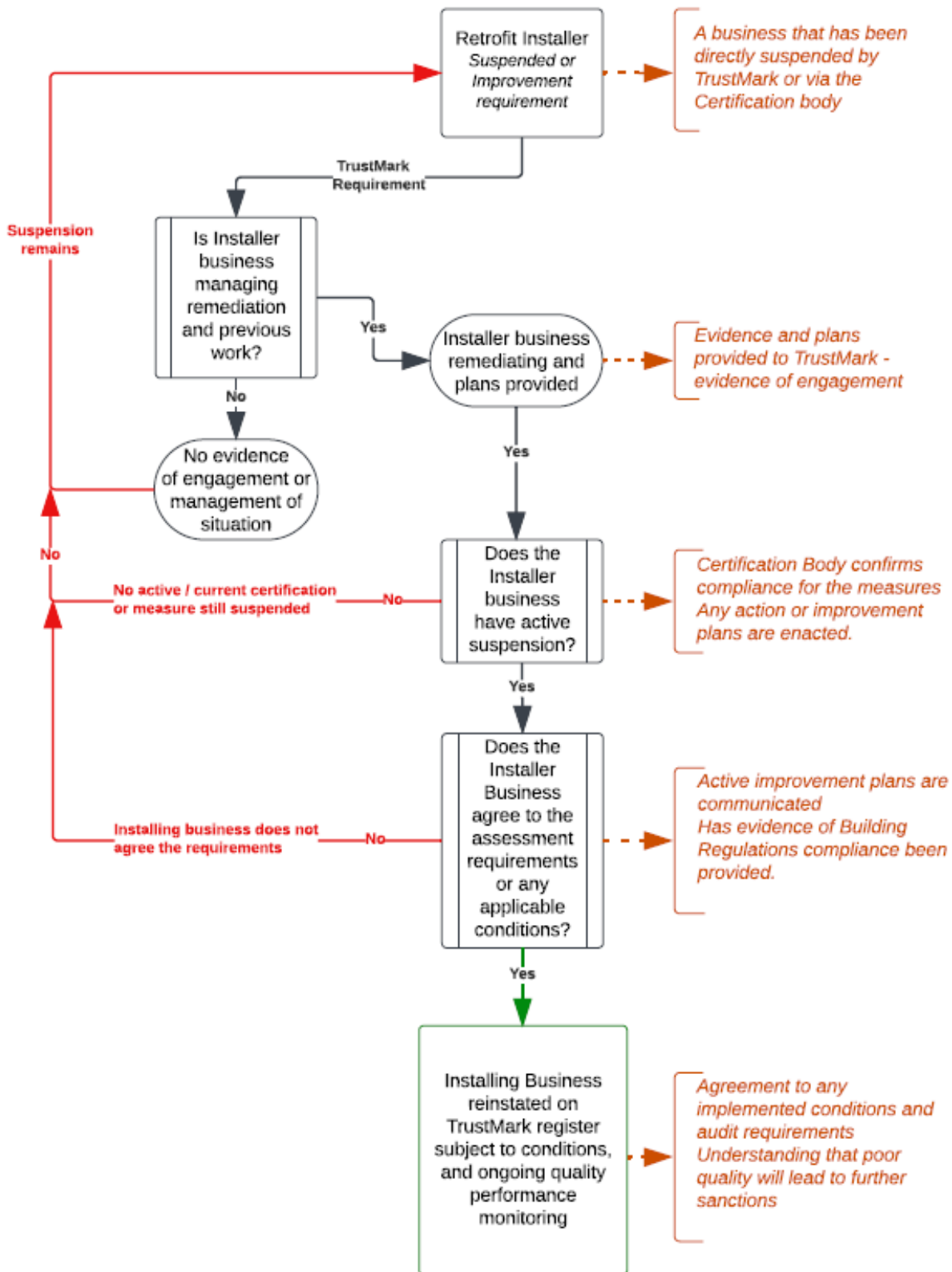
The registered installer body must provide evidence that all projects for which their business has claimed compliance with PAS 2030 comply with the relevant Building Regulations and have been notified through a Competent Persons Scheme or other appropriate body.

TrustMark may request evidence that all works have been notified to the appropriate Local Authority Building Control (LABC) or via a Competent Person Scheme (CPS).

The following diagram provides an overview of actions for reinstatement of a business.



Business Reinstatement Requirements Diagram





Ensuring that property and home improvement
businesses deliver quality services with
effective protection for consumers



TRUSTMARK
Government Endorsed Quality