



*Northern Ireland Edition*

*Scottish & Northern Ireland Plumbing Employers' Federation*

# MEMBER SERVICES GUIDE



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SNIPEF provides FREE access to an in-house team who can assist you in answering a whole host of questions that may arise in your business. Our staff can advise you on employment, health and safety, technical and contractual issues amongst others.

When you contact our team, you will speak to people experienced in the plumbing and heating industry and our staff will give you clear, practical and easy to understand advice to help resolve your problems, answer your questions and ease your concerns.

We also provide members with access to advice guides which can be downloaded from the members' only section of our website.

Our staff can advise on the following:

- **Employment law, recruitment, probationary periods, family friendly rights, paternity and maternity pay, part time and flexible working;**
- **Managing sickness absences, performance and disciplinary action, dismissal, breach of contract, redundancy and discrimination claims;**
- **Wages, SNIJIB Working Rules, holiday and sick pay;**
- **Risk Assessments and Method Statements; and**
- **Payment and contractual disputes**

For more information or assistance call our team on 0131 556 0600

WaterSafe is a dedicated online search facility bringing together qualified contractors employed by plumbing businesses. Members are drawn from the seven existing Approved Water Regulation/Byelaw schemes across the UK, including the scheme which is operated by SNIPEF.

When your business meets the criteria to become a member of the Plumbing Industry Licensing scheme you will also become eligible to become a member of WaterSafe. As a WaterSafe member you will be able to issue certificates to customers which will confirm that your work has been carried out in accordance with the Water Regulations.

Northern Ireland Water recommend the use of WaterSafe members when customers carry out any work to their plumbing systems and only a WaterSafe Plumber will be able to certify that their work meets the requirements of the Water Regulations.

WaterSafe approved businesses are required to adhere to the WaterSafe customer commitments, conditions of membership and scheme rules. Where a business fails to uphold the standards they will be subject to a range of penalties and in serious cases, this could result in their WaterSafe membership being revoked.

### Scheme Rules

- You must issue a certificate for all plumbing work specified in the Water Regulations.
- The person who signs the certificate must hold a recognised Plumbing and Water Byelaws or Regulations (such as the BPEC/WRAS Certificate) qualification and must have either completed the work or supervised its installation.
- The certificate should be issued on completion of the work or at the end of agreed phases.
- The certificate must be issued to the person(s) who instructed the work.
- Copies of the completed certificate must be kept by the company for at least two years after the completion of the work.
- Members of the scheme will be subject to audit by the Plumbing Industry Licensing Scheme.

### KEY BENEFITS OF BECOMING A WATERSAFE MEMBER

- **As a WaterSafe member, you will be able to “self-certify” that your work has been carried out in accordance with the Water Regulations.**
- **Northern Ireland Water recommend the use of WaterSafe contractors.**
- **Only a WaterSafe member is able to certify that the completed work meets the requirements of Water Regulations.**
- **WaterSafe is widely promoted to consumers throughout the UK.**

For more information or assistance call our Membership Services team on **0131 556 0600**



## LEGIONELLA RISK ASSESSMENT & DISINFECTION SCHEME

A Legionella Risk Assessment and Disinfection Scheme has been set up by the Plumbing and Heating Contractors' Alliance (PHCA)\* following the introduction by the HSE of an Approved Code of Practice (L8) and guidance entitled "Legionnaires' disease: The control of Legionella bacteria in water systems".

The HSE ACoP applies to all residential accommodation (e.g. social housing, student accommodation, hotels and guest houses etc) and states that persons in control of premises need to take the right precautions to reduce the risk of exposure to Legionella. The ACoP contains practical guidance on how those who own and maintain residential accommodation should manage and control the risks in hot and cold water systems.

It is the responsibility of the persons in control of the premises to carry out a risk assessment, however they need to be sure that they are competent to carry out such an assessment themselves or, if not, they should call on help and advice from either within their own organisation or from outside sources. This is when the PHCA Legionella Risk Assessment and Disinfection Scheme could be used.

### Business Criteria

Businesses which wish to join the scheme will be required amongst other things to:

- Employ at least one Operative who has met the scheme criteria;
- Hold Professional Indemnity insurance of at least £250,000 for the scope of work contained in the ACoP (if they propose to carry out Risk Assessments);
- Hold Public Liability insurance to a value of at least £2m and, where appropriate, Employers' Liability insurance;

- Be a member of the WaterSafe Scheme; and
- Undertake to abide by the Scheme Code of Conduct.

### Operative Criteria

Individual membership of the Scheme is open to persons who hold:

- A Plumber, Advanced or Technician Plumber or Heating Engineer or Heating Technician JIB Registration card or such other JIB Registration card as specified; and
- A qualification in Water Byelaws/Regulations; and
- A BPEC Disinfection and Risk Assessment of Domestic Hot Water Storage Systems qualification or equivalent and /or a BPEC Risk Assessment of Water Systems qualification or equivalent.

### Application process and costs

Application forms for the Legionella Risk Assessment and Disinfection Scheme (Approved Business and Approved Operative) can be downloaded from the SNIPEF website.

Approved Businesses will pay an annual fee of £100 plus VAT if they are a SNIPEF member (£350 plus VAT if a non-member) and Approved Operatives will pay an annual fee of £50 plus VAT.

For more information or assistance call our Membership Services team on **0131 556 0600**.

*The Plumbing and Heating Contractors' Alliance (PHCA) consists of the Association of Plumbing and Heating Contractors' (APHC) and the Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF).*



## APPRENTICE TRAINING

In Northern Ireland, SNIPEF has, in conjunction with the B&ES, set up PMST (Plumbing & Mechanical Services Training) to act as the Managing Agent and Training Provider for the Modern Apprenticeship.

PMST is involved in the:

- Organisation of apprentice training courses;
- Operation of funding arrangements for college fees and apprentice grants; and
- Monitoring of training.

### ENTRY & ENROLMENT

School or college leavers aged 16-24 will be eligible for a Modern Apprenticeship in the Plumbing and Mechanical Services Industry so long as they are directly employed by a plumbing and mechanical employer.

### SCOPE OF APPRENTICESHIP TRAINING PROGRAMME

Training includes a mix of attendance at the PMST training centre in Belfast (or a local college) (off-the-job training) which leads to a National Vocational Qualification (NVQ) and also at an employer's premises/site (on-the-job training). Apprentices will be monitored by a PMST Regional Officer on a quarterly basis until the achievement of their NVQ.

### MODERN APPRENTICESHIP – CONTENT

The Modern Apprenticeship in Plumbing programme offers an apprentice the opportunity to gain practical work experience whilst undertaking training at college or training centre. At college/training centre the apprentice works towards achieving an NVQ Level 3 in MES Plumbing – a recognised vocational qualification. All assessments and course units are delivered at the training centre/college.

All apprentices are governed by the Working Rules set by the Scottish and Northern Ireland Joint Industry Board for the Plumbing Industry.

### MODERN APPRENTICESHIP – OUTCOME

Each Modern Apprentice, if successful, will gain the Level 3 NVQ Modern Apprenticeship in Mechanical Engineering Services (MES) Domestic Plumbing and be graded by the Scottish and Northern Ireland Joint Industry Board (SNIJIB) for the plumbing industry as a plumber.

### COLLEGE/TRAINING CENTRE FEES

Subject to age and funding, the PMST will meet the full cost of the 3 year training centre/college programme. Modern Apprentices on the programme will receive a weekly wage from their employer while attending work and college. The rates of wages of apprentices are set by the SNIJIB.

### EQUAL OPPORTUNITIES

The Plumbing and Mechanical Services Industry operates a policy of equal treatment including access to training opportunities, regardless of sex, race, religion or disability except that the individual must be reasonably fit and able in their own best interests to meet the work and safety requirements of the industry.

### MORE INFORMATION

#### PMST

The Mount, 2 Woodstock Link  
Belfast BT6 8DD  
Tel: (0)28 9073 7294  
e-mail: [info@pmst.org](mailto:info@pmst.org)  
and visit [www.pmst.org](http://www.pmst.org)

## PL/EL INSURANCE SCHEME

The SNIPEF members' Employers', Public and Products Liability insurance scheme has been operated by Willis Limited, since 2004 and is amongst the best used of all of the SNIPEF member services.

### Premium Costs

The scheme rate for members joining the scheme has been maintained at the same level since it was set up with Willis, with only a small increase being seen on some renewal cases. Many members have saved the cost of their annual subscription by using the scheme.

### Cover

The scheme covers all of the normal day-to-day activities carried out by plumbing and heating businesses. It can also cater for related building and electrical works (subject to disclosure of this type of work to insurers before policy inception).

As is becoming increasingly common, many businesses are now involved in the sale, installation, service and repair of renewable energy products and the scheme caters for work in relation to:

- Solar Thermal panels
- Underfloor heating
- Wind turbines
- Ground and Air source heat pumps
- Biomass boilers
- Syphonic drainage/Rainwater harvesting

### Other Types of Insurance

As well as offering the standard PL&EL insurance SNIPEF members can also access the following insurance cover via Willis:

**Professional Indemnity (PI)** – If you use the SNIPEF PL/EL scheme you can access the PI scheme which Willis has set up for businesses proposing to use the Legionella Risk Assessment and Disinfection Scheme (see page 9). Willis has secured a special rate for members for this type of cover.

**Tools, Plant and Equipment** – Have you ever stopped to consider how much it might cost to replace all of the tools and equipment that you have amassed over the years? Or even the value of those tools which you use every day and carry around in your van. It is vital to ensure that you have the right insurance in place to make sure, in the event of a theft or accidental damage, that you can get your business up and running as fast as possible.

**Motor** – Your motor vehicle can be as critical to keeping you working as your tools and having the right commercial motor insurance cover is as important to those companies with just one van as it is to those who operate fleets.

**Money** – The right money cover can give you the protection you need to replace money lost or stolen, even whilst in transit between sites and the bank, meaning you're never left short changed.

**Contract Works** – Contract Works Insurance covers temporary and permanent construction works plus materials should they be damaged or the materials stolen prior to completion of new builds. This type of policy can be extended to include cover for such things as your own and hired in plant, site huts, show homes and tools.

### Quote

For further information and an instant no obligation quote contact Willis Insurance Services on 02890 895060 or Mobile 07903 061277 or email [oneillrm@willis.com](mailto:oneillrm@willis.com)

### KEY BENEFITS OF USING THE SNIPEF PL/EL SCHEME

- **The scheme is specifically designed for plumbing and heating businesses and includes all micro-renewable technologies.**
- **The premiums offered by Willis are very competitive.**
- **The preferential terms are only available to member firms.**

*The above is intended as a résumé of the salient points of the Scheme. It is not intended to be exhaustive, nor indeed representative of the entire policy.*

For more information or assistance call our Membership Services team on **0131 556 0600**





## HOLIDAY AND SICK PAY SCHEMES

### Holiday Pay Scheme

Finding the money to pay employees holiday pay can be a concern to most businesses large or small and one of the major benefits of using the Holiday Pay scheme is that firms can “save” for holiday pay throughout the year which means that holiday pay is always readily available.

Employers purchase a “holiday credit” for each week an employee is in their employment. The credit value is calculated by the scheme using the employee’s hourly rate of pay, number of hours worked per week and number of days annual holiday (30 days from 1 January 2014).

A statement is issued to the employer by email every four weeks (in arrears) listing the employees in the scheme and the number and value of credits due. If there are any changes to your employees’ status then simply let us know and your statement will be amended. Employers can make payment by BACS or cheque and once received a receipted invoice will be issued for your records.

Employers can choose to receive holiday pay by BACS on standard or flexible payment dates. Standard holiday payment is based on the holidays laid down in the JIB Working Rules and is paid out to the employer at fixed dates pre-determined by the Scheme. Where an employer opts for flexible holidays then they can claim back holiday pay for all or individual employees at any time. In both cases sufficient credits require to have been purchased before payment can be made.

When an employee leaves your employment let us know and we will calculate the holiday pay due to the employee for you to include in the P45 and return any amounts we hold for the employee to you for payment to them.

### Key benefits

- **Helps cash flow** – by enabling employers to budget holiday and sickness commitments in advance. Discounts on SNIPEF Annual Subscriptions are also available for firms operating the Schemes.
- **Easy administration** – the Scheme calculates holiday pay due and can assist with accrued holiday pay when an employee leaves employment.
- **Reduce costs** – the Industry Pension Scheme does not require pension contributions to be made on holiday payments covered by the Holiday with Pay Scheme.

### Sick Pay Scheme

Employers are responsible for paying industry Sick Pay in addition to any Statutory Sick Pay (SSP) to which an employee is entitled. Employers purchase a weekly sickness credit in much the same way as the holiday credits are purchased.

### Key benefits

- **Added benefit for the employer** – nominated directors, owners and partners qualify for free enhanced sickness payments in addition to standard Industry Sick Pay and Personal Accident Cover
- **Enhanced protection for employees** – Industry Sick Pay is paid to the employer for each employee absent from work due to sickness or accident and your employees are also covered by our Personal Accident Insurance.

For more information or assistance call our Finance team on **0131 556 0600**.

## OTHER MEMBER SERVICES

### CUSTOMER LEADS

Our “Need a Plumber” website is one of the ways in which we promote the use of Licensed member firms to customers. Northern Ireland Water recommend the use of WaterSafe plumbing firms and link to our website.

We have also introduced direct links to member websites and customers can also choose to email members directly from our “need a plumber” website. On average we get over 8000 hits on our website annually and over 4000 customers either visit a member’s website or email them directly from our site.

We also operate a winter website (Don’t Freeze Up.com) which is promoted widely.

### PLUMBHEAT, YEARBOOK AND SNIPEF WEBSITES

SNIPEF issues a magazine to members on a quarterly basis, “Plumb Heat” which contains information on health and safety, technical, general business, and industry news. The magazine is also sent to all MSPs and MPs in Scotland.

Our Yearbook and Member Directory is issued at the start of each year and contains a wide range of information relating to SNIPEF and the services we provide to members and customers. The Yearbook also contains a full list of members and the key activities they undertake.

SNIPEF operates a number of different websites. Some are directed to customers (need a plumber) and some at potential apprentices (become a plumber). Our members only site contains up-to-date information on a wide range of topics including employment, health and safety, technical etc.

### PRIVATE MEDICAL INSURANCE

Through an arrangement with Blythwood Insurance Brokers members can purchase medical insurance cover at rates which are significantly discounted.

#### What is covered?

Full details of the available cover can be provided on request but in summary you would receive cover for:

Out-patient	In-Patient	Additional Benefits
Consultations	Consultations	Private Ambulance
Physiotherapy	Accommodation	Home Nursing
Diagnostic Tests	Theatre Charges	Parent Accommodation
MRI/CT/PET Scans	Nursing	NHS Cash benefit

#### How Much Does Cover Cost?

The rate you pay depends on the excess and out-patients cover you agree to. At a time when there are still waiting lists for NHS treatment, Private Medical Insurance offers you the reassurance of knowing that if you or your family suffer an illness, you can have speedy access to medical treatment at a time and location to suit you.

There are currently three options for the Scheme:

- Option 1 No Excess £1,000 Outpatient Cover
- Option 2 No Excess £1,500 Outpatient Cover
- Option 3 £100 Excess £1,000 Outpatient Cover

### VEHICLE TRACKING

SNIPEF operates a scheme for members called “TomTom Work Fleet” which is aimed at offering significant savings for those member firms who choose to use a vehicle tracking or navigation system.

Tom Tom has introduced a dedicated scheme, with the objective of providing members with a high quality of service and professional attention when you need to add or replace tracking or navigation systems for your vehicles.

TomTom Work fleet management solution delivers total control of your fleet through the combination of vehicle navigation with tracking & tracing, planning, reporting and two-way communication functions, all in an easy to use, low cost system.

#### The benefits are:

- **Work can be planned more efficiently**
- **Unnecessary driving can be eliminated – saving on fuel costs**
- **Improved productivity**
- **“Duty of Care” compliance**
- **“Van Tax” compliant**
- **Reducing your “Carbon Footprint”**
- **Satisfied customers**

As well as helping reduce your operatives’ travelling time through a dedicated and accurate navigation system, the system also allows you to record vehicle movement and can also be used to send messages with new work instructions to your operatives.

### SNIPEF WORKWEAR

SNIPEF has teamed up with ThinRedLine Products to create SNIPEF-Workwear, a branded workwear website exclusively for SNIPEF members, supplying great value garments that arrive branded with your logo or company name and carry the SNIPEF identity too.

SNIPEF workwear is unique and has a huge choice of manufacturers in its workwear range. They supply garments manufactured by Beaver, Regatta, Russel, Portwest and Gildan.

SNIPEF Workwear aims to have ordered garments branded and delivered to the recipient within 10-14 working days from the approval of embroidery artwork. SNIPEF workwear is based in Edinburgh; however, their garments are sourced from all over the world.

SNIPEF workwear is controlled by SNIPEF, giving members the assurance that when you place an order it will arrive on time and be the quality and value you expect.

### DURADIAMOND – (DRILL BITS)

SNIPEF has set up an arrangement with DuraDiamond, who manufacture and supply drill bits. The company also re-tip existing drill bits.

Members can access the special rates via our member website.

### KANE INTERNATIONAL – FLUE GAS ANALYSERS

SNIPEF has set up an arrangement with Kane International to offer special discounted rates to members when purchasing or re-calibrating flue gas analysers. Full details are available via the SNIPEF member website

For more information or assistance on any of these services call our Membership Services team on **0131 556 0600**

The Working Rules of the Scottish & Northern Ireland Joint Industry Board for the Plumbing Industry require all employers of plumbing labour to operate the Industry Pension Scheme or a private equivalent in respect of all plumbing operatives and apprentices.

Firms who employ plumbing labour and do not satisfy this Working Rule run very considerable risks and could be faced with claims for loss of death benefit and loss of pension benefit from their employees or the dependant of any employees who died while in the employment of the firm (regardless of the cause of death).

### Automatic Enrolment Pension Scheme

From October 2012 the Government introduced legislation requiring employers to automatically enrol all staff aged between 22 and state pension age, with earnings above a set threshold, into a qualifying pension arrangement.

Automatic enrolment has been introduced in a staged format dependant on business size, with the initial stage set for employers with 120,000 employees or more. This figure will reduce on a monthly basis until April 2017 by which time all employers must have appropriate pension provisions in place.

Should you wish guidance as to an estimated staging date by which your company will have to comply with auto enrolment, please visit the Plumbing Pensions website at [www.plumbingpensions.co.uk](http://www.plumbingpensions.co.uk) where you will find a link at the top of the home page.

### Why is Automatic Enrolment being introduced?

Automatic enrolment (AE) is the Government's attempt to get far more employees (and their employers) into the practice of contributing to workplace pensions.

As a population we are now living longer, in fact statistics show that on average this can be an additional 15 to 20 years after retirement. The problem this gives the Government is that the extra cost of providing state benefits and supplements over a longer period of time cannot be financed indefinitely without changes being made. Although the Government has started to make changes, by increasing the state pension age, this in itself is not thought to be enough.

It had been hoped that most employees would realise that the state pension could not sustain the increased level of spending and look to make their own provisions to supplement their retirement years. In reality this has not happened and as many people are still reluctant to voluntarily contribute towards their own pension arrangements this has forced action to be taken.

### How can the Plumbing Industry Pension Scheme help fulfil your legislative requirements?

As an industry we are in the fortunate position of having a well established, defined benefit, pension scheme which has been in place for almost 40 years (operating automatic enrolment since day one).

Some 37,000 current and former employees of firms in the industry (not just plumbing firms) already have benefits in the Scheme. There are other industries, including other parts of construction, where the level of expected benefits is much lower than in plumbing. This means that many of our Scheme pensioners currently enjoy a standard of living which is considerably higher than some who have retired from a career in other construction occupations.

### So how much does it cost and what will you get for your money?

The basic level of gross contributions payable is 3.75% of all earnings for an employee and 7.5% for an employer. As the scheme is currently contracted-out of the State Pension Scheme (S2P) members will pay a lower rate of National Insurance contributions. This reduction, together with tax relief, means that the net contribution levels payable are considerably reduced.

At the end of each Scheme year members are then granted pension credits equal to 1.25% of total gross earnings (this equates to 1/80th average salary for each year of service). All credits will then accrue bonuses, ensuring that they grow in line with inflation until retirement.

On retirement members will receive their pension benefit and be offered the opportunity to exchange up to 25% of the value of their pension for a lump sum which, depending on benefits held elsewhere, may be tax free.

Comprehensive death benefits are also provided at no extra cost in the form of a lump sum death benefit (for contributing members), spouse's pension and if applicable dependant's pension. This gives members peace of mind knowing that families will be catered for should they die in service prior to retirement.

If a member dies within 5 years of retirement, their spouse, civil partner or dependants will receive a lump sum equal to the remaining value of pension due within the 5 year period, (reduced to take account of early payment). A qualifying spouse, civil partner or dependant will then receive a pension up to a maximum of half the member's pension.

With effect from 6 April 2014 the Scheme is introducing an additional contribution scale for use by any new employer joining the Scheme. In return for an employer/employee combined

contribution rate of 8% of earnings, the A1 scale will provide employees with a contracted-in defined pension benefit equal to 1/100th average salary for each year of service. A death benefit of two times salary will also be provided at no extra cost.

### What can Plumbing Pensions offer you as an employer?

We offer the opportunity for employers to fully comply with automatic enrolment legislation, while at the same time providing employees with first class benefits at an extremely competitive cost. We are a "not-for-profit" organisation and are here solely for the benefit of our members.

As an employer, by enrolling all employees in the Plumbing & Mechanical Services (UK) Industry Pension Scheme you can meet legislative requirements and also alleviate many of your administration worries. You can simplify your internal administration by dealing with just one pension arrangement, one which will offer full administrative support.

For further information please call Business Development Executive, Angela Smith on **01889 563654** or visit the Scheme website at [www.plumbingpensions.co.uk](http://www.plumbingpensions.co.uk).

## APPENDIX A PLUMBING INDUSTRY LICENSING SCHEME

The Plumbing Industry Licensing Scheme was established in 2002 to increase the professionalism of the plumbing industry. A number of partner organisations were involved in its development including Scottish Water, the Scottish and Northern Ireland Consumer Councils and Trading Standards. There was also significant input and support from the Scottish Government.

### Licensed business criteria

All Licensed Businesses must meet the following criteria:

#### Use Of Competent Operatives

All operatives carrying out plumbing work must be eligible to hold a SNIJIB Registration Card (or provide other evidence of competence acceptable to the Licensing Board).

#### Water Byelaws/Regulations Qualifications

Each Licensed Business must employ at least one operative who holds an approved certificate in Water Byelaws/Regulations training. The ratio of trained operatives is as follows:-

Total number of operatives in the firm incl LOSCs	Number of Operatives who require Water Byelaws/Regulations
1-5	1
6-10	2
11-15	3
16-20	4
21-25	5
26-30	6
31+	8

#### Gas Work

Licensed Businesses carrying out gas work must be registered with Gas Safe Register and ensure that all operatives who undertake gas work hold the appropriate ACS qualifications.

#### Public And Employers' Liability Insurance

Licensed Businesses are required to hold Public Liability Insurance of at least £2m and Employers' Liability Insurance where necessary. An annual check will be made to ensure your business continues to hold appropriate insurance.

#### Compliance With Statutory Requirements

Licensed Businesses will be required to carry out work in accordance with the following:-

**Water Supply (Water Fittings) Regulations 1999. Water Byelaws (Scotland) 2000 and/or Water Regulations (N Ireland) 2009.**

**Gas Safety (Installation and Use) Regulations 1998.**

**The Building Standards (Scotland) Regulations 1990, as amended and the Building Scotland) Act 1959, as amended.**

**The Building Regulations (Northern Ireland) 1990/1994, as amended and The Building Regulations (Northern Ireland) Order 1979, as amended.**

**Health & Safety at Work Act 1974/Health & Safety at Work Northern Ireland Order 1978.**

**Equal Opportunities, Race Relations etc.**

**Any other Regulations relevant to work undertaken.**

### Complaints Procedure

Licensed Businesses are required to comply with the Scheme's independent complaints resolution procedure. Any complaints received may be referred to the Licensing Board Complaints Panel for consideration and resolution. Licensed businesses must advise customers of the complaints procedure before taking any other action and also respond in writing to any customer complaint. Licensed Businesses are also required to abide by the decision of the Complaints Panel.

### Service Charter

Licensed Businesses are required to carry out work in accordance with the Industry Service Charter.

### Inspection of Work

Inspection of work, by technically qualified individuals, will be undertaken by the Scheme on a random basis. The number and frequency of inspections will reflect the value, type of work and the geographical spread of Licensed Businesses. Inspections will also be undertaken in response to customer complaints.

### Disciplinary Code

Licensed Businesses are subject to the terms of the Scheme's Disciplinary Code.

For more information or assistance call our Membership Services team on **0131 556 0600**

## APPENDIX B CUSTOMER COMPLAINTS PROCEDURE

All complaints made against either Licensed Plumbing Businesses or SNIPEF members are dealt with by the Plumbing Industry Licensing Scheme. SNIPEF has no direct involvement in complaints and the Scheme's Customer Liaison Officer is not employed by SNIPEF and reports directly to the Chairman of the Complaints Panel.

### The Procedure

If one of your customers makes a complaint against your business and you cannot resolve the issue, you are required to advise the customer of the Complaints Scheme and allow the Customer Liaison Officer (CLO) an

opportunity to HELP YOU and the customer settle your differences without either side resorting to lengthy or costly legal action.

If a complaint is made, the CLO will issue the customer with a Conciliation Request Form (CRF) on which the customer details their complaint. On receipt of the CRF, the CLO will then contact the SNIPEF Licensed Business or SNIPEF member and ask them to respond to him in writing, within 14 days, on the issues raised. The Customer Liaison Officer will then attempt to resolve the complaint through a process of mediation. The CLO will maintain contact with you throughout this period.

## APPENDIX B CUSTOMER COMPLAINTS PROCEDURE

### Complaints Panel

If the CLO is unable to resolve any legitimate complaint then he can refer the matter to the Plumbing Industry Licensing Scheme Complaints Panel. The Panel, which is wholly independent, is made up of one representative from each of the following organisations:

- The Society of Chief Officers of Trading Standards in Scotland
- Scottish Water
- The Chartered Institute of Plumbing and Heating Engineering
- Scottish and Northern Ireland Plumbing Employers' Federation
- Northern Ireland Water

When a complaint is referred to the Complaints Panel, each member will be provided with a copy of all the documents which have been received.

The Panel will then review the documents and after discussion, agree to either uphold or reject the complaint. Occasionally the Panel may decide that it requires an inspection of the work to be carried out to provide more information to assist it in making its decision.

If such an inspection is requested, a Technical Inspector will be appointed by the CLO on behalf of the Panel. The Inspector will make arrangements to inspect the work and will speak to both parties about the issues which are in dispute.

Once he has completed his inspection the Technical Inspector will then submit his report to the Complaints Panel which will reconsider the issues of the complaint taking into account the Technical Inspector's report and all the other correspondence. The Complaints Panel will thereafter issue its decision.

### Implementation of Panel's Decision

If it is decided that remedial work has to be undertaken then the member firm will be given the opportunity to carry out these remedial works. If the member refuses to carry out the works or there is an unnecessary delay in carrying out the works, then this may be referred to the Scheme's warranty arrangements for resolution and the firm will be subject to disciplinary action.

For more information or assistance call the Customer Liaison Officer on **0845 838 1583**.

## APPENDIX C PLUMBING JOINT INDUSTRY BOARD

All members of SNIPEF automatically become members of the Scottish and Northern Ireland Joint Industry Board for the Plumbing Industry (SNIJIB).

The SNIJIB is the body which regulates wages, allowances and conditions of employment for all plumbing operatives and apprentices in Scotland and Northern Ireland. The Working Rules of the Plumbing Industry contain details of the conditions of employment (e.g. holiday entitlement, sick pay, working hours). The Working Rules are applicable to all firms in the Industry, not just SNIPEF members.

All operatives employed by member firms should possess a Registration Card issued by the Joint Industry Board. If your operatives are not currently registered

you should request a supply of application forms from the Joint Industry Board.

All plumbing apprentices need to be registered with the JIB using the appropriate Agreement of Apprenticeship Form. The form should be signed by the employer and the apprentice and returned to the SNIPEF Offices for registration purposes.

For more information visit **[www.snijib.org](http://www.snijib.org)**

For more information or assistance call the JIB on **0131 556 0600**

## APPENDIX D LOCAL ASSOCIATIONS

SNIPEF is made up of 11 Local Associations (as below) and when you become a member of SNIPEF, you also become a member of the Local Association. All member firms are entitled to send a representative to General meetings of their Local Association. The frequency of General meetings varies from area to area and details will be circulated by Local Secretaries.

### SNIPEF ABERDEEN & DISTRICT MASTER PLUMBERS' ASSOCIATION

Neil Foxcroft  
5 Culduthel Main Circle,  
INVERNESS IV2 6RH  
Tel 07795 314271

### ANGUS & KINCARDINE

Paul Roberts  
21 Church Street  
BRECHIN DD9 6HB  
Tel 01356 626277

### BANFF & MORAY

David Anderson  
C/o Ritsons & Co  
1a Cluny Square  
BUCKIE AB56 1AH  
Tel 01542 832212

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Local Association meetings provide members with an opportunity to:

LEARN about the work of SNIPEF, COMMENT on current policy issues, SHARE their experiences with fellow members and SOCIALISE with others involved in the Industry

Current Local Association Secretaries are:

### LANARKSHIRE

Jack Watson  
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### PERTH & DISTRICT

Ed Miller  
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### NORTHERN IRELAND

Drew Crawford  
C/o Crawford Sedgwick & Co  
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## APPENDIX E BRIEF HISTORY OF SNIPEF

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Before SNIPEF was established in 1923 there were local associations of master plumbers in various parts of the country. The oldest is the Glasgow and West of Scotland Association, founded in 1856. Today, there are 11 Local Associations which cover all areas of Scotland and Northern Ireland.

Since SNIPEF was established there have been a number of changes within the Plumbing Industry, some due to the times, others due to the development of new ideas.

**1923** SNIPEF established. Originally titled "The Scottish Federation of Plumbers and Domestic Engineers (Employers) Associations".

**1950** SNIPEF appointed its first full-time employee Mr W Todd Soutar. He became Director & Secretary and retired in 1988 after 38 years of service.

**1970** The industry's registration board and industry grading scheme is established.

**1975** SNIPEF set up an industry-wide pension scheme for employees and Northern Ireland joined the Federation. Title was changed to the existing title "The Scottish and Northern Ireland Plumbing Employers' Federation". (SNIPEF)

**1983** Launch of SNIPEF's training agency for apprentice training in Scotland.

**2002** Plumbing Industry Licensing scheme launched in Scotland.

**2005** Plumbing Industry Licensing scheme launched in Northern Ireland.

**2007** Launch of PMST the training agency for apprentice training in Northern Ireland.

**2010** SNIPEF launched the Approved Certifier of Construction Scheme which allows individuals to certify work carried out under a Building Warrant.

**2010** SNIPEF in conjunction with Northern Ireland Water launches an Approved Contractor Scheme for Water Regulations in Northern Ireland.

**2010** SNIPEF moves to new offices at Bellevue House in Edinburgh.

**2011** SNIPEF hosts the 11th World Plumbing Conference.

**2012** SNIPEF joins the Specialist Engineering Contractors (SEC) Group.

**2013** WaterSafe Approved Installer Scheme Launched.



*Northern Ireland Edition*

*Scottish & Northern Ireland Plumbing Employers' Federation*

# MEMBER SERVICES GUIDE

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