



## Flood Protection Products Installation Kitemark Guide

### **Flood Protection Product Installation Kitemark guide**

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## 1 Introduction

BSI has for many years offered Kitemark for Flood protection products to the factory gate. Following industry concerns regarding the quality of some installations the Kitemark was extended to cover the installation of Kitemark flood protection products.

This certification scheme includes the process of conducting a Kitemark flood protection installation survey (KFPI survey), selection of appropriate product and installation of BSI Kitemark flood protection products. It does not cover the installation of non Kitemark product and does not result in a 'Kitemark house'.

To gain the BSI Kitemark an organization must demonstrate competency to successfully undertake these tasks and comply with the BSI Kitemark scheme requirements. Whilst the skill set and competency of an individual is central to the quality of the service provided by an organization this scheme is a not a competent persons scheme.

Organizations that can hold the BSI Kitemark licence fall into two categories.

- 1) Installer organization: survey for, select and installs the BSI Kitemark flood protection product
- 2) Group organizations: offers an assessment service to a group of installer organizations, these installer organizations within the scheme may display the group organization's Kitemark.

It is the installation that achieves the BSI Kitemark and may be marked by the BSI Kitemark licence holder accordingly.

## 2 Terms and Definitions

### Group Organization

A legal party that offers an assessment service to a group of installer organizations and is contractually linked to them for this activity.

### Installer Organization

A legal party which employs / contracts one or more competent operatives to install BSI Kitemark flood protection Products.

### Manufacturer

A legal party which holds a BSI Kitemark for a flood protection product under this protocol.

**Note:** Manufacturers shall provide installation instructions, a deployment guide and user manual as defined within Annex C of PAS 1188-1.

### Operative

A person who is employed or contracted to an organization and carries out KFPI surveying and or installation of BSI Kitemark flood protection products.

### Kitemark flood protection installation survey(KFPI survey)

An activity that identifies and records the client details, property location, aperture details and product recommendations. See section 6, for requirements.

### 3 Group Organization

A group organization shall offer and deliver the assessment and evaluation of competency of installer organizations.

The group organization shall have a documented process that identifies a robust assessment plan to suitably assess the competency of installer organizations and their operatives to carry out a KFPI survey (see section 6), select and install BSI Kitemark flood protection products. This process shall consider training of operatives, use tests of understanding and a practical assessment. They shall also regularly reassess the competency of the installer organization.

The group organization management system shall be developed, documented and implemented based on ISO 9001 and include a suitable complaints management process.

Each manufacturer of a BSI Kitemark flood protection product provides an installation guide, a deployment guide and user manual. From these documents the group organization develops a documented process to ensure the competency of the installer organizations and their operatives. The group organization will assess initially and annually the competency of all operatives and their installer organizations for KFPI surveying, product selection and installation.

Each operative shall be observed, by the group organization, whilst installing a typical BSI Kitemark flood protection product in a realistic situation and an impartial assessment made of their competency. This shall include a successful static head leakage test.

The group organization and the installer organization must have a process for ensuring the operative is a "fit and proper person".

When training forms part of the competency assessment, as a minimum, the following shall be recorded; the instructor's name and qualifications, operatives name, the product types covered, date and location.

For each competency assessment, as a minimum, the following shall be recorded; the name of the operatives assessed, their installer organization, the date, locations, who conducted the assessment, the tests of understanding and the results covering surveying, product selection and the final static head leakage test.

The group organization shall assess each installer organization to confirm they meet the installer organization requirements and that suitable provision is made for appropriate tools, equipment, information and product to allow their operatives to complete a KFPI survey, product selection and installation according to this scheme.

The group organization must specify to the installer organization and ensure compliance with:

- The procedure for notifying the group organization of a potential BSI Kitemark installation and request for it to be assessed.
- The procedure that allows the Group organization to establish the installation as a BSI Kitemark installation and mark if accordingly.
- The records to be completed by the installer organization. This must include as a minimum; the address of the installation, the date of installation, the KFPI survey report, the BSI Kitemark flood protection product(s) installed, the name of the organization and the name of the competent operative(s) who installed the product.
- The BSI terms and conditions including the use of the BSI Kitemark.

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Revision 1 (September 2016)

The group organization must keep a record of all installations under this scheme and full details of any complaints raised relating to the service offered by an installer organization under this scheme.

The group organization shall maintain a list of installer organizations and their competent operatives. This record shall hold both current and historic data.

The group organization will carry out at least 4 impartial assessments of each installer organizations per year to ensure the organization and operatives meet the requirements of this BSI Kitemark scheme. Each installer organization's competent operatives will be assessed at least once per year. When an installer organization has more than 4 competent operatives the total number of assessments will equal the number of competent operatives. Each assessment will include a static water head test on an installed BSI Kitemark flood protection door barrier and check compliance with the requirements of this BSI Kitemark scheme and use of the BSI Kitemark.

When the group organization identify any issue that might impact on the service provided by the installer organization or the quality and performance of the installed BSI Kitemark flood protection product under this BSI Kitemark scheme the installer organization will take immediate and appropriate corrective action, this could include retraining, improvements to the documented process or removal of recognition of an operative's competency, should an operative fail to meet two consecutive assessments then the group organization must inform BSI immediately.

When an installer organization fails to demonstrate competency, the group organization shall immediately inform BSI who will suspend the installer organization from the certificate.

BSI will conduct an initial assessment to evaluate the compliance with this BSI Kitemark scheme protocol. BSI will also witness a number of assessments of operatives and their organization carried out by the group organization.

Should a group organization fail to meet the requirements of a BSI assessment they are required to take immediate and appropriate corrective action.

The group organization will provide the home owner with a document that describes the service provided by the installer and list the products installed. Where the BSI Kitemark for installation of flood protection product is displayed it shall only be associated with BSI Kitemark product and not with any other services or product. It is important to ensure each BSI Kitemark is displayed in such a way not to mislead or make false representation. An example certificate is shown in section **11**.

#### 4 Installer Organization (as part of a Group Organization scheme)

The installer organization shall have a documented process that identifies a robust assessment plan to suitably measure the competency of their operatives to conduct a KFPI survey, make the appropriate product selection and assess successful installation of a BSI Kitemark flood protection product. This process may be operated by the Group Organization but the installer organization shall take full responsibility for their operatives.

The KFPI survey shall meet the requirements of section 6 and additional support documentation and information shall meet the requirements of section 7.

The recommendation of suitable product is then based on the survey and the installation is assessed to ensure it meets the manufacture's fitting instructions and delivers the anticipated protection.

The installer organization shall have a quality management system, covering the activities described in this scheme, developed, documented and implemented based on ISO 9001 principals and include a process for the management of complaints.

Each manufacturer of BSI Kitemark flood protection product provides an installation guide, a deployment guide and user manual. From these documents the installer organization develops a documented process to ensure the competency of their operatives and organization. This might include appropriate training at a suitable location and promote the competency of operatives. The installer organization will ensure the competency of their operatives to conduct a KFPI survey, product selection and installation. This may be carried out by the group organization.

The installer organization will have a process for ensuring that their operatives are 'fit and proper persons'.

BSI may visit the installer organization when witnessing a group organization assessment.

The installer organization shall have at least one operative recorded as competent. When the installer organization is unable to maintain their competency they are required to advise BSI and the group organization immediately. If the organization continues to have no competent operatives for a period exceeding 3 months or the group organization determines by audit that the installer organization's competency fails to meet the requirements of two consecutive assessments the installer organization will be removed from the certificate by BSI.

The installer organization shall complete the appropriate records for each installation of BSI Kitemark flood protection product. This will include as a minimum; the address of the installation, the date of installation, a KFPI survey report, the BSI Kitemark product(s) installed, other flood related products installed and the name of the competent operative who installed the product. These records shall be kept safe for at least 10 years.

The installer organization shall ensure suitable provision is made for appropriate tools, equipment, information and product to allow their operatives to complete surveys, product selection and installation according to this scheme.

Should an installer organization identify any issue that might impact on the service provided or quality and performance of the installed BSI Kitemark flood protection product under this BSI Kitemark scheme they will take immediate and appropriate corrective action, this could include retraining, improvements to the documented process or removal of recognition of an operative's competency. The Group organization shall be informed immediately.

When an organization has no competent operatives they must inform the Group Organization immediately. The Group Organisation shall inform BSI who will take the appropriate action.

## **5 Installer Organization (as an independent Licence holder)**

The installer organization shall fulfil the requirements of section **4** and carry out the assessment and auditing requirements detailed in section **3**.

Additionally BSI will carry out at least 4 impartial assessments per year to ensure the organization and operatives are meeting the requirements of the BSI Kitemark scheme. Each competent operative will be assessed at least once per year. This means that an installer organization with more than 4 competent operatives the total number of assessments will equal the number of competent operatives. Each assessment will include a static water head test on an installed BSI Kitemark flood protection door/barrier.

The independent installer organization will provide the home owner with a document that describes the service provided by the installer and list the products installed. Where the BSI Kitemark for installation of flood protection product is displayed it shall only be associated with BSI Kitemark product and not with any other services or product. It is important to ensure each BSI Kitemark is displayed in such a way not to mislead or make false representation. An example certificate is shown in section **11**.

## **6 Kitemark flood protection installation survey (KFPI survey)**

Each KFPI survey shall be carried out by a competent operative and shall include the following as a minimum;

- a) Full Client details
- b) Property details including use, type, construction and listed status.
- c) Aperture details including dimensions, fixings, surface finish and details required to assess the suitability of the recommended flood protection product
- d) Product recommendations
- e) Details of the competent operative completing the KFPI survey.

A signed copy of the KFPI survey shall be given to the property owner and a second held by the group or installer organization for a minimum of 10 years.

## **7 Supporting documentation and information**

The installer organisation shall, for each property where a KFPI survey is carried out, make themselves aware of the:

- Flood history
- Risk and likelihood of flooding, including anticipated flood type and depth
- All potential vulnerabilities and points of water ingress

This information shall be shared with the home owner together with any maintenance requirements for the installed Kitemark flood protection products. Installer organizations may wish to offer maintenance services for the installed products.

## **8 Complaints relating to Installations**

All complaints received by the installer organization must be addressed and recorded.

When overseen by a group organization all complaints will be shared with the group organization. If the installer organization is unable to resolve the complaint to the satisfaction of their customer, then the customer must be made aware and allowed to forward the complaint to the group organization for them to resolve. This resolution may be at the expense of the group organization.

## **9 BSI Operation of Scheme Requirements**

BSI will perform an initial assessment to confirm the requirements of this Kitemark scheme are met. BSI shall conduct at least one assessment visit per annum of the group organizations head office to ensure the correct operation of the scheme.

BSI shall accompany the group organization or installer organization, as appropriate, during a number of their annual surveillance visits. The number shall be calculated as the square root of the number of installer organizations listed on the certificate rounded up to the nearest whole number or in the case of an independent installer organization the square root of the number of competent operatives rounded up to the nearest whole number.

During each accompanied visit at least one Kitemark Flood Protection product installation must be subjected to a suitable simplified static leakage test.

## **10 Kitemark Certificate Scope**

The Kitemark certificate shall detail the scope as 'The installation of Kitemark flood protection product'. For group organisations certificates it shall also list the installer organization confirmed as meeting the requirements.

**11 Kitemark Lozenge**

The Kitemark lozenge or logo associated with the Flood Protection Product installation scheme is shown below:

**12 Example certificate**

The Kitemark certificate shall detail the scope as 'The installation of Kitemark flood protection product'. For group organisations certificates it shall also list the installer organization confirmed as meeting the requirements.

**EXAMPLE**

**ABC Flood installers Ltd**

**Survey and Installation Certificate**

This Certificate, issued by (Kitemark Licence holder) khygk pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc.

A Kitemark flood protection installation survey of (address of property), Carried out by (name of operative), on (date of PLS) Pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc pdofen sksnfd lapjdln lnk jk dsdee kpeeln sldnlhd sk ddwd sasdlc adnevc.

**Kitemark Products installed**

<b>Product</b>	<b>Location</b>	<b>Product Kitemark</b>	<b>Installation Kitemark</b>
Doorway Barrier Model xyz	Rear entrance door	 KM12345	 KM642489
Doorway Guard Model xyz	Front entrance door	 KM 12345	 KM642489
Air-brick/air-vent Model xyz	North-West face	 KM 12345	 KM642489

**Other installed product**

<b>Product</b>	<b>Location</b>
50mm Back water valve	Rear kitchen
160mm Flood non return valve	Sewage pipe at front of main dwelling
Tanking polymer	Cellar
Silicone	All windows and door frames, waste water pipe
Waterstop	To all brickwork and render to a height of 700mm