DYNO GROUP PLUMBING SERVICES MANUAL

Contents

A INTRODUCTION 1.1

A1 WELCOME 1.1
A2 AMENDMENT RECORD 1.2
A3 PURPOSE OF THE PLUMBING SERVICES MANUAL 1.3
A4 FORMAT & DISTRIBUTION 1.4
A5 ASSOCIATED REFERENCES 1.5

B DESCRIPTION OF SERVICES 2.1

B1 SCOPE OF SERVICES - PLUMBING SERVICES 2.1
B2 BRITISH GAS PLUMBING AND DRAINS CONTRACT 2.3
B3 MINIMUM STANDARDS 2.15
B4 EQUIPMENT REQUIREMENTS 2.16

C BUSINESS SERVICES 3.1

C1 LEAK DETECTION AND WATER SUPPLY PIPE SERVICES 3.1
C2 DYNO CLAIMS HANDLING SERVICES 3.5
C3 PLUMBING AND DRAINS (PAD) VALIDATIONS 3.24
C4 AVIVA CMS 3.27

D OPERATIONS & ADMINISTRATION 4.1

D1 DYNO ROD REBATES 4.1
D2 PRICING 4.4

E TRAINING AND COMPETENCY 5.1

E1 COMPETENCY REQUIREMENTS 5.1
E2 LEAK DETECTION 5.3

F INSURANCE COVER 6.1

F1 GENERAL 6.1

G PERFORMANCE APPRAISAL 7.1

G1 General 7.1

H GLOSSARY 8.1

I APPENDICES 9.1

A Introduction

A1 Welcome

Welcome to the Dyno Group.

Dyno is a recognised brand throughout the UK. Dyno Group prides itself on speed, quality, honesty, fairness and an excellent reputation for high standards. Dyno Group's reputation has been built up over many years and this has been realised by achieving and maintaining exceptional standards.

This Manual contains details and instructions to assist Franchisees in meeting the requirements and standards when operating a Dyno Group Plumbing Services Franchise. It should be read in conjunction with the Dyno Group Business Operations Manual which contains further information on common processes and systems to be followed by all Dyno Group services.

Other references are identified throughout this Manual where appropriate.

This Manual and related references form part of the Licence Agreement.

A2 Amendment Record

Section	Issue Number	Amendment Description	Entered By	Date
All	1.1	First Issue	R Kania	26/11/2012
All	1.2	Reference to H&S Management Control System replaced by 'Managing for Health and Safety – A Framework for Franchise Operators'	R Kania	07/10/2012
B2	1.3	Revised administrative and job booking standards for PAD contract and reference to the British Gas Sub-contract Particulars document	R Kania	18/11/2013
B2/C2	1.4	Addition of British Gas Claims Handing Policy and Standards in relation to PAD Contract and Claims Handling. Reference to BGS PAD Validations Guide	R Kania	17/05/14

A3 Purpose of the Plumbing Services Manual

The purpose of this manual is:

- to provide a working document which describes the framework within which a Franchise must operate in order to conduct its Plumbing Services business in accordance with Dyno Branding requirements

- to provide information and/or reference other documents that are needed in order to start, manage and develop a Dyno Plumbing Services Franchised Operation

The content of this Manual does not remove the Franchisees obligations and responsibilities as duty holders to operate within current legislation

This manual is protected by copyright and remains the property of Dyno Group. The procedures within this document support the Franchise Licence Agreement and hence non-compliance may result in the licence termination in accordance with items specified within the Franchise Licence Agreement. This will depend upon factors such as the regularity of occurrence, Dyno Group's perception of the severity of non-conformance, corrective action, subsequent improvement and any mitigating circumstances

A4 Format & Distribution

Format

The Manual is generally presented in the following format to provide ease of access:

1.0 Introduction – A statement as to the importance / reason the procedure is required and the activities to which it applies (i.e. scope)

2.0 Responsibilities – This shall include the departments responsible for ensuring the procedure is followed. This section should clearly identify the general obligations of the franchise with respect to following the procedure

3.0 Procedure – Main body of the procedure / policy explaining what is done, how it is done and by which department / authority

4.0 References – Documents referred to in the procedure e.g. other procedures, transactions, standards, guidelines and manuals etc.

5.0 Forms/Appendices - where referenced in the procedure these are provided to assist implementation. Further appendices are included in the final section of this Manual to facilitate the updating process.

A glossary has been included to assist in understanding business specific terminology

Distribution

The Dyno Group Plumbing Services Operations Manual is an electronically maintained and distributed document, controlled by the Quality Manager. In the first instance, the original copy will be distributed during the induction / training period

Subsequent updated versions of the Manual will be distributed via e-mail with a list of amendments made to the previous version.

The master document will be held on Dyno Central™

A5 Associated References

This Manual should be used in conjunction with the following Dyno Group references:

Licence Agreement

British Gas Sub-contract Particulars document

Dyno Group Drain Services Manual

Managing for Health and Safety – A Framework for Franchise Operators

Insurance Service Criteria

National Accounts Manual

Lining/Technical Manual

Quality Assurance Manual

Environmental Management System Manual

CRM Training Guides and Processes

WinCam

British Gas Complaints Procedure

Dyno Claims Handling Services Manual

Example Generic Risk Assessments

Example Generic Method Statements

British Gas Services Ltd Claims Handling Policy

British Gas Plumbing and Drains Validation Guide

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B Description of Services

B1 Scope of Work – Plumbing Services General

B1.1 Introduction

B1.1.1 Each franchise is Licensed to carry out a range of services dependent upon the type of franchise. Detailed below are the services that may potentially be offered.

B1.2 Responsibilities

B1.2.1 The Franchise shall:

- ensure that only services specified in the licence agreement and supporting schedules are carried out – further services may be authorised by Dyno Group to meet market requirements

- ensure that all staff are fully certificated, competent and must demonstrate that there has been adequate training for all staff carrying out authorised services in a safe manner in accordance with Dyno Group, customer and legislative requirements

- ensure commercially viability such that there is development of a sufficient range of authorised services offered to maximise customer service and the ability to compete effectively in the relevant market

B1.2.2 It is essential that any operative / franchise involved in repairing or renovating fresh water and foul water systems must carry two completely separate sets of tools to avoid cross contamination. Foul water tools to be marked red and fresh water tools to be marked blue. Tools to be kept in separate watertight containers / toolboxes.

B1.2.3 Dyno Group shall:

- endeavour to ensure the development of services to compete effectively in the relevant market

- offer appropriate and sufficient quality training to ensure technical competence of the services it licenses the franchise to carry out or refer franchisees to such services where applicable

B1.3 Procedure

B1.3.1 General

B1.3.1.1 The specific services that a franchise permitted to carry out are detailed within the licence agreement

B1.3.1.2 Further services may be authorised by Dyno Group to meet market requirements and these will be notified from time to time

B2 British Gas Plumbing and Drains Contract

B2.1 Introduction

B2.1.1 (Unless otherwise stated) work carried out by a Dyno-Rod Franchise is defined as emergency response to uncontrolled leaks from the domestic plumbing (hot and cold water supplies including domestic hot water tanks).

B2.1.2 The overriding aim of British Gas is to provide all Plumbing and Drains customers with the highest levels of service and quality. Franchises are expected to provide a prompt and reliable service that meets the needs of our customers.

B2.1.3 Dyno reserves the right to remove plumbing and drains work from any engineer or franchise that fails to achieve the appropriate level of service in terms of:

- Quality
- Costs
- Customer satisfaction
- Complaint levels

This also applies where an engineer or franchise:

- Brings the Dyno brand into disrepute
- Fails to comply with regulatory requirements
- Is deemed to have acted inappropriately when undertaking this work
- Makes a false claim
- Does not honour the terms and conditions of the contract
- Fails to adhere to DPA requirements e.g. credit card process
- Does not enter all jobs and does not close all jobs on CRM™
- Does not use Field Application to issue work
- Does not keep the Field Applications updated including the completion of risk assessments and job closures
- Does not administer or maintain the Capacity Management facility on CRM™ to reflect true available capacity for PAD work - thereby causing the Dyno call centre to mislead customers by offering agreed call times prior to despatch of agreed work with the customer which cannot be reasonably guaranteed/serviced

B2.1.3 NOTE 1: Revised PAD Contract job booking rules and administration processes have been introduced on 1st August 2013. Further minimum performance standards and KPIs have also been developed and shall be in force from January 1st 2014. These revisions and further applicable supporting specific provisions are set out in the British Gas Sub-contract Particulars document and related Dyno communication released from time to time. They should be read in conjunction with the general provisions set out in this Manual and shall be used as the basis to judge franchisee performance against the British Gas PAD Contract.

Specific areas revised within the British Gas Sub-contract Particulars are as follows:

- **Operational hours**
- **Additional payment authorisations, validations**
- **Job booking rules including second jobs**
- **Definition of emergency and priority jobs**
- **Recalls**
- **London weighting allowance**
- **Overall payment schedule and allowance for OOH emergency work**
- **NPS regional adjustment**
- **Performance payment scheme**
- **Minimum standards**
  - **Customer service**
  - **Competencies**
  - **Contract requirements**
  - **Claims tolerance**

B2.1.4 **<u>NOTE 2:</u> Where there is any confusion or ambiguity arising from the interpretation of general provisions set out in this Manual against the revised specific provisions set out in the British Gas Sub-contract Particulars document then the final authority for interpretation shall rest with the British Gas Plumbing and Drainage Manager and/or the Dyno Network Manager or their nominee.**

B2.2 Responsibilities

B2.2.1 The responsibilities outlined in section B1.2 apply.

B2.3 Procedure

B2.3.1 Scope of Works

B2.3.1.1 Included in the scope of work are:

- repairs to toilets, including the cold water inlet connection to the ball valve. Typical works will include replacement of:
  - inlet valves
  - toilet cistern flushing mechanisms
  - siphons
  - pipes
  - washers
  - toilet seals

- plumbing services including permanent repairs to leaks from hot and cold water supplies, waste pipes, taps, central heating pipes and water tanks

- Repairs to taps and replacing standard (non-ceramic) tap washers to repair water leaks and dripping taps (not including replacing taps themselves)

- Leak detection and water supply pipe

- Any agreed additional plumbing related services for which the franchisee has demonstrated the required training and competency

B2.3.2 All plumbing work must be in accordance with current water regulations. Work must be allocated in a way that there is no risk of cross contamination of the water supply. When installing a product which will carry or receive water from a public water supply in the UK, is a **criminal offence** if it does not comply with the Water Supply (Water Fittings) Regulations or Scottish Byelaws. All fittings and materials must therefore be WRAS approved to demonstrate compliance.

B2.3.3 The Franchise is responsible for the integrity of installed pipework under the water regulations and obliged to remove the risk of contamination. Any newly installed pipework should be flushed and any tools used on pipework or fittings exposed to foul water must be cleaned/changed before use on any freshwater job.

B2.3.4 With regards to excavation or the working of soil drainage pipes, tools and clothing used for this purpose must not come into contact with any tools or materials to be used on fresh water installations.

B2.3.5 Exclusions

B2.3.5.1 The following are examples of exclusions under the British Gas Plumbing and Drains (P&D) Contract:

- Routine maintenance and repairs
- Cleaning of drains
- Emptying of septic tanks and cess pits
- Replacing sanitary wear
- Blocked rainwater gutters and down pipes
- Replacing / repairing mains water stopcock
- Section 24 drains (i.e. drains serving more that 1 house in properties built in 1937 or before) subject to DEFRA changes.

B2.3.6 Emergency Response

B2.3.6.1 The franchisee shall ensure that adequate engineer cover/resource is provided to achieve 24hr / 7 days per week / 365 days per year emergency cover. This will include ‘out of hours’ rostering and escalation. Failure to provide adequate cover to achieve same day service / out of hours will be considered a material breach of the Licence Agreement and could result in temporary or permanent exclusion from British Gas P&D Work .

B2.3.6.2 The priority of the job will be set by the call centre (using capacity management™ or other method as appropriate). Once received by the franchise the priority of the job **must not** be changed under any circumstances. The Call Centre/Dyno reserves the right to override the Capacity Management System™ in respect of the urgency of any particular job or workload.

B2.3.6.3 Examples of a priority jobs are as follows:

- Uncontrolled leak
- Situations where the customer has stopped the leak but the property is without water/supply
- Situations where the customer has no toilet facilities
- Customers who are at risk without specific facilities

B2.3.6.4 Further specific provisions are set out in the British Gas Sub-contract Particulars document and Dyno communication released from time to time.

B2.3.7 Resource Availability

B2.3.7.1 The franchisee shall provide adequate engineer availability to meet customer demand. It will be necessary to provide full engineer cover during normal working hours (Monday to Friday, 08:00 to 18:00) and sufficient rostered engineer coverage to react to all out of hours (OOH) priority work which shall include evening, weekend and overnight for emergency situations

B2.3.7.2 The franchise office shall, as a minimum, have staff available to receive and dispatch work during the following hours:

- Monday to Friday 08:30 to 17:30
- Saturday 09:00 to 12:00 (where workload dictates)

B2.3.7.3 The franchise office shall provide escalation contacts for emergency situations where the on-call engineer is not available or cannot be reached for any reason. Failure to provide adequate OOH's coverage will be considered grounds for removal from the British Gas P&D Contract

B2.3.7.4 The franchise shall take the necessary steps to ensure the OOH's emergency engineer is available and ready to receive work that is raised outside normal working hours. All necessary steps should be taken to ensure that work raised 'in day' is cleared with standard rostered engineers rather than passed to the on-call engineers

B2.3.7.5 Further specific provisions are set out in the British Gas Sub-contract Particulars document and Dyno communication released from time to time.

B2.3.8 Standards of Service

B2.3.8.1 Dyno reserves the right to audit and monitor franchisee performance against standards of service and established key performance indicators. In the event

that performance falls below an acceptable level of service or fails to meet key performance indicators Dyno-Rod Ltd reserves the right to withdraw work from franchisees who fail to meet acceptable standards.

B2.3.8.2 The performance standards are summarised as follows:

Response

- Engineers provided on site within 4 hours of the initial request from British Gas for priority* foul water repairs (e.g. blocked drains, no facilities)
- Response times are described in full detail in the British Gas Sub-contract Particulars
- All customers shall be contacted within 30 minutes from receipt of the job to confirm estimated time of arrival and the problem the customer has reported to ensure the job had been dispatched to the correct service (e.g. Rod or plumbing)
- Jobs must only be rejected if it is clear from the initial call from the customer that the job has been dispatched to the wrong Network
- Engineer to wear Dyno uniforms and use Dyno liveried vehicles
- Engineer to carry an approved DYNO ID card, which they will present to the customer
- Engineer to make all reasonable efforts to gain access to internal pipework
- Work must not be rejected because the franchise is too busy
- Call centre must answer 80% of incoming calls within 60 seconds
- Call centre (or agreed alternative contact arrangements) available 24 hours per day, 365 days per annum

Job administration

- All jobs are closed/updated on the CRM™ system within 24 hours of the visit (or next working day for weekend/bank holiday work). This may require the engineer to phone the franchise office to provide a job update for the CRM™ records to be updated
- All fixed price jobs are closed within 2 days maximum from the date the job was raised. Jobs resolved after 14 days will not qualify for payment
- Jobs requiring further work, parts or additional visits must not be resolved as 'successful' until all work is completed
- Accurate job status must be maintained including 'on-site' and 'off site' times and dates and 'resolution field' correctly entered (including location, service area, work type, and description of work carried out)
- Engineer must leave a completed checklist on all jobs. All checklists shall be securely archived for a period of 6 years for audit purposes – this may include electronic storage.
- Work shall be guaranteed for 12 months
- 14 day guarantee shall be provided for work at a property following an initial visit. The recall period will start once the original job has been successfully resolved on CRM™ by the franchise. Dyno / franchise must log all recalls and ensure that British Gas is not charged for recalls

B2.3.8.3 It is recognised that there will be occasions where appointments will need to be rescheduled due to engineer resource/significant workload periods. It will be the franchise responsibility to:

- retain ownership of the job
- maintain contact with the customer
- reschedule the appointment for a mutually agreed time
- keep the customer informed at all times

B2.3.8.4 Where performance indicators (such as ETA chases, NPS or complaints) indicate franchisees are regularly rescheduling appointments, Dyno / British Gas will reserve the right to remove the franchise from British Gas P&D Work

B2.3.8.5 Set levels of compensation shall be paid to customers who suffer broken appointments. This will be recharged where the franchise is responsible and has failed to deliver the required service levels.

B2.3.8.6 All customer data to be maintained/disposed of in line with Dyno Data Protection guidelines.

B2.3.8.7 Further specific provisions are set out in the British Gas Sub-contract Particulars document and Dyno communication released from time to time**.**

B2.3.9 Customer Satisfaction Performance

B2.3.9.1 Customers using the service will be independently surveyed through the British Gas NPS scheme

B2.3.9.2 All plumbing and drains complaints will be handled by the Dyno Customer Relations Team who will handle the complaints in line with Dyno complaints handling guidelines and FCA guidelines

B2.3.9.3 All compensation payments to customers for which any franchise is liable or becomes liable shall be passed on to that franchise for payment

B2.3.9.4 **Further/enhanced minimum standards and KPIs have been developed and shall be applicable and in force from January 1st 2014. These standards are set out in the British Gas Sub-contract Particulars document and related Dyno communication released from time to time. The PAD revised minimum standards in relation to customer services shall cover the following areas:**

- **Response time**
- **Recalls**
- **NPS**
- **Chase calls**
- **Resolution time**

- **Broken appointments**

B2.3.10 Quality

B2.3.10.1 Dyno will undertake quality control audits on a sample of work franchises undertake with the understanding that the levels will be increased should specific issues be identified. CCTV will be used as part of the quality control process where appropriate e.g. below ground repairs. Dyno will conduct quality control audits on pre and post completed work. The Franchise is also required to carry out their own audits. These audits to include the completion of the Plumbing Repair Completion Form when developed.

B2.3.10.2 Dyno will have the option to have external verification (quality assurance) carried out at the franchisees cost if the systems/controls deployed by the franchise are deemed inadequate

B2.3.10.3 All work must be completed to the highest quality standards. Before claiming payment on completed work the following quality criteria must be satisfied:

B2.3.10.3 All work must be completed to the highest quality standards. Before claiming payment on completed work the following quality criteria must be satisfied:

- Any parts fitted meet relevant quality standards (minimum WRAS approved)
- That any repairs carried out are permanent repairs (i.e. not temporary repairs such as Denso tape wrap)
- The work has been completed to the customer's satisfaction

B2.3.10.4 Any engineer or Franchise that fails to complete work to the highest standards faces sanctions including cost recovery or removal from British Gas work. If quality audit identifies poor quality (even beyond the agreed 'recall' period). Dyno/British Gas reserves the right to seek recovery of the cost of the work from the Franchise

B2.3.10.5 Further specific provisions are set out in the British Gas Sub-contract Particulars document and Dyno communication released from time to time.B2.3.11

B2.3.11 Regulatory Responsibility

B2.3.11.1 Dyno, as appointed representatives of British Gas, must comply with the requirements of the FCA as follows:

- Anyone who deals with British Gas Plumbing and Drains customers must have received Insurance training and demonstrated competence
- All engineers must pass an assessment at least once every 12 months to confirm their insurance competence

- Insurance procedures must be adhered to in relation to:
    - Dealing with claims
    - Dealing with rejected claims
    - Dealing with complaints

B2.3.11.2 Any Franchise who fails to comply with the Business requirements in respect of FCA regulations could be exposing the Business to unlimited fines or prohibition from involvement in financial services. On that bases, compliance breaches will result in immediate removal from British Gas Pluming and Drainage work. Franchises must have adequate systems and controls to ensure:

- Rejected claims are correctly resolved and coded
- All efforts must be made to resolve complaints captured in the field before close of play/next working day as per business requirements

B2.3.12 Key Performance Indicators (KPIs)

B2.3.12.1 Target levels are defined as the satisfactory level of performance for that period of time. Dyno expects the Franchises to continually strive to improve on these targets

B2.3.12.2 At month end, Franchise performance on the Plumbing and Drains Contract will be reviewed by Dyno and action taken as appropriate

B2.3.12.3 The KPIs will be reviewed annually to ensure they reflect key business objectives

B2.3.12.4 KPIs are mandatory performance criteria that must be achieved.

B2.3.12.5 Dyno shall review all Franchisee performance that fail a KPI in a single month or 3 SLAs in a 12 month period. Reviews and actions plans (where appropriate) shall be recorded and available for audit purposes

B2.3.12.6 The minimum performance standards and KPIs applicable from **1st January 2014** for the British Gas Plumbing and Drains Contract are set out in the British Gas Sub-contract Particulars document.

B2.3.13 Management of Performance

B2.3.13.1 If any Franchise fails to achieve the required service levels then Dyno shall agree a corrective action plan with that Franchise. If required improvements are not achieved within the agreed timescales, Dyno reserves the right to withdraw work from that Franchise and obtain compensation for any costs incurred as a result of the withdrawal

B2.3.13.2 All compensation payments to customers for which Dyno becomes liable due to poor performance by any Franchise for shall be paid by the Franchise

B2.3.13.3 In addition, Dyno reserves the right to remove or suspend any engineer of Franchise whose performance fails to meet the required standards on:

- Quality
- Cost
- Customer satisfaction
- Complaint levels
- Attitude
- Gross misconduct e.g. submitting invalid claims, raising/creating unjustified jobs, over-scoping validated work
- Qualifications and training

B2.13.4 Further specific provisions are set out in the British Gas Sub-contract Particulars document and Dyno communication released from time to time.

B2.3.14 Rates and Payments

B2.3.14.1 Payments will be made via the weekly split for all work correctly resolved, within 14 days at the agreed fixed price rate

B2.3.14.2 Franchisees are responsible for ensuring that only valid claims are submitted to Dyno for payment. Where incorrect charges are submitted, Dyno will have the right to recover, as a minimum, any payments made

B2.3.14.3 Dyno will conduct a rate review for carrying out Plumbing and Drains work on an regular basis

B2.3.14.4 Further information on payment schedules and London weighting are provided in the British Gas Sub-contract Particulars document

B2.3.15 NPS Reward Scheme

B2.3.15.1 Participation in the NPS scheme is discretionary. Any Franchise can opt out of the scheme at any time. If a Franchise opts out of the scheme, the minimum performance standards must still be maintained.

B2.3.15.2 The NPS Reward Scheme will be defined on an annual basis

B2.3.15.3 The NPS reward payment will be made monthly based on a rolling 3 month average NPS score. The value of the monthly reward payment will be based on the number of BG fixed prices jobs as declared on the 'fixed price performance report' having been closed within the qualifying period.

B2.3.15.4 The reward will be made on a sliding scale of rates – the higher the 3 month average NPS score, the higher the reward payment. Dyno may. At its discretion, introduce other qualifying criteria to ensure quality standards and service levels are maintained

B2.3.15.5 The reward scheme is paid at the discretion of Dyno and can be adjusted or withdrawn at any time

B2.3.16. Qualifications and Training

B2.3.16.1 Minimum qualifications for engineers undertaking work on the Plumbing and Drains Contract are documented in the Minimum Standards section of this Manual and supporting Appendices

B2.3.16.2 CCTV drainage surveys must be conducted, scoped and coded by suitably qualified personnel (i.e. City and Guilds OS22)

B2.3.16.3 All customer facing Dyno employees must undertake, as a minimum, the following core training modules:

- Customer service skills
- Health and safety and environment
- Data Protection Act (DPA)
- Disability & Discrimination Awareness
- Age awareness
- Security awareness

B2.3.16.4 Franchisees must maintain accurate training records and proof of ongoing competence

B2.3.16.5 No engineers are to carry out BG PAD work without the minimum training requirements.

B2.3.17 Sub-contractors

B2.3.17.1 In periods of peak work load / extreme weather conditions, it is recognised that additional labour may be required. Any work subcontracted must be agreed and formal written consent received from Dyno prior to appointing the sub-contractor.

B2.3.17.2 Before appointing sub-contractors a Franchise must conduct full due-diligence to confirm their suitability. The minimum standards for appointing sub-contractors and supporting template contract and documents shall be notified to the Network from time to time by Dyno.

B2.3.17.3 Sub-contractors must receive a full induction programme to ensure they understand:

- Policy and procedures
- Customer service standards
- Terms and Conditions of the Plumbing and Drains Contract
- Insurance training to ensure regulatory/FCA compliance

The procedures for sub-contractor selection, approval and control are described in section D2 of the Dyno Generic Business Operations Manual

B2.3.17.4 Franchises must keep records of the due-diligence process followed and confirm sub-contractors have minimum levels of Public Liability and Employee Insurance in place. Training records of induction must also be kept and maintained in addition to a signed agreement in the prescribed Dyno format.

B2.3.17.5 Under no circumstances must any Franchise introduce a British Gas customer (Plumbing and Drains) to a third party without express permission (in writing) obtained from British Gas/Dyno as this may lead to termination of the Licence Agreement.

B2.3.18 Data Protection and Data Security

B2.3.18.1 All Franchises must comply with Data Protection Principles which are set out in the Data Protection Act 1998

B2.3.18.2 The Data Protection Principles set out in the 1998 Act must be followed at all times. These eight principles state that personal date relating to staff and customers shall:

- Be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met
- Be obtained for a specified and lawful purposes and shall not be processed in any manner incompatible with that purpose
- Be adequate, relevant and not excessive for those purposes
- Be accurate and kept up to date
- Not to be kept for longer than is necessary for that purpose
- Be processed in accordance with the data subject's rights
- Be kept safe from unauthorised access, accidental loss or destruction
- Not be transferred outside the European Economic Area (EEA), unless that country has equivalent levels of protection for personal data

B2.3.18.3 Franchises will ensure that adequate controls are in place to protect British Gas and Dyno customer data. This must include:

- Systems with password protection
- Data that is transferred is encrypted
- Secure firewalls in place
- Policies to ensure lost/stolen equipment can be reported
- Safe disposal of sensitive customer data
- BG/Dyno customer data is not stored on Franchise / personal PC's or equipment (such as flash drives)
- Cloud based data storage software must not hold BG/Dyno customer data
- Conducting regular audits to confirm data integrity

- Business continuity plans must be in place

B2.4 References

Licence Agreement

British Gas Sub-contract Particulars document

British Gas Plumbing and Drains Terms and Conditions

Dyno Generic Business Operations Manual section D2 – Contractor Selection, Approval and Monitoring

Managing for Health and Safety – A Framework for Franchise Operators

British Gas Services Ltd Claims Handling Policy

British Gas Plumbing and Drains Validation Guide

B3 Minimum Standards

B3.1 Introduction

B3.1.1 Dyno Group has established a set of **minimum standards** for franchisees to implement in respect of the following key areas :

- Scope of Services offered
- Equipment
- Engineer competency/training
- Franchisee competency/training

B3.1.2 This procedure describes the minimum standards to be adopted by a franchise in order to meet the requirements.

B3.1.3 These minimum standards will need to be exceeded to meet customer or sector standards in which case they shall form the foundation for the required improvements to meet Dyno Group strategies.

B3.2 Responsibilities

B3.2.1 Dyno Group shall establish minimum performance standards which support the performance measurement process and these shall be integral to the review of Franchisee appraisal processes carried out by Dyno Group Head Office.

B3.2.2 Franchisees shall ensure that these key minimum standards are understood and shall take responsibility for improving the area for which they have ownership and responsibility when identified by Dyno Group in response to market needs and/or other external factors e.g. bathroom installations, showers and pumps, water supply pipe and leak detection

B3.3 Procedure

B3.3.1 Franchisees shall make the required information available to enable Dyno Group to carry out a meaningful and proper assessment of their achievement of these minimum standards using self assessment or other appropriate methods.

B3.4 References

Dyno Plumbing Technical Manual

B4 Equipment Requirements

B4.1 Introduction

B4.1.1 In order to fulfil customer needs and expectations it is essential that the franchise can offer a full range of services under the Dyno Brand when authorised by Dyno . To enable the franchise to achieve this it is required to operate with a minimum level of equipment

B4.2 Responsibilities

B4.2.1 The franchise must ensure that all engineers have the correct equipment to compliment the range of services offered and that the equipment is maintained correctly

B4.2.2 Dyno Group shall ensure that all of the equipment specified is adequate for the operation of the service

B4.2.3 The Franchisee must ensure that the equipment meets current legislation and is on the Approved Suppliers List

B4.3 Procedure

B4.3.1 At all times equipment must be regularly serviced, maintained in good clean condition and be fit for the purpose it was intended

B4.3.2 Dyno-Rod Ltd reserves the right to inspect equipment, both with and without prior notice, in order to ensure that it meets the agreed Branding, quality and health & safety standards

B4.3.3 Goods vehicles over 3.5 tonnes (maximum permissible mass) must be fitted with an EU type approved tachograph to record driver activity. For the purposes of these regulations a ‘Vehicle’ is a motor vehicle, tractor, trailer, semi-trailer or any combination of these. If a van and coupled trailer is over 3.5 tonnes mpm (or expected to be over 3.5 tonne mpm) when fully laden then a tachograph must also be fitted and used

B4.3.4 All vehicles must be fitted with suitable racking, bulkheads and pipe storage to ensure safe vehicle operation and storage of tools and equipment. Vehicles should also be fitted with up rated springs and load monitoring devices where its has been identified that any specific vehicle or vehicle type is suspected of having exceeded vehicle or axle weights.

B4.4 References

Plumbing Van Summary Equipment List

Dyno Group Approved Suppliers List

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C Business Services

C1 Leak Detection and Water Supply Pipe Services

C1.1 Introduction

C1.1.1 The Dyno leak detection service offering has been developed with the assistance of suppliers and key manufacturers. The service development activities/piloting have been carried out by Dyno engineering and technical staff for the purpose of:

- increasing the Dyno offer in respect of leak detection services
- maximising the customer service experience

C1.1.2 A key output from the service development activities has been the development by the Technical Team of the Leak Detection Manual which covers the following key areas:

- Scope of leak detection services to be offered in respect
- Methods to be adopted
- Recommended equipment
- Engineer training requirements and minimum standards
- Transportation of gas bottles
- Best practice

C1.1.3 Authorised franchises must understand that the requirements and procedures set out in the Leak Detection Manual and the relevant sections of this Manual must be adhered to in order to maintain Dyno's brand and reputation and manage/control the business development risk(s) associated with the development and implementation of leak detection services.

C1.1.4 The key markets within which leak detection services shall operate are:

- British Gas Home Care Cover – i.e. National basis
- Local water companies – dependent on franchise area and local needs
- Insurance related services

C1.2 Responsibilities

C1.2.1 It is the responsibility of Dyno Group Head Office to continue leak detection service development activities and to authorise only those specific franchisees for leak detection service delivery who have satisfied all requirements set out in the Leak Detection Manual and supporting documentation e.g. method statements, risk assessments and equipment specifications

C1.2.2 It is the obligation of both the franchise and Dyno Group Head Office to ensure that any servicing instructions are carried out and service standards are

adhered to. In the event that this is not achieved then that franchise and their Area Manager/Head of Dyno Technical must discuss, agree and implement the appropriate corrective action as soon as is reasonably achievable.

C1.2.3 It is the responsibility of the franchise to fully understand the requirements of the Leak Detection Manual and to only undertake leak detection services when the competency and equipment requirements set out in the Leak Detection Manual and supporting documentation have been achieved.

C1.2.4 In addition to competency and equipment requirements, authorised franchises must also have the necessary organisational arrangements in place to manage leak detection and water supply pipe services to ensure that the objectives set out in section C1.1.1 are achieved. Minimum franchise organisational arrangements for effective service development and delivery are as follows:

- A sound business case and financial resources to ensure effective service delivery and further participation in development activities
- Adequate safety controls
- Equipment maintenance and calibration
- Transport/inspection of Gas Trace Cylinders
- Adequate insurance
- Ongoing supervision and monitoring of staff competency and development
- Data recording of customer satisfaction and feedback including complaints and recalls
- Effective management and review of overall service provision
- Capacity to Identify, review and act when required levels of service are not achieved in order to continually improve the quality of the service offered

C1.3 Procedure

C1.3.1 Scope of Services

C1.3.1.1 The leak detection methods which shall be used are as follows:

- Acoustic
- Thermal imaging
- Gas trace

C1.3.1.2 Franchisees authorised to offer leak detection services must understand the limitations and advantages of each of these methods and have the capability to deliver a combination all of these methods for a given customer job. This is necessary to maximise the customer service experience and maintain the reputation of the Dyno brand.

C1.3.1.2 Authorised franchisees shall be required to support further development activities and to participate in further trials from time to time

C1.3.2 Training Requirements

C1.3.2.1 Before commencing leak detection an engineer must be trained:

- Use of the relevant leak detection equipment
- Principles of leak detection associated with the equipment
- In depth knowledge of plumbing
- Comply with Dyno minimum training requirements

C1.3.3 Equipment Training

C1.3.3.1 All leakage engineers must have completed a minimum one day supplier training course on each of the leak detection systems being used followed up by additional/repeat training to ensure adequate competency

C1.3.4 Equipment Experience

C1.3.4.1 The engineers using the equipment must be experienced and have working knowledge of:

- Different types of central heating systems
- Plumbing skills:
  - Layout of systems
  - Draining down
- Problem solving
- Tracing pipes and cables
- Repair methods

C1.3.5 Minimum Training Requirements – Leak Detection and Water Supply Pipe

C1.3.5.1 In respect of Leak Detection all engineers need the following basic qualifications:

- NVQ Level 3 Plumbing/Advanced Craft Certificate
- SHEA Water Card

C1.3.5.2 All engineers who complete Leak Detection **repairs** need to have the following additional qualifications:

- New Roads & Street Works (NRSWA): Unit 1Location and Detection of underground services
- City and Guilds Confined Spaces – Low Risk

C1.3.5.3 All engineers who complete repairs on water supply pipes need to have completed the following additional qualifications:

- Water Hygiene Card

- Method statement training

C1.3.5.4 The minimum standards for leak detection and associated Water Supply Pipe services are described in

C1.3.6 Leak Detection and Water Supply Pipe Procedures

C1.3.6.1 The procedures and methods to be adopted for leak detection and supply pipe services are described in the Leak Detection Manual. The following is a list of the main procedures covered:

- Transportation and inspection of gas trace cylinders
- Leak detection initial diagnostics and background checks
- Acoustic and thermal imaging of water supply pipes
- Gas tracing and leak repair of water supply pipe
- Acoustic and thermal imaging of hot and cold water pipes
- Gas tracing and leak repair of hot and cold water pipes
- Acoustic and thermal imaging of central heating systems
- Gas tracing and leak repair of central heating systems
- Recommended equipment

C1.4 References

Dyno Leak Detection Manual

Example Method Statements

Example Risk Assessments

C2 Dyno Claims Handling Services

C2.1 Introduction and definitions

C2.1.1 Dyno Claim Handling Service (DCHS) is owned by the Dyno Group to submit and manage insurance claims on behalf of insurance customers

C2.1.2 Handling a claim (including PAD Contract) covers three distinct stages or processes:

- Management of the initial contact from the customer advising us of their loss
- Arranging for the claim to be fulfilled by booking an appointment for the customer
- Fulfilling of that claim through our franchised network.

C2.1.3 By choosing Dyno Rod and DCHS a claimant will benefit from:

- Free unblocks by Dyno Rod whilst the claim is being resolved
- A full and comprehensive technical report which will meet the requirements of their insurer and which will be provided free of charge where Dyno Rod is used*
- Free help and advise at any stage of their claim
- An explanation of all the jargon and procedures throughout the life cycle of the claim
- Support by experts in policy cover, drainage/plumbing claims and liability issues
- Liaison by professionals appointed by their insurer
- A compliant and FCA regulated service

*Should the claimant choose to use an alternative contractor then the costs of the survey and report will become payable.

C2.1.4 The DCHS service is regulated by the Financial Conduct Authority (FCA) and claimants therefore benefit from the regulatory protection and a defined structure of services.

C2.1.5 The operating system used by DCHS to report, validate, manage, bill and close files is CRM. This is a comprehensive Microsoft Customer Relationship Management database and has the ability to record and store all the necessary information regarding a claim in a secure and data protection, compliant manner.

C.1.1.6 Any complaints, or expressions of dissatisfaction, received by DCHS or Dyno Rod, and not settled by close of play on the day received, are dealt with by the Claimant Relations Team (CRT)

C2.2 Services Delivery Standards and SLAs

C2.2.1 The following tables describe the workflow and accompanying SLAs which must be adhered to by key roles when dealing with a DCHS claim:

C2.2.1.1 DCHS SLA – Franchise and Engineer

ACTION	**FROM**	**SLA**
Engineer leaves promotional brochure with the claimant		On all claims
Franchise send report and quote to VT	Claimant signing mandate	10 days
Franchise amend report/quote and send to VT	Receipt of return from VT	2 days
Engineer starts repair	Approval from the insurer (job on CRM)	10 days
Franchise prepares invoice and sends for validation	Engineer completes repair	7 days
Franchise record any interactions with claimants as a customer interaction within CRM	Day received	1 day
Franchise notifies AT of any complaint, or expression of dissatisfaction, received and not resolved by COB day received	Day received	1 day

C2.2.1.2 DCHS SLA – Administrations (AT) and Validations (VT) Teams

ACTION	FROM	SLA
VT validate report/quote	Receipt of claim file from franchise	1 day
VT return report/quote to franchise		1 day
AT obtain Claim number from Fast Track insurers and pass file to handler	Validation of report/quote	2 days
AT contact customer to request them to register the claim with their Insurer where we are unable to do this - Customer provides Claim number	Validation of report/quote	5 days
AT complete approval on CRM	Approval received from the handler	1 day
AT notify CRT of complaint, or expression of dissatisfaction, received and not satisfied by COB day received	Receipt of complaint from claimant or franchise	1 day

C2.2.1.3 DCHS SLA – Handlers

ACTION	FROM	SLA
Acknowledge receipt of claim to claimant and within CRM	Date received	5 days
Claim reviewed		Minimum of every 8 days

Customer interaction	Each “touch” of claim	Immediately
Details of approval to AT	Approval by insurer/Validator	2 hours

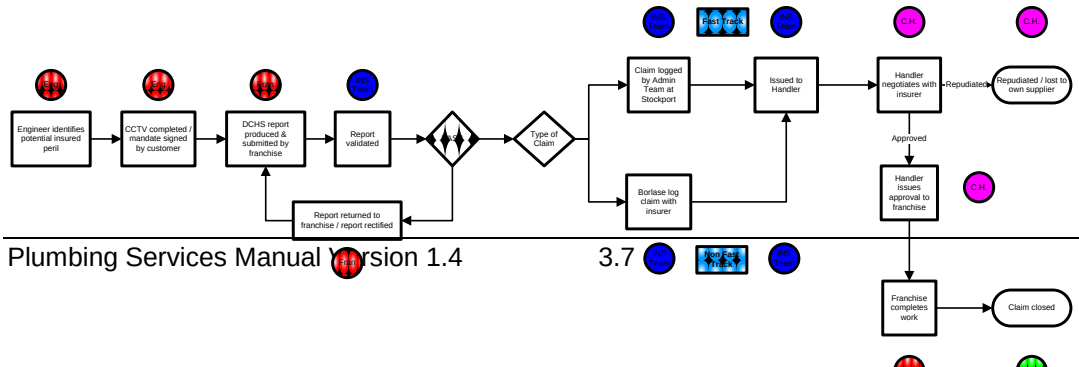
C2.2.1.4 It is critical that the service delivery standard framework set out in the British Gas Services Ltd Claims Handling Policy are adhered to at all times. Achievement of these standards will be monitored and will contribute to the performance evaluation of the delivery of insurance services by franchised operations. The standards are summarised as follows:

- Ensure there are no barriers to prevent customers from claiming by providing a choice of channels e.g. telephone, website, e-mail and letter
- Handle all claims promptly, accurately, professionally and ensure customers are treated fairly
- Identify vulnerable and emergency situations and no heat and hot water claims prioritising them accordingly
- Not reject a claim without good reason and only in accordance with our terms and conditions
- Track claims through to completion and communicate effectively with customers
- Monitor claims handling performance against this policy and, where performance fails me meet the required standards, take necessary corrective actions (see *Performance Monitoring* below)
- Regularly train and measure the competence of staff to ensure standards are maintained

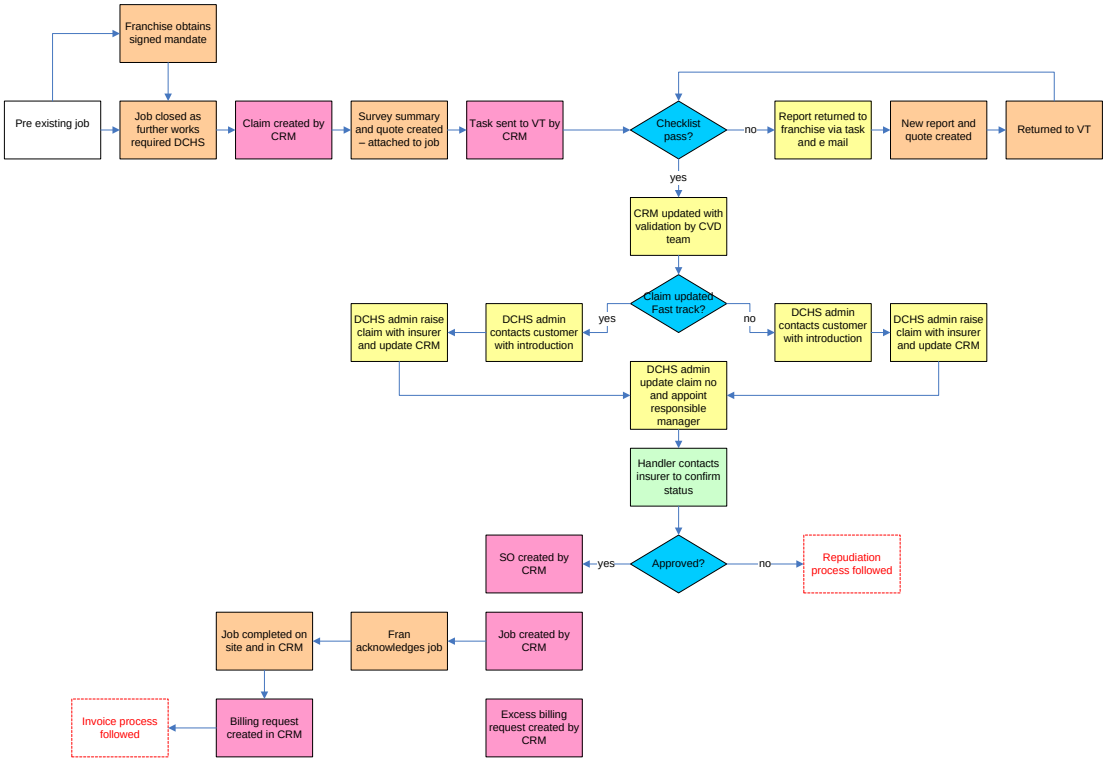
C2.2.1.5 Claims Handling Performance requirements are set out in the Claims Handling and Fulfilment Scorecard and associated Scorecard Rationale document. These documents define a comprehensive set of metrics, categorised into “Service Excellence” measures and “Critical Performance” measures. Performance against the identified metrics will be monitored on a regular basis by the Claims Handling Forum on behalf of the Insurance Conduct Committee.

C2.3 Processes and Procedures

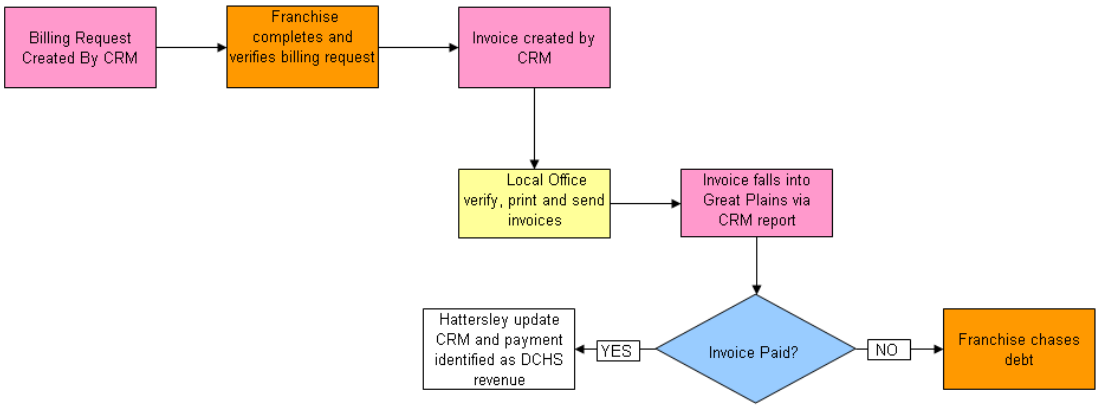
C2.3.1 Process Map



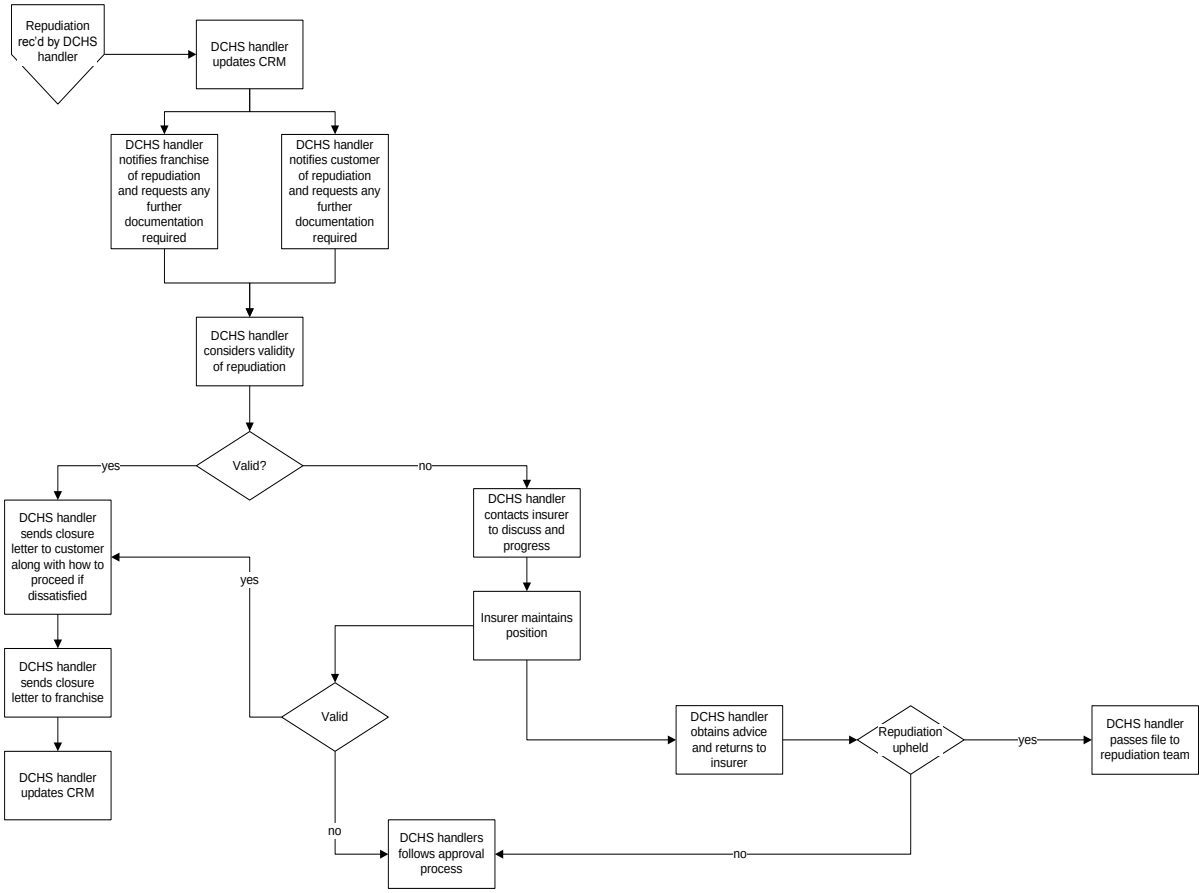
C2.3.2 DCHS CRM Process



C2.3.3 Invoice Process



C2.3.4 Repudiation Process



C2.4 Responsibilities and Procedure

C2.4.1 Dyno has developed and distributed the DCHS Procedures and Operations Manual to define the standards and regulatory requirements associated with the claims handling service offered by Dyno in relation to drainage claims.

C2.4.2 The Franchise related key roles and responsibilities are as follows

C2.4.2.1 Engineer

- Engineer to notify claimant of the work carried out
- Engineer to notify claimant they feel further investigation required and why they feel additional investigation is required
- Engineer to discuss the letter of authority with the claimant to fully explain what it is used for and its significance within the DCHS process
- Engineer to ensure all conditions within the BG policy have been met

- Engineer to ensure that point of sale conversation is undertaken in accordance with Dyno/ regulatory guidelines (for further information please refer to the DCHS training module) This includes ensuring the claimant is left a DCHS brochure and a letter of authority
- If the claimant signs the letter of authority on site engineer to ensure the carbonised copy to be provided to the claimant for their records
- All signed letters of authority are returned to the office within 2 days of being signed (SLA)
- Conversation with claimant is limited to an explanation of the DCHS process and does not recommend or advise the claimant, only illustrates the claimants options. An engineer must also be aware that they are not to enter into conversations with the claimant regarding any potential insurance issues.
- Ensure the claimant is fully aware of any costs implications that may arise as a result of signing the mandate
- Engineer to ensure only the relevant person signs the mandate (please find details under the “mandate” section of this document)
- Survey only the runs directly involved in, or likely to be part of the initial problem
- The engineer is responsible for identifying insurable perils and ensuring the DCHS service is promoted in a clear, fair and balanced way. Should any damage be found which is non accidental, or unlikely to be covered by any policy of insurance the claimant must be advised immediately and offered a solution to the potential issue such as on demand work.
- The engineer must explain fully to the claimant why they are unable to proceed under the terms of their standard unblock call out agreement and why they feel the matter should be referred to the property insurers.
- The service should be discussed only if Dyno Rod is unable to restore flow or if, as a result, of their actions when restoring flow, they become aware of a potentially insured peril that will lead to further blockages at the property. In the event of a British Gas policy call out it is essential that the full terms of the contract are satisfied (Please refer to BG terms and conditions for further detail)
- Engineer to collect the excess from the claimant before works commences after the insurer has approved the claim

C2.4.2.2 Franchise Office

The Franchise office is responsible for managing the claimant relationship and ensuring that their needs are met:

- Keep the claimant fully informed of the survey – allow them to view the same should they wish to do so
- Discuss potentially non accidental damage with the claimant as soon as possible
- Ensure that CRM is fully updated with any and all documentation /conversations with the claimant (for details of how to do so please refer to the HOW TO create a customer interaction section of the appendices of this document)
- Franchise to ensure that the claimant is provided with a copy of the mandate should they be unable or unwilling to sign the mandate whilst the engineer is on site
- Ensure they aid the Claims handlers negotiation with the insurance company by understanding there maybe times where a price match is required or further information must be provided

Quality of the Survey / Insurance Report

- CCTV is free to the claimant and payment must not be taken. The costs incurred to date will only be charged to the claimant if they opt to use another contractor.
- Franchise to raise further works claim on CRM upon promotion of DCHS from the pre existing job. For details of how this should be done please refer to the HOW TO – create a new claim guide in the “HOW TO” section of the appendices section of this document.
- The quote should be based on the agreed DCHS schedule of rates (for details please refer to the documents section of the appendices of this document)
- Franchise to ensure that any repair recommendation is the most cost effective and or technically effective for the claimant
- Franchise to ensure that the cause of damage is supported by the empirical evidence
- Franchise to ensure site engineers know what information they need to record
- Franchise to ensure engineers understand cause of damage and accidental events
- Franchise to ensure that all measurements are correct and not estimated
- Do not provide any information that can not be supported

- Do not change the diagram/report to support a potentially uninsured cause of damage
- Ensure the report is created within the framework provided within CRM and this format is not changed (For details as to what information is required please refer to the HOW TO – Create a survey summary within the appendices section of this document)
- Franchise to raise a task within CRM and assign to the VT once the report is complete
- If VT return requesting amendments / additional information this must be provided within 2 days (SLA)
- All reports must adhere to the Insurance Report Criteria
- All surveys must be scoped in accordance with the Dyno Best Practice guidelines and conform to the Drain repair book.

Dyno Standards / Business Requirement

- All engineers must be trained to the minimum Dyno Standards, as defined within the Dyno Drains Services Operations Manual (appendices section) and/or Managing for Health and Safety – *A Framework for Dyno Franchise Operators*
- Franchise to ensure that the person completing the report has the relevant qualifications
- A Drain repair completion form (DRCF) must be completed when repair complete along with overview photos and where appropriate a post CCTV
- Franchise to ensure that all claimant information is stored in accordance with Data Protection Act guidelines i.e. completed and/or signed mandates (for further information please refer to the Data Protection section below)
- To ensure that any and all documentation/correspondence relating to the CCTV/site survey is fully updated within CRM
- Engineers must adhere to the Dyno Best Practise guidelines
- Ensure that their staff are fully aware of who can, and can not, sign the letter of authority
- Ensure once the letter of authority is signed this is not altered or tampered against the design of the document or the customers wishes

Invoice Requirements

- Franchise to ensure the billing request is correctly populated in accordance with the information provided by the DCHS handler/AT (for details of how to

complete a billing request please refer to the HOW TO – Complete a billing request guide in the appendices section of this document)

- Franchise to ensure the correct excess has been applied to the billing request
- Franchise to ensure the billing request for the excess is correctly populated in accordance with the information provided by the DCHS handler/AT (for details of how to complete a billing request please refer to the HOW TO – Complete a billing request guide in the appendices section of this document)

C2.4.3 Further roles and responsibilities within Dyno are further described with the DCHS Procedures and Operations Manual. These are as follows:

C2.4.3.1 Claims validation officer - The Claims Validation Officer (CVO) responsibility is to ensure the insurance report has been validated and all the necessary information is available before submitting to the AT for the claim to be raised. Once the report has been validated it should be sent to the AT by the CVO via the CRM work stream by changing the status of the claim.

Key Actions/Responsibilities are as follows:

- CVO to ensure that the report has been validated fully and correctly in line with Insurance report criteria
- CVO to ensure that the report is fully validated to ensure the terms and conditions within the BG policy have been met
- CVO to create task and assign to AT once a FT claim has been validated
- CVO to ensure that any and all documentation/correspondence relating to the report is fully updated within CRM
- CVO to contact franchise for any missing or inaccurate information to be amended

C2.4.3.1 Admin - Admin are there to help support the DCHS operation deliver its service to the claimant. They are responsible for ensuring the DCHS claim handler receives the claim file. They are also responsible for obtaining the claim reference number from the insurers and distributing the claims to the claims handlers.

Key Actions/Responsibilities are as follows:

- If the AT is unable to register the claim with the insurer, the responsibility will then be with the policyholder to register the claim and obtain the Claim Reference number. The AT will liaise with the customer to ensure this happens
- The AT is responsible to chase progress and support the policy holder

C2.4.3.2 Claims Handler - It is the responsibility of each DCHS Claims Handler to bring each claim to a fair and reasonable conclusion with in a reasonable time frame by negotiating with the claimant's insurer on their behalf.

They must ensure that any price match and/or reduction/alteration in scope does not undermine the quality of the claimant's repair or their position with regards to the same.

The DCHS Claims Handler must ensure that the claimant and the Dyno Franchise are kept fully informed as to the current position of any claim, price match or any repudiation via the customer interaction section of CRM.

The DCHS handler must ensure they do not engage the insurer questioning the reasons for any cost differential between Dyno and competitors and the terms upon which Dyno competitors provide services to the insurer. They must ensure not to discuss the Dyno price with competitors or to request that competitors increase or align their prices to Dyno's prices

Key actions/responsibilities are as follows:

- DCHS handler to ensure that the claim is settled within a reasonable time frame
- DCHS handler to ensure that the claim is settled in accordance with the best interests of the claimant
- DCHS handler to challenge any price match and/or change of scope does not undermine the claimant's repair nor undermine Dyno's position
- DCHS handler to challenge any repudiation from the insurer which they feel is not justified
- DCHS handler to ensure that the claimant and Dyno are kept informed at each relevant milestone
- DCHS handler to ensure that any repudiation is dealt with in accordance with the agreed repudiation process
- DCHS handler to ensure that any diary dates are maintained and adhered to
- DCHS handler to create a customer interaction every time the claim is administered
- DCHS handler to request further information from the franchise that may be necessary to deal with any challenge to the price match, reduction in scope or repudiation
- DCHS handler to ensure franchise made fully aware of basis of the price match – costs, reduction in scope etc
- DCHS handler to obtain full details of the repudiation from the householders insurer and ensure the insurer writes a letter containing a fully detailed explanation of the reasons to the policyholder
- DCHS handler to ensure that all parties and CRM are fully updated with regards to the outcome of any challenge to a repudiation
- DCHS handler to fully update CRM with approval details, accuracy of this information is imperative.

Business Requirements

- To ensure that any customer interaction is recorded in a compliant manner
- Adhere to company DPA policy
- Adhere to competition law

C2.4.4 Approved Person (Director of Dyno rod) - The approved person is responsible for ensuring adherence to these rules and any compliance breaches and ensures Dyno has adequate systems and controls to ensure:

- Customers are treated fairly and the DCHS service is promoted in a clear, fair and balanced way.
- Is aware of any potential conflicts of interest and take decisions objectively in the interests of the Company.
- All efforts must be made to resolve complaints captured in the field / franchise office before close of play, next working day as per business requirements

C2.4.5 Network Director - Dyno will monitor the franchise's performance against stated standards of service, and if necessary independent audit will be conducted. It is the network director's responsibility to ensure the franchise complies with the regulations. The Network Director must ensure:

- Anyone who deals with DCHS claimants must have received the Insurance Training and demonstrated competence.
- All engineers must pass an assessment at least once in every 12 month period to confirm their insurance competence.
- The insurance procedures must be adhered to in relation to
    - Dealing with Claims
    - Dealing with BG Rejected Claims
    - Dealing with Complaints

C2.5 Letter of Authority (Mandate)

C2.5.1 The DCHS mandate is a document that is completed by the home owner and allows Dyno to act on their behalf in respect of any insurance claim. It acts as a payment mandate and also advises the insurer that they wish to use Dyno regardless of any supply chain agreements the insurer may have.

C2.5.2 The mandate is in carbonised form and once signed the carbonised copy is to be provided to the claimant for their records. The mandate can not be altered once signed except the section marked with an asterisk *, however the claimant must initial the box below this section. Changes or alterations to the mandate without the knowledge and consent of the claimant will be considered as a fraudulent claim.

C2.5.3 The following details who can / can not complete the letter of authority

CAN

- Policy holder or all named parties on the policy of insurance
- A person acting as a legal “proxy” for the claimant (MUST be accompanied by a copy of the proxy)
- The Landlord
- In the case of a commercial policy the member of staff with “signatory rights”

CAN NOT

- The tenant (unless the buildings insurance is in their name)
- A family member not named on the policy of insurance
- An employee who does not have signatory rights
- A family member acting without legal proxy
- The franchise, or any employee associated with Dyno

Business Requirements

- Ensure the claimant is made fully aware of the importance and significance of the mandate especially with regards to its being a payment mandate
- Ensure the mandate is not tampered or signed by any inappropriate person

C2.6 Customer Interactions

C2.6.1 All conversations/contact with claimants, their representatives or their insurer must be recorded on CRM to enable us to evidence our actions in the event of challenge by a regulator, complaint or legal dispute.

C2.6.2 For details of how a customer interaction is created/viewed please refer to the HOW TO create and view customer interactions guide

C2.6.3 All parties should be aware that a customer interaction is open to view by any member of staff with access to CRM. They are also discoverable to the claimant, their representative and/or the FCA

C2.6.4 Key actions and responsibilities:

- All customer interactions must be entered into CRM immediately
- Any and all persons creating a customer interaction must ensure that the said interaction is compliant, in accordance with the following :-
    - The name of the person with whom the conversation was held and their status
    - The date the conversation was took place
    - The name of the staff member involved in the conversation
    - Details of the nature of the conversation
    - Confirmation that the claimant fully understand the conversation
    - Details of any actions agreed
    - Details of any timescales agreed in respect of any actions agreed
    - If the matter was referred to another member of staff the details of said person together with details of any actions, and timescales involved, agreed on behalf of that person

- DCHS handler to ensure that each claim has a customer interaction at each "touch" of the claim or no less than every 8 days

SLA

- Customer Interactions to be updated immediately
- Each claim to have a customer interaction at each "touch" and no less than every 8 days

C2.7 Complaints and Expressions of Dissatisfaction (EOD)

C2.7.1 The FCA define a complaint as any expression of dissatisfaction whether justified or not.

C2.7.2 All expressions of dissatisfaction should be recorded within the Customer Interactions section of CRM and a full response sent to the claimant.

C2.7.3 A complaint can be received either verbally or in a written format, be that via letter, e mail or NPS score card.

C2.7.4 All complaints should be noted within the customer interaction section of CRM.

C2.7.5 The aim with any complaint received is to resolve the same within 1 business day of its receipt. If DCHS or Dyno are unable to do so then a complaint must be raised via CRM (for details please refer to the HOW TO- Create a customer interaction guide in the how to section of the appendices of this document).

C2.7.6 The matter is then referred to the Customer Relations Team who will be responsible for ensuring the case is managed in a compliant manner and seek

to resolve the matter to the satisfaction of the claimant. As the DCHS is a regulated activity the claimant can, if they have not received a final response within 8 weeks or they are not happy with our proposed resolution, refer the matter to the FOS (Financial Ombudsman Service) for an independent review of the complaint.

C2.7.7 Key Actions

- All expressions of dissatisfaction be recorded within CRM upon receipt
- Full response to be provided to the claimant in respect of expressions of dissatisfaction within 1 working day of receipt and documented within CRM
- All complaints to be resolved within 1 working day of receipt and an EOD raised *OR*
- All complaints not resolved within 1 working day of receipt to have a complaint raised within CRM (for details please refer to the HOW TO- Create a customer interaction guide in the how to section of the appendices of this document).
- All complaints not resolved within 1 working day of receipt to be referred to the Customer Relationship Team (CRT)
- All interactions in regard to the complaint must be recorded using the customer interaction section of CRM and all customer interactions to be FCA compliant

C2.7.8 Business Requirements

- To ensure that any and all documentation/correspondence relating to the complaint/expression of dissatisfaction is fully updated within CRM and in accordance with the FCA guidelines as detailed above
- Ensure that any and all documentation/correspondence relating to the complaint/expression of dissatisfaction is stored in accordance with Data Protection Act guidelines (for further information please refer to the Data Protection Act section of this document)
- All written correspondence in relation to complaints or EOD must go via Customer Relations and not the franchise

C2.8 Fast Track/Non Fast Track Claims

A Fast Track claim is insurers who are part of an agreement with DCHS whereby they will refer the claim to their validating team without the need for an external visit. They will also provide a claim number. At present these companies are any companies who are underwritten Royal Bank of Scotland (RBS).

There are 2 types of Fast Track agreement:

- Claimant registered Claims
    - These are claims where the insurance company require the claimant to register the claim with them. This relates to all other Insurance companies except RBS companies and requires the AT to contact the claimant and provide them with the relevant details in order for them to raise the claim. The AT will then contact the claimant to obtain the claim reference from them and allocate the claim to a claims handler
- Dyno registered Claims
    - These are claims where Dyno can raise the claim directly with the insurer and obtain the claim reference number on the claimant's behalf. This is completed for RBS claims and requires the AT to contact the insurer and obtain the claim reference number. The AT will then allocate this claim to a claims handler

Fast track claims are created and managed within CRM in the same way as non Fast Track claims.

A non Fast Track claim is a claim involving an insurer who is not part of any agreement with DCHS. These claims are usually sent to an external company for validation by the insurer (i.e. UKDN) and they may also bring pressure to bear upon the claimant to use their own repairers.

The AT are responsible for obtaining the claim number on behalf of the home owner and ensure that the claim has been set up by the insurer providing them with the report and quote.

C2.9 Price Match

A price match is an alternative price/quote provided by a Validation company (such as UKDN) or Loss Adjuster appointed by the claimant's insurer or their representatives.

In most cases a price match will be provided on a "like for like" basis – i.e. there is no change in the scope as quoted. This is not always the case however and each DCHS handler must ensure that the correct details are presented to Dyno for consideration.

The DCHS handler will accept those price matches which do not affect the claimant's repair or Dyno's position with regards the same

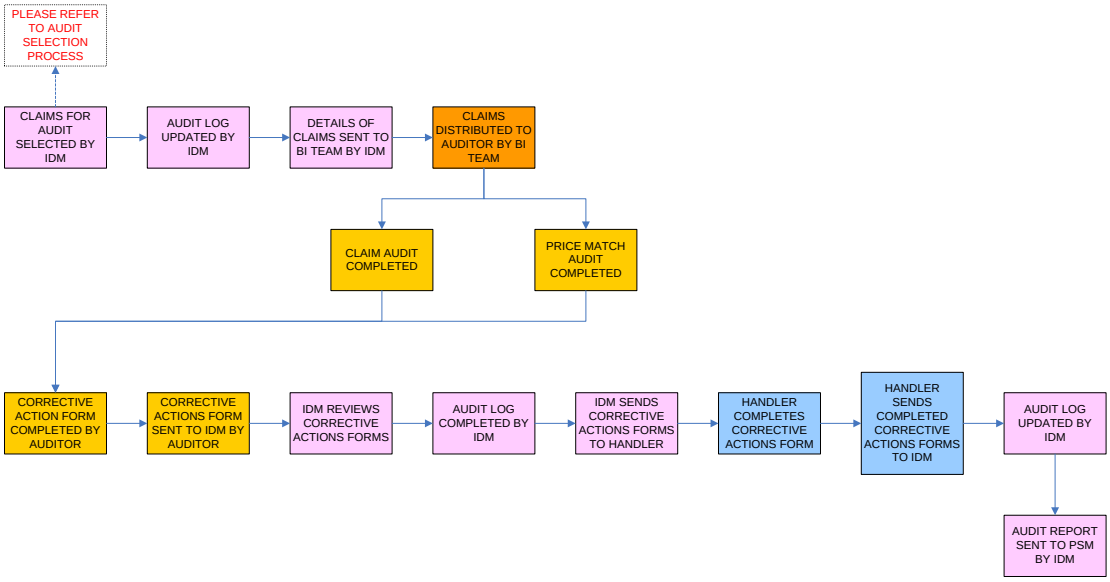
C2.10 Repudiation

A repudiation of a claim is when an insurer, or their representative, challenges the validity of the claim. This can be either from a policy angle, i.e. the noted

cause of damage is excluded by the policy of insurance, or a pricing point of view, i.e. the repairs quoted are economically acceptable to the insurer.

In all cases where repudiations are received the DCHS handler must ensure that it is reasonable before reporting the same to the claimant. If the DCHS handler does not believe that the repudiation is valid then it must be challenged on behalf of the claimant

C2.11 Audit



C2.11.1 Dyno will undertake various types of quality audit in order to ensure the quality of the service offered meets requirements. These audits will be:

- Quality control audits on a sample of work the franchise undertakes, with the understanding that the levels will be increased should specific issues be identified by either party. CCTV will be used as part of the quality assurance process where appropriate e.g. below ground repairs.
- Claim audits on a sample of completed claims. This will review the key milestones to ensure the process was followed and all parties involved met their obligations.
- Handler audits on a sample of completed claims. This will review a % of claims resolved by each DCHS handler to ensure the outcome of the claim was completed in accordance with the claimant's best interest and the handler adhered to their SLA expectation.

C2.11.2 Any engineer, franchise or handler that fails to complete work to the highest standards faces sanctions including cost recovery or removal from DCHS work.

If quality audit identifies poor quality work, Dyno reserves the right to seek recovery of the cost of the work from the franchise.

C.1.12 Removal of DCHS work

C2.12.1 In the event a franchise falls below an acceptable level of service, Dyno shall agree corrective actions with the franchise. If required improvements are not achieved within the agreed timescales, Dyno reserves the right to withdraw work from any franchise and have that work carried out by an alternative supplier.

C2.12.2 All Claims must be claimant driven. Any attempt to raise unjustified work outside the scope of this agreement will be considered grounds for removal from conducting work on behalf of DCHS.

C2.12.3 All compensation payments to Claimants for which Dyno becomes liable for, which the franchises are accountable, shall be paid by the franchise. In addition, Dyno reserves the right to remove or suspend any engineer or franchise whose performance fails to meet the required standard on:

- Health & Safety
- Quality
- Claimant Satisfaction
- Complaint levels
- Attitude
- Core training modules

Or where there is gross misconduct, for example: submitting invalid claims, raising / creating unjustified jobs, over-scoping insurance work.

C2.13 Excess

C2.13.1 The excess on a claimant's home insurance is the amount the claimant must pay to the insurance company upon acceptance of a claim. This figure is calculated by the insurance company based on a range of factors. Upon approval of a claim the insurer will provide the excess figure and this will be included within the approval amount specified. Once approval has been given by the insurer and before Dyno commence works this fee should be taken from the claimant and a receipt / invoice left with the claimant. Once work is complete and the invoice sent to the insurer this figure should be excluded from the invoice, please see example below

Insurers liability (approval amount) = £1000 (Inc vat); Excess = £100
Total invoice to the insurer is £1000 plus vat = £1200, minus £100 excess, total £1100

C2.14 Use of third party claims management companies

C2.14.1 A Franchise may only use a third party claims management company (i.e. other than DCHS) when it can be shown that the said company complies fully with both the FCA regulations and also the Dyno internal Treating Customers Fairly (TCF) guideline.

C2.14.2 Under no circumstances must a franchise introduce a British Gas customer (Plumbing and Drains) to a third party without the express permission (in writing) obtained from British Gas

C2.15 Data Protection

C2.15.1 All Dyno franchisees and members of DCHS staff must comply with the Data Protection Principles which are set out in the Data Protection Act 1998 (the 1998 Act).

C2.15.2 The Data Protection Principles set out within the Act must be followed at all times. These Eight principles state that personal data relating to staff and claimants shall:

- Be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met
- Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose
- Be adequate, relevant and not excessive for those purposes
- Be kept accurate and up to date
- Not be kept for longer than is necessary for that purpose
- Be processed in accordance with the data subject's rights
- Be kept safe from unauthorised access, accidental loss or destruction
- Not be transferred outside the European Economic Area, unless that country has equivalent levels of protection for personal data

C2.15.3 Dyno will also ensure that adequate controls are in place to protect British Gas claimant data and all involved adhere to the Dyno Data Security Policy.

C2.16 References

CRM User guides:

- How to create a DCHS claim from a pre existing job
- How to create a survey summary
- How to transfer a claim to the AT
- How to create customer interactions
- How to view customer interactions
- How to create and view tasks and activities
- How to create and amend a billing request
- How to verify, approve, print and amend an invoice
- How to create a customer interaction
- How to approve a claim

Service delivery Documents:

- Mandate (Letter of Authority)
- Mandate Covering Letter
- Not covered under BG Letter
- DCHS Letter for Policy Holder Registration
- DCHS Letter for fast track claims
- DCHS and CMS conflict of interest letter
- No Contact Letter
- Identification of shared claim letter
- DCHS Promotional Leaflet
- DCHS Schedule or Rates
- Dyno Repair Completion Form

Manuals and Guidelines

- Insurance Report Criteria
- Dyno Best practice Guidelines
- Dyno Internal TCF Guidelines
- Mandatory Core Training Modules
- British Gas Services Ltd Claims Handling Policy
- Centrica Data Security Policies
- Claims Handling and Fullfilment Scorecard

C3 Plumbing and Drains (PAD) Validations

C3.1 Introduction

C3.1.1 The Stockport Claims Desk Validation Team controls validation requests from the Network to be fulfilled outside the PAD terms and conditions.

C3.1.2 Basic level of service and job processing out of hours and weekends is delivered by the Dyno call centre in Edinburgh

C3.1.3 It is important that FCA requirements are also met at all times during the a Validations process and that the customer is communicated with effectively

C3.1.4 The British Gas Plumbing and Drains Validation Guide has been prepared by the Validations Team in Stockport. This document provides guidance regarding the correct submission of a work request via CRM™- specifically the information required to ensure a work request can be processed without delay and avoid rejection. This document should be used in conjunction with the British Gas Sub-Contract Particulars document

C3.2 Procedural Requirements

C3.2.1 Raising a Work Request

C3.2.1.1 The Work Request Validation Process starts when any fixed price job cannot be completed within the time stated (including any request for extra time i.e. anytime over 3.5 hours)

C3.2.1.2 A Work Request Validation cannot be made where a telephone request for extra time has been authorised.

C3.2.1.3 All staff raising work request must be conversant with the job rules set out in the British Gas Sub-contract Particulars document and trained in the use of CRM™

C3.2.1 Factors Affecting the Validation of Work Requests

C3.2.1.1 Key factors affecting the validation of a work request are as follows:

- Work Request not set as as 'Ready for Approval', these can be sometimes left incorrectly as Open
- Insufficient job reports – these need to be clear and concise, use the correct terminology as jargon can cause confusion, also include the sizes of tanks/cylinders where required, be more specific as to why a second man has been quoted for
- Insufficient photographic evidence – these need to show pre work, work in progress and post work activity
- Incorrect fixed price line items submitted with the evidence provided
- No invoices provided to show where additional expense has been incurred
- No justification of additional hours required or 2nd man
- Claiming for an item that is already in the Fixed Price

If a validation is returned and we have asked for further information please answer this request/question.

95% of jobs will fall under a single fixed price line item in the first instance.

C3.2.1.2 Please note, if the Claims Validation Team cannot make an informed decision to approve any work request submitted due to any of the above factors then the work request will either be returned for amendment or declined.

C3.2.1.3 The Claims Validation Team has the authority to change quotes and amend accordingly, based on the evidence provided in the work request. Amendment shall be annotated in Notes and Admin tabs.

C3.2.1.4 Should a Franchise wish to challenge a decision made by the Claims Validation Team then this should be discussed with the Regional Technical and Compliance Manager in the first instance.

C3.2.2 Approval of Work Requests

C3.2.1 All work requests received by the Claims Validation Team for approval shall be reviewed against the criteria set out in the British Gas Sub-contract particulars document and based information provided.

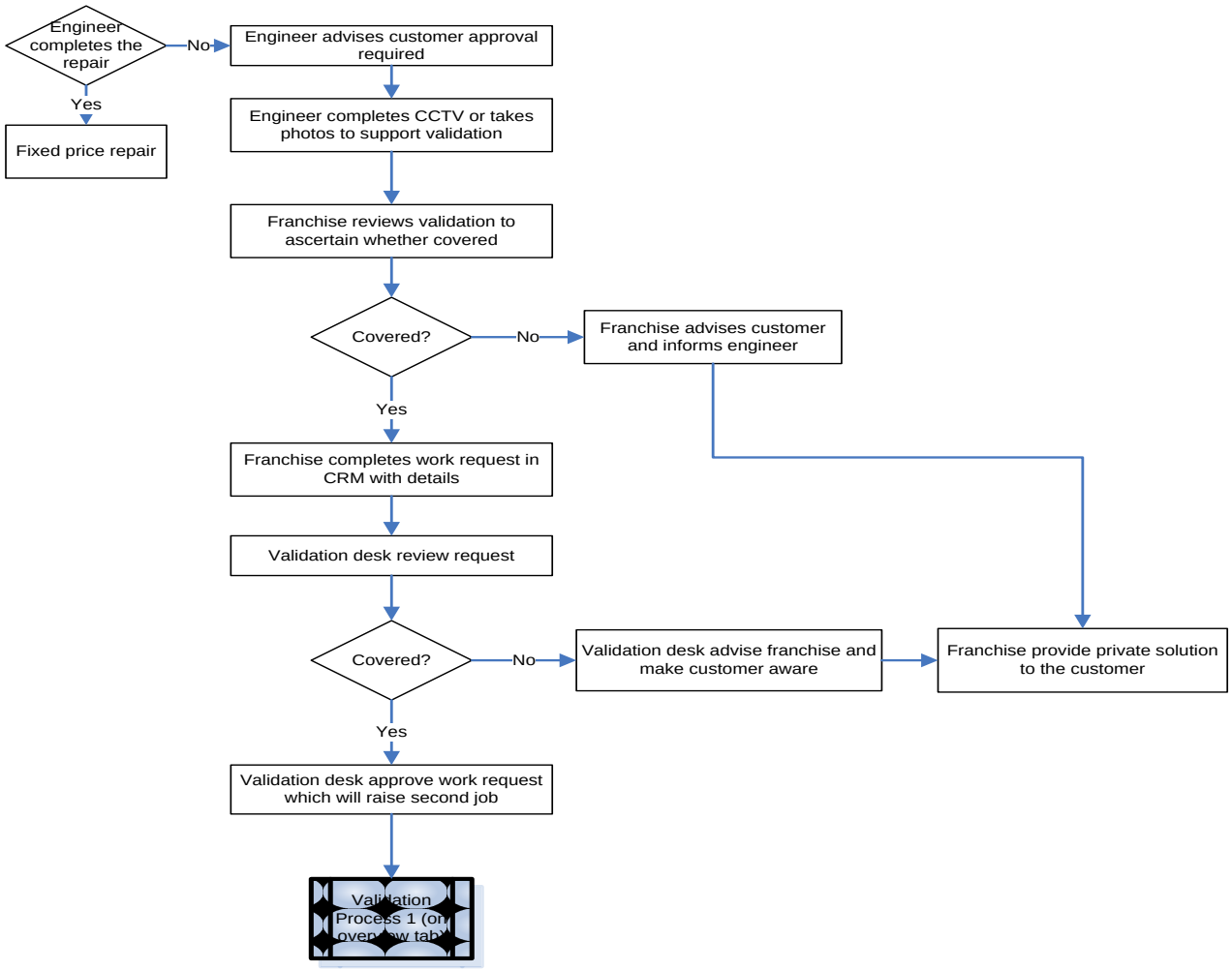
C3.2.2 A work request shall be sent back to the franchise for the following reasons:

1. APPROVED – with notes of any approved work details
2. FOR AMENDMENT – with comments provided in the Notes and Administration tab on the information page
3. DECLINED

a. Rejected Claim
b. Rejected Claim – T & Cs

C3.3 PAD Process

C3.3.1 The overall PAD Validations Process is described as follows:



C3.4 References

British Gas Plumbing and Drains Validation Guide

British Gas Sub-contract Particulars Document

C4 Aviva CMS

C4.1 Introduction

C4.1.1 Aviva CMS claims are those which begin life as a DCHS claim but where we later ascertain that the Customer is insured with Aviva and/or one of their subsidiary companies.

C4.1.2 In these cases the claim shall be transferred to the Aviva CMS process and the Customer advised of the change

C4.2 Responsibilities

C4.2.1 Dyno-Rod Ltd shall prepare/approve procedures and service standards for repair work to ensure effective communication and planning of the repair work within the Network where these are not adequately covered by the Dyno Group Insurance Charter/Manual.

C4.2.2 Franchisee shall follow the work methods approved by DCHS/Dyno-Rod Ltd and appropriate performance standards where required.

C4.2.3 No Franchise shall release, share or otherwise present Aviva Customer information to any third party under any circumstances
No Franchise shall enter into any agreement with a third party claims management company in respect of Insurance work.

C4.2.4 Any and all engineers who are involved in the completion of Aviva work must have completed the Aviva training module.

C4.3 Procedure

C4.3.1 If damage is identified to a drainage system the franchisee will introduce the DCHS process to the Customer as part of a range of options to deal with the potential repair. Should the Customer not wish to sign the mandate at this time it can be left with the Customer along with the DCHS Brochure The purpose of the Mandate is to enable the customer to authorise the franchisee to deal with the insurance claim on behalf of the customer and to request that the insurers make payment to the Franchise and not the Customer.

C4.3.2 The franchisee shall carry out a CCTV survey report. Where damage has been found to the drain, the franchisee shall submit a Report and Quotation (including WinCan Report, photographs, Plan and customer insurance policy details) together with a copy of the Mandate to the DCHS administration team

C4.3.3 DCHS administration team will then register the claim on behalf of the Customer with the Insurer of the claim using the Mandate system and obtain a

Claim Number from the Insurance Company. If at that time it becomes clear that the Insurer is Aviva and/or one of their subsidiary companies the administration team shall advise the Franchise accordingly.

C4.3.4 The Franchise will be required to represent the report using Aviva CMS rates. The Aviva team will write to the Customer to advise of the change in process and the reasons for the same..

C4.3.5 The franchisee will be notified to commence repair work by the Aviva team when the repair work has been authorised via CRM

C4.4 References

Aviva Operations Manual

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D Operations and Administration

D1 Dyno Plumbing Rebates

D1.1 Introduction

D1.1.1 This procedure details the activities required by the franchise, and subsequently by Dyno Group, in order to submit, validate and receive rebates for work undertaken. It also illustrates the types of work eligible and the rules by which claims will be accepted or rejected

D1.2 Responsibilities

D1.2.1 The franchise must ensure that claims are submitted in accordance with the format, timescales and using the protocols described in this procedure. Failure to do so may result in delay in processing or the rejection of that claim

D1.2.2 Dyno Group must process correctly submitted claims as speedily and accurately as possible, applying the rules in a consistent manner

D1.3 Procedure

D1.3.1 Overview

D1.3.1.1 The rebate procedure shall be administered on a monthly basis is reviewed annually. The licence agreement shall state whether it is applicable as it is not available to all Dyno Group Plumbing Franchises. Rebates are discretionary and subject to review, change or removal by Dyno Group at any time.

D1.3.1.2 The excel workbook shall be e-mailed to the franchise. This contains a worksheet on each category of rebate

D1.3.1.3 The worksheet is 'read-only' and when electronically saving a monthly submission the workbook will need to be renamed. The required format for naming a file is a four digit Operator Number followed by Month Year and then 'Reb' followed by the standard Excel file extension 'xls' (Excel will automatically add the extension), e.g. 1734Apr04Reb.xls

D1.3.1.4 Franchise shall send the completed rebate workbook as an e-mail attachment to the rebate processor on a monthly basis

D1.3.1.5 Rebate claims will not be processed until all copies of invoices and supporting documentation are received by email and group all the same categories together as a pdf file.

D1.3.1.6 Once the rebate submission has been checked and authorised we will instruct Accounts who will then raise a credit -a copy of the summary page will be e-mailed.

D1.3.1.7 Rebate payments are made monthly to the franchise, after the reconciliation i.e. net of any over-due monies to Dyno Group

D1.3.1.8 Dyno Group shall thoroughly audit rebate claims and abuse of the rebate system is strictly forbidden

D1.4.1.9 Each rebate claim must be under the correct category

D1.4.1.10 Rebates are net of any deductions (credit notes and write offs)

D1.4.1.11 Quotes must be broken down clearly stating the elements of all work including parts, labour, work type etc. These must be removed from the claim or this will result in the withdrawal of rebate privileges

D1.4.1.12 Processing of rebates shall be in accordance with the following monthly timetable:

- 10th – Closing date for submitted claims (claims received after this date will be processed in the following month
- 15th - Area Managers sign off
- 22nd – Passed to accounts for payment (payment planned to take place on the last day of the month)

D1.3.2 Additional Principles for ILO Franchise

D1.3.2.1 All invoices against which a rebate is being claimed must be fully paid

D1.3.2.2 Rebates must be submitted within three months of the invoice being paid

D1.3.2.3 Each invoice against which a rebate is being claimed must be listed under the correct rebate category e.g. parts and materials as parts and materials rebate

D1.3.2.4 All documentation, including the copy invoices, must be received at Dyno Group Head Office before the three month deadline and shall be clearly identified as forming part of the monthly rebate submission

D1.3.3 Categories of Rebate

D1.3.3.1 There are 3 categories under which rebates may be claimed. The categories are as follows:

- Parts and materials – see D1.3.4 below
- Subcontractor – see D1.3.5 below
- Hire of Equipment – see D1.3.6 below

D1.3.4 Parts and Materials

D1.3.4.1 This is a full royalty rebate on the cost of materials i.e 17.5% for a standard ILO

D1.3.4.2 A copy of the Dyno Plumbing invoice for parts and materials must be sent

D1.3.5 Subcontractor (BGS validations only)

D1.3.5.1 A subcontractor rebate is only applicable for:

- Work done by another franchisee that provides a wider range of services e.g. road openings
- Work that falls outside of the Licensed range of services

D1.3.5.2 A subcontractor rebate is only applicable for work done by an external contractor e.g. plastering work

D1.3.5.3 Where a subcontractor has been used that is not a Dyno-Plumbing franchise a rebate may only be claimed if the sub-contractor appears on Risk Disc™ or other approved method by Dyno. If this is not the case the franchise must apply to Dyno Group for approval

D1.3.5.4 It is not permissible to claim rebates on, or employ, the services of a national competitor

D1.3.5.5 The site address must appear clearly printed on the sub-contract invoice and this must match the Dyno Group site address

D1.3.5.6 The franchisee must advise the Area/Regional Network Manager in all cases where a subcontractor is to be used.

D1.3.6 Hire of Equipment (BGS validations only)

D1.3.6.1 Consideration will be given to a rebate for the appropriate hire of non-standard equipment such as long ladders or scaffolding for one-off / site specific jobs. A rebate claim cannot be made for the hire of standard equipment i.e. equipment listed on the Dyno-Plumbing Mandatory Equipment List

D1.3.6.2 A full royalty rebate can be claimed on the net cost of hiring the equipment. The supplier's invoice must clearly show a printed site address which must match the Dyno Group invoice site address.

D1.4 References

Rebate Excel Workbook

D2 Pricing

D2.1 Introduction

D2.1.1 Price is a key part of the formula that creates a successful business. It has a direct influence upon turnover growth and profitability and therefore it is essential that care is taken in determining an appropriate schedule of rates

D2.1.2 The obvious aim is to set prices that will generate sufficient revenue to cover all running costs, complexities and risk associated with a job and derive a fair profit margin, and that are properly aligned with those charged by competitors in order to ensure that targeted customers regard them as acceptable

D2.1.3 Dyno Group offers a premium service and this is reflected in its pricing policy. Our aim is to offer a transparent pricing formula that will represent good value for money

D2.2 Responsibilities

D2.2.1 Dyno-Rod Ltd will be responsible for setting the maximum prices that franchises may charge for emergency service and selected other services on behalf of domestic and commercial customers, and accordingly will provide a schedule of maximum rates that franchises must not exceed

D2.2.2 Franchises may determine alternative prices to those which Dyno-Rod Ltd recommends for their local customers providing the maximum prices scheduled are not exceeded, or unless Dyno-Rod Ltd has agreed, or subsequently agrees, a schedule of rates via a National Account or similar arrangement

D2.2.3 Franchises are responsible for determining the price that shall be charged for jobs that they are asked to undertake, observing the recommended schedule, and for ensuring that the price is quoted to the customer **before** work commences

D2.3 Procedure

D2.3.1 Review of prices

D2.3.1.1 Dyno-Rod Ltd will implement a review of the current schedule of rates for non National Account customers on an annual basis, but may choose to vary this if it considers it appropriate to the business' marketing strategy, or that the prevailing market conditions are such that the review should be either deferred or brought forward

D2.3.1.2 The rates in force for National Account Customers will also be reviewed annually unless otherwise stated within the agreement that exists with a particular customer(s). Again Dyno-Rod Ltd may choose to vary the timing of a review if it considers it appropriate given strategy or market conditions

D2.3.1.3 The price schedules for non National Account Customers will be normally effective in January of each year. Those for National accounts will become effective as and when it is appropriate to do so, as dictated by review dates stipulated within the Service Level Agreement, and / or the timing of contract negotiations

D2.3.1.4 The review process for non National Account Customers will generally involve the following steps:

- Dyno-Rod Ltd will prepare a proposed schedule based on recognition of the current rate of inflation and its understanding of specific movement in general operational costs that franchises are incurring

- At least four weeks prior to the date for implementation of the new schedule Dyno-Rod Ltd will circulate its proposal to all franchises. This will be accompanied by a request for a response to the proposals by a specific date

- Franchises are requested to submit views on the proposals using the response procedure provided. Dyno-Rod Ltd cannot guarantee to take into account responses received after the stated deadline

- Dyno-Rod Ltd will collate and consider the responses received from franchises. A summary will be prepared and from this amendments to the proposal will be made that acknowledge the majority views

- Dyno-Rod Ltd will issue to franchises the final agreed schedule of rates, together with a summary of the responses that were received, no later than one week prior to the date on which it will become effective

D2.3.1.5 Dyno-Rod Ltd will be responsible for negotiating prices on behalf of National Account customers, and for agreeing any subsequent revisions of those prices. It will conduct negotiations with a view to agreeing prices that will enable franchises to derive an adequate gross profit margin

D2.3.2 Price presentation

D2.3.2.1 The franchise is responsible for ensuring that all customer-facing staff are fully conversant with the recommended pricing schedule

D2.3.2.2 It is common for customers to enquire about price when calling to book a job. Dyno Group policy is that indicative prices should be provided to such enquirers, based upon the minimum / maximum charge or upon the standard hourly rate, however a franchise may elect to quote an estimated price for a particular job if it is felt the information provided by the customer is adequately complete and reliable

D2.3.2.3 There may arise exceptional circumstances where a customer's premises may involve an excessive amount of travel time / costs. For the purpose of clarity this is defined as an expected travel time of over one hour each way and in such cases the customer must be clearly advised before attending. This applies

from the centre of the franchise's area and only to those franchises covering a large rural area (i.e. it does not apply to City franchises / traffic congestion). Under no circumstances does this apply to any National Account charges

D3.3.2.4 It is essential that, once the franchise's operator has arrived on site, the problem is inspected, the work required is determined and the price that will be charged to the customer, for labour and materials, is verbally confirmed before commencing work (clarifying if VAT is included or excluded)

D2.3.2.5 The customer must sign/authorise the work on the relevant documentation prior to commencement to confirm that they agree to the quoted price before work commences

D2.3.2.6 Where written quotations are required prior to work being agreed by the customer the price must be prepared and submitted by the franchise using the quotation form provided, or alternatively on the headed paper provided, ensuring that the title 'Quotation' is clearly displayed. The quotation must be adequately detailed for the customer's needs. CRM™ should be used to generate a pdf version of the quotation and allocated to the job number.

D2.3.2.7 Quoting for work on a daily rate basis is not recommended as this could lead to inefficient working practises by the engineers and as a result effective overcharging of customers. Quoting for work on a daily rate basis or metre rate is not recommended.

D2.3.2.8 It is recognised that with repair work, particularly for underground works, it is often not possible to assess exactly the extent of work required. Dyno-Rod Ltd is the recognised expert in small bore drainage work and as such any assessments must be done with an expected level of competency and experience. A practice of constantly/frequently under scoping and then charging more for further work is unacceptable.

D2.3.2.9 Quotes for work on a fixed price basis must clearly state the scope of work that is being quoted for. As above this must be done by a competent and experienced engineer such that any unforeseen costs are kept to a minimum and only happen in exceptional circumstances. In such cases the franchisee must offer the customer a quote for the additional work

D2.3.10 Where a franchisee has quoted for work that is subsequently not necessary it is essential that the customer is not charged for such work.

D2.4 References

Quotation Form/letter/CRM™ pdf file

Domestic and commercial rates (as per website)

DCHS Rates

Key Account rates (including Aviva and Axa)

Plumbing and Drains Rates

Appendix 7 Production of a Business Plan

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E Training

E1 Competency Requirements

E1.1 Introduction

E1.1.1 Training requirements and role competencies shall continually be established and reviewed by Dyno Group Head Office against customer, legislative, product development and market requirements.

E1.2 Responsibilities

E1.2.1 The Franchisee shall be responsible for ensuring that all competency/training requirements set out by Dyno Group are met in order to meet the requirements set out in E1.1.1 above. These requirements also include those relating to continuous professional development for the Franchisee himself as well as the engineers.

E1.2.2 The Franchisee shall demonstrate to Dyno Group and customers that all training requirements have been met and for meeting any new industry sector certification requirements deemed appropriate that are required from time to time e.g. WIAPs, Water Research Centre (WRc), GasSafe and others as appropriate including Safecontractor™, CHAS™ and UVDB™.

E1.2.3 Dyno Group shall identify training providers and notify these to the Franchise Network. Any training provider must be notified to Dyno Group if this is not on the approved suppliers list.

E1.3 Procedure

E1.3.1 Each employee/engineer shall receive the required training, be observed practicing the training and be signed off as competent by the Franchisee following a period of review and observation/supervision to confirm that the appropriate safety behaviours are being maintained. Form C and C1 shall be used for this purpose. Additionally all training achieved and certifications must be loaded on the Centrica iLearn™ Training Recording Database. Minimum standards of training must be recorded on this system.

E1.3.2 The Franchisee must also continually actively monitor engineer behaviour and service provision and record this monitoring activity using appropriate checklists and methods thereby satisfying himself that all competency requirements (including behaviours) and service standards are being maintained. Any shortfalls in the desired behaviour (e.g. non-adherence to procedure or PPE requirements) must be addressed and recorded within minimum timescales. Engineer safety assurance assessment reports should be used for this purpose.

E1.3.3 Key roles for which minimum competency standards have been established by Dyno Group must be maintained and demonstrated by the Franchisee. These

training for these roles are described fully in ‘Managing for Health and Safety – A Framework for Franchise Operators’

E1.4 References

Dyno-Rod ID card Application Forms (Temporary and Permanent)

Appendix 5 Electrical Equipment List (DES 1 Training Requirement)

E2 Leak Detection

E2.1 Introduction

E2.1.1 The purpose of this procedure is to describe the methods and responsibilities employed to ensure that all leak detection services are carried out in by competent individuals in accordance with legislative requirements and current best practice.

E2.2 Responsibilities

E2.2.1 Dyno Group should ensure that the franchise is fully aware of current best practice and health & safety requirements

E2.2.2 The franchise shall ensure that all engineers who carry out this service are fully trained in leak detection and meet all the competency requirements set out from time to time by Dyno.

E2.3 Procedure

E2.3.1 The franchise must ensure that all engineers are fully trained in accordance with the guidelines issued by the Dyno Group.

E2.3.2 Leak Detection Engineer

E2.3.2.1 All engineers need the following qualifications:

- NVQ level 3 Plumbing / Advanced Craft Certificate
- SHEA Water Card

E2.3.3 Leak Detection Repairs

E2.3.3.1 All engineers who complete repairs need to have completed the following additional qualifications:

- New Road and Street Works (NRSWA): Unit1: Location and detection of underground services
- City and Guilds Confined Spaces – Low Risk

E2.3.4 Repairs on Water Supply Pipes

E2.3.4.1 All engineers who complete repairs on water supply pipes need to have completed the following additional qualifications:

- Water hygiene cards

E2.3.5 Training records (Forms C and C1) must be kept to demonstrate that all competency requirements are in place for Leak Detection Engineers and that the required competencies and behaviours are monitored and that any issues addressed.

E2.4 References

Example Generic Risk Assessments

Dyno Group Code of Practice

Example Generic Method Statements

Dyno-Rod Technical Manual(s)

Leak Detection Manual

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F Insurance

F1 Insurance Cover

F1.1 Introduction

F1.1.1 This procedure describes the insurance cover that a franchise is required to have in place

F1.2 Responsibilities

F1.2.1 The franchise is responsible for ensuring adequate insurance is maintained. Dyno-Rod Ltd operates a scheme through an insurance broker

F1.3 Procedure

F1.3.1 General

F1.3.1.1 Any franchise that does not use the Dyno-Rod Ltd house insurance broker must send a copy of their insurance cover to Dyno Group Head Office. Failure to do so is in contravention of the licence agreement

F1.3.1.2 Premiums are according to turnover

F1.3.1.3 Without prejudice to any of the provisions set out in the complaint or accident reporting procedures the franchise must notify Dyno Group Head Office forthwith in writing of any event, occurrence, situation or incident which has resulted in, or which may reasonably be expected to result in, a claim against any of the liability insurances held by the franchise

F1.3.1.4 Certain large companies or specific contracts may require higher than normal insurance cover. Always check the terms and conditions of tenders and if in doubt contact Dyno Group Head Office

F1.3.2 Employers Liability Insurance

F1.3.2.1 The minimum legal level of Employers liability is £5 million. All Insurance policies must state £5 million as a minimum. All franchisees working on British Gas contracts require £10 million.

F1.3.3 Public Liability Insurance

F1.3.3.1 The minimum level of Public Liability insurance required by Dyno Group is £5 million however more and more customers require a greater amount. All franchisees working on British Gas contracts require £10 million.

F1.3.4 Products Liability Insurance

F1.3.4.1 Franchisees carrying out work in the public highway or deep excavations will require at least £10 million. Some highway authorities will specify a higher amount. If the franchisee is subcontracting the work in the highway they will be liable as the main contractor and must maintain the necessary insurance cover.

F1.3.5 Vehicle Insurance

F1.3.5.1 Failure to have suitable vehicle insurance is a criminal offence. By law it is compulsory that motor vehicles are insured for a minimum third party cover, however, as part of the licence agreement it is essential that Dyno vehicles have comprehensive cover and that the policy allows for the immediate provision of a replacement vehicle in order to maintain standards of service

F1.3.6 Professional Indemnity

F1.3.6.1 Professional Indemnity cover is required for a minimum of £2,000,000.

F1.4 References

Standard Terms and Conditions (current versions)

Employers Liability Act

Licence Agreement

G Performance Appraisal

G1 General

G1.1 Introduction

G1.1.1 Dyno Group Head Office shall establish performance measurement systems in order to confirm that customer, legislative and Branding requirements are being maintained.

G1.1.2 The Franchisee performance measurement process shall also be used to determine eligibility for Licence Renewal and Franchisee Award Schemes.

G1.2 Responsibilities

G1.2.1 Dyno Group shall establish key performance indicators which support the performance measurement process and these shall be integral to the review of Franchisee appraisal processes carried out by Dyno Group Head Office.

G1.2.2 Franchisees shall ensure that these key performance indicators are understood and shall take responsibility for improving the area for which they have ownership and responsibility.

G1.2.3 Franchisees shall also make the required information available to enable Dyno Group to carry out a meaningful and proper assessment of their business performance and submit any information/documents that may be required by Dyno Group

G1.2.4 The Franchisee shall also produce a Business Plan with turnover projections by the end of August for the following year or at another time specified by Dyno Group.

G1.3 Procedure

G1.3.1 Key performance indicators are continually being developed to ensure standards and expectations are being maintained in accordance with planning and development activity and market conditions. Achievement of these key performance indicators shall be monitored on an individual and collective basis and shall be used to develop a performance ranking as appropriate.

G1.3.2 The key performance indicators forming the basis of the Franchisee appraisal process and requiring continual improvement shall be selected from the following key areas:

G1.3.2.1 Turnover Development and Growth

- Business plan

- Turnover vs budget*
- Turnover vs previous year*
- Growth - Turnover vs previous rolling 12 months (Same Period Last Year)*
- Non P&D Turnover
- Non BG Average Invoice Value
- On demand performance
- Dependency on Plumbing and Drains Contract
- Revenue/earning per engineer
- Upgrade and follow-on work
- Local advertising and effectiveness
- Licence breaches raised

* The Licence Agreement determines the annual minimum percentage increase in Non-Key Account Gross Revenue within the 'Minimum Performance and Termination' clauses in the Licence Agreement.

G1.3.2.2 Customer Service

- British Gas Net Promoter Score (including moving average total)* for OD and BG.
- British Gas Net Promoter Score (Monthly)* for OD and BG
- Dyno Net Promoter Score*
- Customer promise
- Rejected P&D orders
- P&D Recalls
- Aborted P&D Claims
- BG Validations
- AOV BG validations
- Outstanding orders

* a minimum score must be achieved in accordance with 'Minimum Performance and Termination' clauses in the Licence Agreement

G1.3.2.3 Administrative Procedures and Systems

- Unblock to order conversion
- Invoice submission
- DCHS lifecycle
- AVIVA lifecycle
- Invoice conversion (%)
- Jobs at Resolved Status (i.e. not closed properly)
- Job completion
- Employees with contracts of employment
- Employees with relevant background checks matching the specification set out in the Dyno Group Code of Conduct
- Banking frequency

G1.3.2.4 Training/Competence

- % Engineers trained in Customer Service
- % Engineers/Managers carrying CSCS/SHEA cards
- % Engineers trained in Confined Spaces
- % Engineers trained in Streetworks (Modules 1 / 2)
- % Engineers trained in OS019 / OS022 or other relevant course determined by the Head of Technical
- % Engineers trained in WJA High Pressure Water Jetting
- FCA Training
- Environmental Awareness Training
- Data Protection Training
- Engineers with expired temporary ID badges or without ID badges
- Electrical safety (e.g. DES 1)

All new engineers must have attended the mandatory training courses for a particular role within three months of starting and must have received adequate supervision and monitoring by the Franchisee until such time that all appropriate competences are signed off.

G1.3.2.5 Audit Performance

- QHSE audits – corrective actions progressed. Including number of actions closed and open for Priority 1,2 and 3
- Engineer safety assurance assessments – overall safety risk score
- QHSE audit rating (1 to 5)

G1.3.2.6 Complaints

- British Gas Complaints per 1000 jobs (including YTD)*
- Dyno Group Complaints per 1000 jobs (Including YTD)*
- Complaints per 1000 jobs (All – YTD)*
- Root cause form (Virtuatel and complaints)
- Detractors

* the level of complaints must not exceed a level a determined within the 'Minimum Performance and Termination' clauses in the Licence Agreement

G1.3.2.7 Service Delivery Standards

At all times the Franchisee must achieve a minimum score in respect of any service standards determined by Dyno Group. Where developed, achievement of these service standards shall be reviewed against the 'Minimum Performance and Termination' clauses in the Licence Agreement

G1.3.2.8 BG SLA Performance

- Average order cycle time
- No of customers contacted
- No of rejected orders
- % recalls
- No of aborted claims
- Volume of validations
- Customer promise

G1.3.2.9 Safety First

- Incidents reported
- Customer injuries
- Lost time injuries
- O/s corrective actions

G1.3.2.10 Minimum Standards

Dyno Group shall establish a set of **minimum standards** for franchisees in respect of the following key areas:

- Scope of Services offered
- Equipment
- Engineer competency/training
- Franchise Principal competency/training

G1.4 References

Licence Agreement

Dyno Group Business Operations Manual (common to all services)

Appendix 7 Production of a Business Plan

Dyno-Rod ID Badge Application Forms (Temporary and Permanent)

H Glossary

A

Regional Manager

Role that communicates and develops relationships between the franchise and the franchisor. Supports the franchise in running a profitable, growing business while ensuring the franchisor's procedures are followed

B

Business Development Plan / BDP

Bespoke plan of marketing strategy for a franchise area containing all the procedures for Local Account Development

C

Commercial

The property is used for business purposes such as trading, manufacturing or provides any service

Complaint

A communication, by letter, telephone, fax or in person, of any concern or criticism of any current, proposed or potential service(s) provided by the Dyno Group or by any agent, subcontractor or franchise of the Dyno Group

Complaints may also be discovered during feedback following service evaluation activity

A complaint may also be a report of customer dissatisfaction (expectation not met), a report of non-conforming product or service, inconsistencies with an accepted contract (e.g. late delivery, service failure, wrong price etc.)

Completing (a job)

The final stage of Service Alliance or CRM, whereby the job can transfer to historical information and the invoicing details to Great Plains, confirming the invoice details relating to a job. Carried out by Dyno-Rod Ltd (except for Territorial non-national account jobs where the completion stage is generally combined with the resolution stage)

Contractual Area

The territory codes that a franchise is contractually obliged to service in accordance with the licence agreement

Credit Note

A financial document that is issued to a customer when they have over-paid, or are being refunded

Customer Facing Employee
Any employee to be exposed to customers; includes engineers, dig up crews, “mates” and office based telephone staff

Customer Mix
The spread of volume / value of invoices across different categories of customer or by specific high volume customers

Customer Service
All interaction with any member of the pubic (whether they are a paying customer or not), representatives of national account customers and between the franchisor and the franchise

Customer Service Centre
Dyno Group Head Office department which is generally the first point of contact for customers. Responsible for recording [on the system] and dispatching job information to the relevant franchise / engineer

D

Data Processing
Dyno Group department (within credit control) responsible for processing the invoices and cash banking information received from a Franchise

Decal
A tailor made sticker specifically designed to be applied to the front, side, or rear of a DynoGlo™ coloured Dyno vehicle

Direct Job
A job received directly by a franchise and not through Dyno-Rod Ltd

Direct Mail
A direct mail campaign is the act of creating an advert or communication and mailing it to a number of specifically targeted businesses or households to increase awareness of, or to introduce to, Dyno services

Directory Advertising
Advertising, in order to generate business, in directories including Yellow Pages, Thomson Local, BT Phonebook and Yell.com

Domestic
The property is used as a place of permanent dwelling and is not used by the general public

Dyno

The generic term / brand name used as a prefix to the services offered by the Dyno Group of businesses

DynoGlo™
The specific colour (a registered trademark) of the Dyno brand

Dyno-Rod Ltd
All representatives / departments acting under the authority of the Dyno Group franchisor

Dyno Group
This refers to the Dyno business in its entirety encompassing both the network of Franchise (i.e. Rod, Locks, Plumbing and Secure) and the franchisor

Dyno Services
The entire range of services offered by the Dyno Group. Currently those services are provided by four separate Franchise: Dyno-Rod (drains, etc.), Dyno-Locks (locks, etc.) Dyno-Plumbing (plumbing, etc.) and Dyno-Secure (glazing, security). The licence agreement will define those services which a franchise is Licensed to provide

E

Employees
Applies to anyone who is gainfully employed. Includes engineers, sales people, office based admin staff, managers, dig up crews and engineer's "mates" etc.

Employers' Liability
The insurer's liability for death of, or injury including illness and disease to, their employees arising out of and in the course of their employment

F

Franchisee of the Year
The annual scheme in place to recognise achievement throughout the network with regards to business management skills, whereby Dyno Group Head Office awards the highest achieving Franchise Principals

Franchise Principal
The person(s) named in the licence agreement

FCA
Financial Conduct Authority

G

Great Plains

The electronic system of the Dyno Group used at Dyno Group Head Office to manage the Group's finances

H

Head office

The location of all departments within (Dyno Group) Dyno-Rod Ltd

I

ILO / Independent Licensed Operator

A franchise that receives all of the services provided by the franchisor as laid out in the licence agreement (generally including centralised call handling and credit control for non-national account customers)

Insurance (national account) customer

Insurance customers who have negotiated a specific set of servicing instructions (normally with a Dyno-Rod Ltd employed account manager)

J

K

National account customer

Customers who have negotiated a specific set of servicing instructions (normally with a Dyno-Rod Ltd employed account manager)

National account manual

The manual containing all the most recent servicing instructions for national accounts and must therefore be accessible to and utilised by all employees who carry out any aspect of national account work or administration

Key list

Summary list of all national accounts (distributed at the same time as the monthly update of national account manual / customer's servicing instructions, if there have been any updates within approximately the last month). Provides a brief overview of the main administrative / invoicing instructions

L

Licence Agreement

The legal document detailing responsibilities and financial, operational and legislative terms of agreement between Dyno-Rod Ltd and the franchise

Livery

The complete visual element of a Dyno vehicle, including fully and appropriately applied DynoGlo™ paint and all the decals applied to the official layout specification for that vehicle

M

Mailing

See ‘Direct Mail’

Marketing Items
Promotional items that have been specifically designed to promote the Dyno brand(s). They include branded ‘give-aways’ (pens, key-rings, notepads etc.) and promotional literature

Media Placement
The act of creating, booking and administering an advert in the media (trade, technical and consumer publications / websites / TV / Radio)

Media Space
Advertising positions available in media

Monthly Return
Excel spreadsheet showing monthly breakdown by invoice of a (Territorial only) franchise’s turnover by type of work, credit notes raised and showing the value and volume of cash and credit invoices

O

Operator
Representative of the Dyno Group

Operational Area
The territory (postal code areas) that are not included in the licence agreement but where Dyno-Rod Ltd has granted a franchise permission to service

P

PPE
Personal Protective Equipment

PR
Public Relations

Public / Products Liability Insurance
Indemnifies the insured in respect of legal liability for death of, or injury, or illness, or disease to third parties. It also covers loss of, or damage to third party’s property, obstruction or loss of amenities and trespass nuisance arising out of, or in the course of the insured’s business

Q

QRG / Quick Reference Guide

Aid document that highlights the basic procedures for operating Service Alliance or Service Alliance Mobile or Microsoft CRM™

R

Rebate

An amount of money refunded from Dyno-Rod Ltd to a franchise from the royalty paid to Dyno-Rod Ltd

Recall

Return visit to the same or related fault at a property where a visit has been made within the period of guarantee

Job category raised due to the fact that a customer has reported that a job has not been completed initially to their satisfaction or a reoccurrence of the same fault has occurred (possibly after the operator has left the site). If on return to site, the job is un-related to the original call-out, the job may be raised as a new job by the call handling authority (Dyno Group Head Office call centre or franchise) and charged accordingly

Refund

Amount of money refunded to a customer

Resolving

The act of applying invoice details to jobs on the system

Rostering

Allocation of engineers (and updating on Service Alliance) to ensure that all time periods are serviceable

Royalty

Fee paid on a regular basis by each franchise in accordance with the conditions of the licence agreement (i.e. an agreed percentage of the franchise's turnover)

S

Sales Mix

The spread of volume / value of invoices across different categories of services offered to customers

SEPA

Scottish Environmental Protection Agency

Second Cover

Where a franchise cannot cover its contractual / operational responsibility within the required time period and a neighbouring franchise is requested to do so

Service Contract

A signed customer agreement for the provision of services

Servicing Instructions
Instructions detailing a specific set of agreed protocols by which a customer's account should be operated

Split
The automatic transfer of funds direct into the franchise's business account after deduction of Dyno-Rod Ltd fees (and royalty fees for ILOs)

Stationery Items
Business administration items (e.g. invoices and DrainCare contracts etc.)

Surcharges
Additional charges that may be added to the total invoice value (e.g. for work carried out at weekends / bank holidays, for the use of a second man, congestion charges etc.)

System
A term encompassing all electronic and computerised systems that are used throughout the Dyno Group

T

Territorial
A franchise that provides some of the services that are traditionally provided by the franchisor (i.e. call handling and credit control for non-national account customers)

T.A.N / Time Acceptance Note
Document to be signed and dated by both the engineer and customer that shows the customer is satisfied with the quotation provided for a job. Used when an invoice is not applicable

U

V

W

Web Alliance
Web based access to Service Alliance, accessible to the franchise

Wheel base
Term to determine the (basic) length of a vehicle; short wheel base (SWB), medium wheel base (MWB) and long wheel base (LWB). The actual lengths vary depending on the manufacturer's specification

WIAPS
Water Industry Approved Plumbing Scheme

WRAS
Water Regulation Advisory Service

Write-Off
A term used when a chargeable invoice is zeroed, reduced, cancelled or voided

WRc
Water Research centre

X

Y
yell.com
Web based directory for yellow pages

Z

I Appendices

Appendices Table

Number	Title	Section
1	Plumbing Van Tool List	9.2
2	Plumbing Van Safety Equipment/PPE List	9.5
3	Plumbing Van Fittings	9.6
4	Plumbing Van Consumables List	9.8
5	Electrical Isolation and Test Equipment (DES 1 Training List)	9.10
6	Electrical Competency Framework Matrix	9.2
7	Production of a Business Plan	9.12

Appendix 1- Suggested Tool Inventory

Plumbing Van Tool List v1.0

Item	Qty
Metric Hex Key 1.5	1
Metric Hex Key 2	1
Metric Hex Key 2.5	1
Metric Hex Key 3	1
Metric Hex Key 5	1
Metric Hex Key 5.5	1
Tool Box 2 Tray Liftout With	1
Metric Hex Key 6	1
Metric Hex Key 8	1
Chisel Brick Bolster 75mm x 220mm	1
Chisel Cold Steel 20mm x 450mm	1
Chisel Cold Steel 15mm x 300mm	1
Floor Board Lifter 60mm x 230mm	1
Chisel Wood 15mm x 250mm	1
1xPair Red/Black Fused Crocodile	1
1xPair Red/Black Right Angle Test	1
Pipe Slice Springs & Wheel	1
CH Sales Pressure Flow Testing Kit	1
3.5 Metric Hex Key	1
28mm Automatic Pipe Cutter Copper	1
Cutter Copper Tube Automatic 15mm	1
Cutter Copper Tube Automatic 22mm	1
Spare Mirror For T03749	1
Pipe Cutter 12mm-43mm	1
Universal Stop Cock Tool 34"	1
Holesaw 70mm	1
Holesaw 102mm	1
Cutter Copper Tube 5mm-30mm	1
Swivel Head Rechargeable Lantern Kit	1
Bosch Digital Metal/Cable Detector	1
Temporary Continuity Bond (TOTE)	1
Makita 14.4V Cordless Combi Drill	1
Residual Current Circuit Breaker	1
Drain Down Tray Only (Radiator)	1
Contractors Bucket 14.8Ltrs	1
File Half Round Bastard Cut 8" 200mm	1
Tool Box Saw - Ultra - Fine	1
File Round Second Cut 6" 150mm	1
Hammer Claw 16oz Fibre Class Handle	1
Hammer Club 1.2kg Fibre Glass Handle	1
Voltage Detector	1
Screwdriver 3.5MM X 75MM VDE	1
Universal 15mm/22mm Tap Cut (TOTE)	1
Thermometer 0-110oC Pocket Type	1
Tape Rule 5m/16ft dual scale	1
Holesaw 37mm	1
Multimeter and Pouch	1

Saw Hacksaw 10"-12" Adjustable	1
Saw Hacksaw Junior(150mm Blade)	1
Saw Holesaw 22mm/7/8in For Electric	1
Arbour To Suit Holesaw 9/16 -1 3/16	1
Arbour to Suit Holesaw 1/4"-2 1/2"	1
Dry Wall Saw	1
Screwdriver Engineers Flared Tip	1
Screwdriver Pozidrive 75mm Blade	1
Screwdriver Pozidrive 100mm Blade	1
Screwdriver Stubby Flat Blade 6.0mm	1
Spanner Adj 250mm Crescent Type	1
Spanner Box 4BA x 6BA	1
Spanner Open Ended 4 x 6BA Chrome	1
Spanner Immersion Heater Box Type	1
Insulated Wire Stripper	1
Spirit Level 9"	1
Trowel Finishing 275mm x 112mm	1
Trowel Pointing 150mm	1
Multibung Rad Valve Change Kit	1
System Drain Hose	1
Kneeling Mat 45cmx25cm x 3.5cm Thick	1
Knife Craft Retractable Blade	1
Cartridge Gun For Sealants	1
Heat Mat for Soldering	1
Guides 15mm(for copper tube benders)	1
Guides 22mm(for copper tube benders)	1
Flow Cup 25 Litre (Weir Gauge)	1
Copper Tube Bender C/W 15mm & 22mm	1
Earth Loop Tester C/W Testlead set C	1
Primas 2000 Cylinder Without Gas	1
Screwdriver Flat 250mm x 5mm Blade	1
Brush Copper Fittings Cleaning 15mm	1
Brush Copper Fittings Cleaning 22mm	1
Brush Copper Fittings Cleaning 28mm	1
Tap Re-Seating Tool Metal	1
Olive Remover 15mm	1
Primus Powerjet	1
Canvas Tool Bag	1
Combination Spanner 10mm	1
Combination Spanner 17mm	1
Combination Spanner 14mm	1
W/Pump pliers 240mm Blue Chanlock	1
W/pump pliers Blue Chanlock Curved	1
Mirror - Telescopic	1
Basin Wrench Adjustable	1
Olive Remover 22mm	1
Tack Rag 11 x 16cm Pack of 10	1
Spanner Open ended 8mm x 9mm	1
Fused Probes "Screw In Thin Spikes"	1
Universal Radiator Key	1
Head Torch	1
30mm Cone Cutter	1

Stubby Screwdriver NO 2 Point	1

Appendix 2 – Suggested Tool Inventory

Plumbing Safety Equipment/PPE List v1.0

Item	QTY
Hy-Flex Precision Assy Glove Size 8	1
Base Ball 2000 Bump Cap British Gas	1
Nitrile Blue Disposable Glove	1
Safety Glasses c/w Case & cord	1
Ear Defender (Muff) for 93 to 103 db	1
Goggles Safety Full Dust	1
Helmet Safety (Hard Hat)	1
First Aid Kit - Peripatetic	1
Personal Protective Equipment Bag	1
Heavy Duty Handling Gloves Size 9	1
18In Heavy Duty Chemical Resistant	1
Dust Mask FFP3SD - Moldex 3505	1
Knee Pads Pair (Trouser Inserts)	1
Hi vis vest XLarge (BG)	1

Appendix 3

Plumbing Van Fittings List v1.0

Item	QTY
15mm Speedfit Equal Tee	2
22mm Speedfit Equal Tee	1
15mm Speedfit Tank Connector	4
22mm Speedfit Tank Connector	4
15mm Speedfit Equal Elbow	4
22mm Speedfit Equal Elbow	2
15mm Speedfit Equal Straight	4
22mm Speedfit Equal Straight	2
10mm CU x 10mm CU Straight Coupling	2
V -Hose Fill Hot 1.5m c/w Washer	2
V -Hose Fill Cold 1.5m c/w Washer	2
Pipe Insulation slitted 15x13mm x 2m	2
Pipe Insulation slitted 22x19mm x 2m	2
15mm CU M /F 90 Deg STR Elbow (TOTE)	1
15mm Straight Comp Coupling TOTE	4
15mm Compression Equal Elbow TOTE	2
15mm Compression Stop End (Cap) TOTE	4
15mm Compression Equal Tee. TOTE	2
15mm Compression Gate Valve. TOTE	2
15mm CU x 15mm CU Straight Coupling	2
15mm x 15mm Comp Straight Valve TOTE	5
15mm CU x 15mm CU Elbow (Pk 10) TOTE	2
15mm CU Equal Tee CU x Cu x CU TOTE	2
15mm Compression Stopcock	2
15mm Olive (Copper)	10
15mm Stop End (Cap) to BS 864	4
15mm CU Female x 10mm CU Female	2
15mm CU x 1/2" Union Tap Straight	2
15mm CU x 15mm CU x 1/2" FBSP Tee	1
22mm CU M/F 90 Deg STR Elbow (TOTE)	1
22mm Straight Compression TOTE	4
22mm Compression Equal Elbow TOTE	2
22mm Compression Stop End (Cap) TOTE	4
22mm Compression Equal Tee TOTE	1
22mm Compression Gate Valve TOTE	2
22mm CU x 22mm CU Straight Coupling	2
22mm x 22mm EQUAL ELBOW (Pk 10)TOTE	2
22mm CU Equal Tee CU x CU x CU TOTE	2
22mm Olive	10
22mm Stop End (Cap) to BS 864	4
22mm CU Male x 15mm CU Female (TOTE)	1
22mm CU x 22mm CU x 1/2" FBSP Tee	1
22mm x 3/4" CU M/F Adaptor Straight	2
22mm x 22mm x 15mm CU Tee TOTE	2
15mm Speedfit Stop End15mm	4
22mm Speedfit Stop End 22mm	4

28mm Straight Compression Coupling	2
28mm x 28mm CU Straight Coupling	2
28mm CU x 28mm CU EQUAL ELBOW	2
28mm CU Equal Tee CU x CU x CU	2
28mm Stop End (Cap) to BS 864	2
28mm CU Male x 22mm Female Straight	4
3/4" Female CU x 22mm Straight	2
8mm CU x 8mm CU Straight Coupling	2
15mm Compression Tank Connector	3
22mm Compression Tank Connector	2
Single Stand Off Clips 15mm (Pk 20)	1
Single Stand Off Clips 22mm (Pk 20)	1
Knock In Clip 15mm (Pk 20)	1
Knock In Clip 22mm (Pk 20)	1
15mm x 1/2" Tap Connector Bent	2
22mm x 3/4" Tap Connector Bent	1
Ball Valve Repair Box	1
Torbeck Valve Diaphragm CB	5
15mm 45 Deg Elbow	4
15mm 45 Deg Street Elbow	10
22mm 45 Deg Street Elbow	4
28mm Compression Elbow	1
1/2 7lb Lead x 15mm Cu Coupling	2
3/4 9lb Lead x 22mm Cu Coupling	2
28mm Compression Gate Valve TOTE	1
28mm COMPRESSION STOP END (CAP)	1
3/4" Olive - Brass	6
3/4in Coupling, Plastic - Grey	4
3/4" Straight Tank Connector	2
3/4 Inch Elbow Plastic - Grey	4
15mm Washer, Plastic	6
22mm Washer, Plastic	6
Universal Ball Valve Service Kit	1
15mm x 8mm CU Female - Female	2
Washing Machine Valve 15mm - 2 Col	2
Surestop Remote 22mm Valve Kit	1
Surestop Remote 15mm Valve Kit	2

Appendix 4 – Suggested Inventory

Plumbing Van Consumables List v1.0

Item	QTY
Abrasive Pad 152mm X 229mm (TOTE)	2
Multi Tap Connector	1
Black Refuse Sacks 38MU (pk 10)	2
Self Adhesive Carpet Cover Roll	1
Burn Blot Gel Sachet, pack 3	1
Blade Junior Hacksaw	1
Blade For Stanley Knife	1
Non Slip Overshoe Size Large	1
Trip Hazard Floor Sign	2
Drill Bit Masonry Round Shank	3
Drill Bit Masonry Round Shank	3
Drill Bit Masonry Round Shank	3
Drill Bit Masonry Round Shank	3
Drill Bit Masonry Round Shank	1
Drill Bit Masonry Round Shank	1
Towel Roll Paper 2 Ply 10" (7304)	2
Woodscrew Twinfast No6 x 1/2"TOTE	2
Woodscrew Twinfast No10 x 1.0" TOTE	4
Cavity Fixing M4 X 40mm TOTE	2
Nail 1 1/2" Oval (500g bag) TOTE	1
Centrex Universal Barrier Cream	1
Centrex Universal Hand Cleanser	1
Pipe Jointing Compound 200g	2
Silicone Sealant Low Modulus 310ml	2
Flux Non Self Clean 50g Tin	2
Solder Lead Free 500g Roll	2
Emery Cloth 12mm x 10mtr Grade 180	2
Blade Hacksaw 10" 24 T.P.I	1
Blade Hacksaw 12" 18 T.P.I.	1
Flux Self Clean 4oz Tin C/W Brush in	2
Waterproof Floor Protect Sheet TOTE	1
Cable Ties 100mm TOTE	1
Wall Plugs P3 Red 40mm (box 100)TOTE	1
Wall Plugs P4 Brown 45mm Box100 TOTE	1
Wood Screw Steel No8 x 1" Twin TOTE	1
Wood Screw Steel No6 x 1 1/2" Twin	1
Wood Screw Steel No10 x 2 1/2" TOTE	1
Woodscrew Twinfast No10x1-1/2" TOTE	1
Multi Surface Cleaner 500ml	1
Dust Sheet HD Cotton 6 x .85m	1
Dust Sheet CH Atlas 3m x 3m Blue	2
Sheet Heavy Duty Cotton 1.8m x 1.5m	1
Clear Silicone Sealant	2
Windscreen Washer Additive 1 ltr	1
PVA Glue	1
La-Co Cool Gel - Heat Dissipating	2
Wet Wipes (100 sheets per pack)	2

Absorbent Sheet 1.7 Litre (pack 5)	2

Appendix 5

Electrical Isolation and Test Equipment (DES 1 Training) v1.0

Item	QTY
A20 Brass Padlock 3mm	2
Reece CB16 Safety Lock Off	2
Notice Working on Electrics	1
Temporary Continuity Bond TOTE	1
Residual Current Circuit Breaker	1
Voltage Detector	1
Test Socket Adaptor	1
Screwdriver Pozi No.2 VDE	1
Pliers Crimping Universal	1
Screwdriver POZI No.1 VDE	1
Screwdriver 5.5MM X 220MM VDE	1
Screwdriver 3.5MM X 150MM VDE TOTE	1
2.5 X 80mm VDE Insulated Screwdriver	1
Combination Pliers	1
Diagonal Cutting Pliers	1
Tool Bag CK	1
Earth Loop Tester C/W Test lead	1
Bosch Digital Metal/Cable Detector	1

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Appendix 6

Dyno-Rod Minimum Requirements
Electrical Competency Framework and Matrix v6.0 March 2012

Dyno Plumbing Minimum Standards – Electrical Competency Matrix Version 6

Work Type	Dyno-Secure Engineer ***Except DYNO Locks see Note 2***	Plumbing Engineer – Qualification level		Elec installer Plumbing Qualified	Certification & Compliance	
Qualification level	Secure Training course 2011	Safe Isolation ***Superseded by DESI***	DES1	Part P	Minor Works Certificate	Building Regs
Earth loop impedance test	Yes	Yes	Yes	Yes		
Safe positive isolation	Yes	Yes	Yes	Yes		
Locking off at consumer unit	Yes	No	Yes	Yes		
Connecting a new Immersion heater element to existing circuits. (No element previously connected)	No	No	Yes	Yes	Yes	None
Connecting a new Immersion heater element to existing circuits. (replacement of existing element “like for like”)	No	Yes	Yes	Yes	No	None
Disconnecting and reconnecting existing Immersion heater elements.	No	Yes	Yes	Yes	No	None
Adding components / accessories to existing circuits (not in kitchens or bath/shower rooms).	Yes	No *Unless via a 13a socket outlet*	Yes	Yes	Yes *Unless connection*	None in England & Wales

					made via flex of <2m	
Adding components / accessories to existing central heating control circuits (in kitchens or bath/shower rooms).	No	No *Unless via a 13a socket outlet*	No *Unless via a 13a socket outlet*	Yes	Yes *Unless connection made via flex of <2m*	Possibly See Note
Replacing existing electrical components / accessories. I.e. Pumps, switches, waste disposal units, Saniflow. Alarm units and control modules NOT ELECTRIC INSTANTANEOUS SHOWER UNITS	Yes	Yes	Yes	Yes	No	None

Work Type	Dyno-Secure Engineer ***Except DYNO Locks see Note 2***	Plumbing Engineer – Qualification level		Elec Installer	Certification & Compliance	
Qualification level	Secure Training course 2011	Safe Isolation ***Superseded by DESI***	DES1	Part P	Minor Works Certificate	Building Regs
Working on Electric Instantaneous shower units.	No	No	No	No	No	None
Replacing or Disconnect / Reconnect existing Electric Instantaneous shower units (*Subject to suitability of the existing circuit e.g. RCD and cable size.)*	No	No	Yes	Yes	No	None
Working on Electric Instantaneous shower Circuits.	No	No	Yes	Yes	No	None
Disconnect / Reconnect existing appliances to existing connection points (Excluding Electric Showers)	Yes	Yes	Yes	Yes	No	None
Connecting Protective Equipotential Bonding.	Yes	Yes (Not any connections within a cons unit)	Yes	Yes	No	None
Installing Protective Equipotential Bonding.	Yes ***Not Locksmiths***	No	No	Yes	Yes	None
Installing supplementary bonding.	Yes	Yes	Yes	Yes	No	None
Replacing accessories, Light fittings, sockets switches.	Yes	No	Yes	Yes	No	None
Replacing blown fuses in a consumer unit.	Yes	Yes	Yes	Yes	No	None
Additions or alterations to existing circuits (not in kitchens or bath/shower rooms)	Yes	No	Yes	Yes	Yes	Possibly
Additions or alterations to existing circuits (in kitchens or bath/shower rooms)	No	No	No	Yes	Yes	Possibly See Note

Installing new electrical circuits back to a consumer unit.	No	No	No	Yes	Full Cert Req.	Possibly See Note

Note 1: Where “Possibly” is noted in the building regulation column, Part P of the Building Regulations (in England and Wales) and the Scottish Technical Handbooks (in Scotland) should be consulted.

Note 2: Dyno Locks operatives are to undertake a basic safe isolation training course to ensure they are competent to work on any electrically operated locks being installed or replaced.

Appendix 7

PRODUCTION OF A BUSINESS PLAN

If requested by the Franchisor the Franchisee shall be required to produce a Business Plan in accordance with the following template and applicable guidelines. The Franchisor will not request that the Franchisee produce a Business Plan more than once in any 12 month period (unless the Business Plan that is produced is not to the satisfaction of the Franchisor or if there is a change in circumstances which makes the production of a revised Business Plan desirable in the opinion of the Franchisor). The completed Business Plans should be available in electronic format, in addition to hard copy format.

Template

The Franchisee's Business Plan should contain all the information that the Franchisor requires to enable it to properly and realistically assess the potential and resourcing needs for the Franchisee's business and the Dyno business as a whole. The Franchisee's Business Plan should include (but not be limited to):

- Executive summary
- Description of the business opportunity
- Marketing and sales strategy
- Management team and personnel
- Business operations
- Financial forecasts

The Franchisee is recommended to follow the guidance for producing a business plan which can be found at: www.businesslink.gov.uk

Guidelines for business plans for franchisees undertaking domestic only work

- **What is the business opportunity for your area** – is this well understood and is it clear how the business will compete in the territory with existing players

    - Domestic market size and opportunity
    - Customer analysis and profile
    - Competitive environment within your area
    - External influences including Defra
    - SWOT analysis

- **How do you plan to market and sell your services to the opportunity identified** – what prices and margins are achievable – how is this evidenced

    - What % will be based around existing business
    - What % will be based around new business opportunities
    - How will you capture these opportunities – what is your route to market
    - What is the pricing strategy for your chosen markets

- **How do you intend to fulfil the services –** premises, equipment, competencies, organisation, resourcing, legislative obligations etc

    - What are your currently capabilities
    - Gap analysis to meet minimum requirements (as set out in the appendices to the Drains operational manual under the heading "Capability & Competence Level Criteria for Domestic & Light Commercial (up to 150mm))
    - Action plan and timescale to match the capability for your chosen option
    - Training plan
    - Organisation charts – As-Is and To-Be with reporting lines, roles and responsibilities

- **What are the financial projections for the business over a 5 year period?** Do they provide adequate returns and can the investment be funded and sustained

    - Cash flow forecasts for next 5 years
    - Monthly profit and loss forecasts
    - Balance sheet
    - Projected business growth rates for each segment of your chosen markets
    - Cost projections for equipment, plant, tools, staff etc., as your business expands
    - Funding requirements and method of financing

- **Does the business fully appreciate the risks?** What is in place to mitigate these

    - Confidence level in terms of meeting the capabilities (as set out in the appendices to the Drains operational manual under the heading "Capability & Competence Level Criteria for Domestic & Light Commercial (up to 150mm))
    - The types of risks facing your business – financial, operational etc
    - Risk management strategy
    - Business Continuity Plan

Guidelines for business plans for franchisees undertaking any industrial and commercial work

- **What is the business opportunity for your area** – is this well understood and is it clear how the business will compete in the territory with existing players

    - Domestic market size and opportunity
    - I & C market size and opportunity
    - Customer analysis and profile
    - Competitive environment within your area
    - External influences including Defra
    - SWOT analysis

- **How do you plan to market and sell your services to the opportunity identified** – what prices and margins are achievable – how is this evidenced

    - What % will be based around existing business
    - What % will be based around new business opportunities
    - How will you capture these opportunities – what is your route to market
    - What is the pricing strategy for your chosen markets

- **How do you intend to fulfil the services –** premises, equipment, competencies, organisation, resourcing, legislative obligations etc

    - What are your currently capabilities
    - Gap analysis –to meet minimum requirements (as set out in the appendices to the Drains operational manual under the headings "Capability & Competence Level Criteria for Domestic & Light Commercial (up to 150mm) and Capability & Competence Level Criteria for I & C, WASC, Highway and Railway Work Activities)
    - Action plan and timescale to match the capability for your chosen option
    - Training plan
    - Organisation charts – As-Is and To-Be with reporting lines, roles and responsibilities

- **What are the financial projections for the business over a 5 year period?** Do they provide adequate returns and can the investment be funded and sustained

    - Cash flow forecasts for next 5 years
    - Monthly profit and loss forecasts
    - Balance sheet
    - Projected business growth rates for each segment of your chosen markets

- Cost projections for equipment, plant, tools, staff etc., as your business expands
- Funding requirements and method of financing

- **Does the business fully appreciate the risks?** What is in place to mitigate these

  - Confidence level in terms of meeting the capabilities, as set out in the appendices to the Drains operational manual under the headings “Capability & Competence Level Criteria for Domestic & Light Commercial (up to 150mm)” and “Capability & Competence Level Criteria for I & C, WASC, Highway and Railway Work Activities”
  - The types of risks facing your business – financial, operational etc
  - Risk management strategy
  - Business Continuity Plan