

**Domestic Energy Efficiency Advice Code of Practice Application Form –
Point of Sale
Notes for Applicants: 2004 Edition (amended September 2006)**

Quality of Advice and Information	<i>Tick for yes</i>	<i>Notes for Applicants</i>
1 A consistent presentation of information about savings that can be achieved by use of all appropriate products is adopted.	<input type="checkbox"/>	Compulsory
a) What type of advice do you give? <input type="checkbox"/> Written <input type="checkbox"/> Oral <input type="checkbox"/> Electronic <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
b) Information about any savings that can be achieved must be presented in a consistent way so that customers can compare 'like with like'. How do you present this information? <input type="checkbox"/> Energy consumption savings <input type="checkbox"/> Money savings		Tick as many of these boxes as apply (but you must tick at least one)
c) Is this consistent across in all the types of advice you give? <input type="checkbox"/> Yes <input type="checkbox"/> No – please explain		You must answer this question
2 Customers are offered information about the benefits of energy efficient products, in all instances, for all relevant product types.	<input type="checkbox"/>	Compulsory
a) Staff are able to explain the benefits to customers of general energy efficiency, including: <ul style="list-style-type: none">• Energy consumption and/or money saved and basic environmental benefits.• Offering customers specific advice on any product bearing an energy label and comparing one product with another	<input type="checkbox"/>	You must be able to tick YES for this question
b) Offering customers information about the benefits of energy efficient products is addressed in induction / relevant training.	<input type="checkbox"/>	You must tick at least one of these boxes.
c) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	
d) I have other evidence to show compliance	<input type="checkbox"/>	
3 Customers are offered written information to support the energy efficiency advice given, in all instances.	<input type="checkbox"/>	Compulsory
a) How are staff given the means to offer written advice? <input type="checkbox"/> Own leaflet / handout <input type="checkbox"/> Manufacturer's leaflet / handout <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)

	b) Offering customers written information to support the energy efficiency advice given is addressed in induction / relevant training.	<input type="checkbox"/>	You must tick at least one of these boxes.
	c) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	
	d) I have other evidence to show compliance	<input type="checkbox"/>	

Training and Development	<i>Tick for yes</i>	<i>Notes for Applicants</i>
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4	All relevant staff receive energy efficiency awareness training to an appropriate standard.	<input type="checkbox"/>	Compulsory
	a) How often is energy efficiency awareness training offered to staff? <input type="checkbox"/> Once (as part of induction) <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Twice a year <input type="checkbox"/> Annually <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply Please explain if you tick more than one
	b) Staff know where to refer customers for further energy efficiency advice	<input type="checkbox"/>	You must be able to tick YES to this question

5	All relevant staff receive regular updates on the energy efficiency performance of all relevant product types.	<input type="checkbox"/>	Compulsory
	a) Do you have a procedure in place to ensure all relevant staff receive regular updates? If you do not have a procedure, how do you ensure that all relevant staff receive regular updates?	<input type="checkbox"/>	If you don't have a procedure, please explain how you meet this criteria. Use an additional sheet if necessary
	b) How often do staff receive the updates? <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Whenever information comes from manufacturers <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply Please explain if you tick more than one
	c) How do staff receive the regular updates? <input type="checkbox"/> Team briefing <input type="checkbox"/> Fact sheets <input type="checkbox"/> Intranet notices <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)

	d) Where do updates come from? <input type="checkbox"/> Your intranet <input type="checkbox"/> Corporate literature <input type="checkbox"/> Manufacturer's literature <input type="checkbox"/> EST consumer literature <input type="checkbox"/> Energy Efficiency Best Practice in Housing programme <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
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Customer Access	<i>Tick for yes</i>	<i>Notes for Applicants</i>
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6	There is at least one member of staff available, at all times, that can provide customers with energy efficiency advice and answer energy efficiency related questions. All staff are aware of who the member of staff is that can provide energy efficiency advice.	<input type="checkbox"/>	Compulsory
	a) How are staff made aware of which staff can provide customers with energy efficiency advice and answer energy efficiency related questions?		You must answer both of these questions. Use an additional sheet if necessary
	b) How do you ensure that at least one member of staff is available at all times?		

7	Where sales are made through catalogues and/or by electronic means provision is made to encourage customers to request advice about energy efficiency.	<input type="checkbox"/>	You must answer one of these statements. If you tick the first box, you must also answer 7a and 7b below
	Sales or not made through catalogues or electronic means	<input type="checkbox"/>	
	a) Information about energy efficiency and about energy saving is displayed alongside all of the relevant product types	<input type="checkbox"/>	You must be able to answer YES for both of these questions if you ticked the first statement above.
	b) Contact details are provided direct to customers to sources of energy efficiency advice (as a minimum this should be the Energy Efficiency Advice Centres (EEACs) free phone number)	<input type="checkbox"/>	