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D2.2

# Report on Quality Assurance Scheme

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## Find the Project

Web: <https://ieecp.org/projects/horis/>

LinkedIn: <https://www.linkedin.com/company/life-horis/>

## About

Making our homes and buildings more energy efficient is crucial in the transition to a low-carbon future. An estimated 75% of the EU building stock is energy inefficient. The renovation of public and private buildings is an essential action and prioritised in the European Green Deal. The goal of the HORIS project is to improve the energy efficiency of residential buildings and reduce energy poverty.

HORIS will create a digital one-stop-shop (OSS) with the aim of empowering homeowners during the renovation process. Homeowners face several key barriers when deciding to retrofit, such as uncertainty and lack of trust about reported energy savings. They must also choose a home renovation professional and navigate the complexities of the financial process.

The OSS will help homeowners make decisions to improve energy efficiency; renewable energy solutions and identify support to reduce energy poverty. The Green Menu will simplify the home renovation process – by providing homeowners with relevant and credible information and helping them identify the best and most sustainable options. The HORIS project will build on the success of established tools like the ‘Self Scan’ developed by De Groene Grachten. By offering financial, legal and technical solutions, HORIS will facilitate a smooth customer journey, offering homeowners support on finding renovation professionals and guidance about financial schemes.

The project will engage with small and medium sized stakeholders, including local and regional public authorities and non-profit organisations and establish a network of approved home renovation service providers. Initially, the OSS will be set up in Italy, Spain and Portugal with the ambition of replicating in additional countries if needed.

## Project partners



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## Abbreviations

ADENE	Agência para Energia
CTE	Código Técnico de La Edificación
DGEG	Direção Geral de Energia e Geologia
IMPIC	Instituto dos Mercados Públicos do Imobiliário e da Construção.
PQ	Perito Qualificado
RITE	Reglamento de instalaciones térmicas en los edificios
SCE	Sistema de Certificação Energética dos Edifícios
TRIESP	Técnico Responsável de Instalações Elétricas
TIS	Técnico de Inspeção de Sistemas Técnicos
TRM	Técnicos responsáveis pela instalação e manutenção de sistemas técnicos.
TGE	Técnicos de gestão de energia

## EXECUTIVE SUMMARY

The Work Package 2 was mainly focused on create and enlarge a network of home renovation providers to help consumers rebuild their home more energy efficient, ensuring that this network of partners meet the ideal conditions for a quality service and guarantee the entire process from start to end. Consumers will be able to choose the correct professional when hiring home improvement services with all the guarantee and confidence ensured by a quality assessment. This work package also involved the development of e-learning modules to provide training to professionals regarding the home renovation measures, ensuring the best companies and raise industry standards.

Quality assessment improves awareness and trust towards home renovation integrated services. Establishes clear accountability and dedicated consumer protection policies. The quality assessment is based on mapping the legal and technical requirements to ensure quality service from the companies and technicians involved in the process of home renovation services, such as space heating and cooling systems, domestic hot water preparation systems, ventilation systems, replacement of household appliances, water efficiency measures, the installation of solar photovoltaic systems and solar thermal collectors, lighting, building automation and control systems, e-mobility and home charging stations, green infrastructure, lifting installations, energy certification, construction, mediation of works, maintenance and inspection of technical systems, and electrical installations.

The activities include the definition of a checklist dedicated to gauging typical legal and contractual requirements between owners and service, where it's identified the criteria to select the most qualified service providers, and draw a generic quality assurance scheme to address the intended fully compliance of juridical and typical contractual requirements between parts and conduct supplier approval audits to the one-stop-shop for the three countries.

## INTRODUCTION

The deliverable D2.2 - Report on Quality Assurance Scheme, is intended to assess the criteria for the selection of partners that will be integrated on the one-stop-shop platform. The goal is to ensure that these partners meet the ideal conditions to provide quality service and guarantee the entire process from start to end.





The report focused on gathering key information across the three countries – Portugal, Spain and Italy. This included researching national legislation, policies, and other regulatory requirements relevant to the home renovation sector, such as the replacement of technical systems, space heating and cooling systems, domestic hot water preparation systems, ventilation systems, replacement of household appliances, water efficiency measures, the installation of solar photovoltaic systems and solar thermal collectors, lighting and building automation and control systems, e-mobility and home charging stations, green infrastructure, lifting installations, energy certification, construction, mediation of works, maintenance and inspection of technical systems, and electrical installations.

The deliverable is organized into three main chapters, complying with the task T2.2 Quality Assessment within the Work Package 2. Chapter 1 defines a quality assessment scheme to improve awareness and trust towards home renovation integrated services. Chapter 2 include the checklists that identifies the obligations and technical requirements that companies must comply with to provide quality service to consumers/owners. Chapter 3 refers to the quality assurance scheme that will cover a systematic process to ensure that suppliers meet defined standards of quality.



## 1. QUALITY ASSESSEMENT METHODOLOGY

This Task 2.2 is intended to develop a quality assessment scheme to improve awareness and trust towards home renovation integrated services, through clear accountability and dedicated consumer protection policies. Activities will include:

-  Definition of a checklist dedicated to gauging typical legal and contractual requirements between owners and service providers in the value chain.
-  Draw a generic quality assurance scheme to address the intended fully compliance of juridical and typical contractual requirements between parts.
-  Conduct the supplier approval audits to the one-stop-shop, with a limit of 90 days of total work for the three countries (Portugal, Spain and Italy).
-  Return the feedback to the value-chain as a vehicle of continuous improvement.

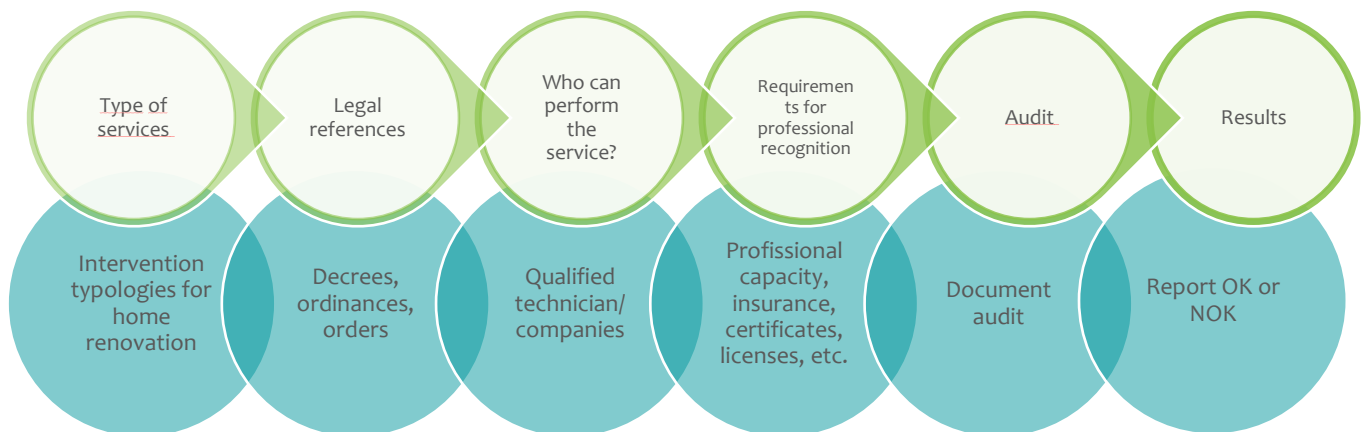
The quality assessment process for the home renovation service was designed to ensure a high level of service quality by the companies and technicians involved. This was achieved by carefully mapping the relevant legal requirements, such as insurance policies, statements showing they were up to date on social security and tax payments, and evidence of their professional capabilities. The consumers will be able to choose the correct professional when hiring home improvement services with all the guarantee and confidence ensured by a quality assessment.

The checklists were developed to align with the identified legal and technical requirements for each intervention typology, which will serve as the basis for the audits that will assess the companies' compliance with these requirements. The goal is to create a comprehensive assessment tool that covers the necessary legal and technical aspects, ensuring that the audits can effectively evaluate the partners. These requirements are aligned with the national legislation and regulations included in **D4.1. Report on Financing Schemes, Legal and Regulatory Aspects, and Technical Measures.**

The principal criteria to select the most qualified service providers include:

- ✓ Experience and past performance of the company and/or workers.
- ✓ Level of experience relevant to the sector/company.
- ✓ Capacity to perform the work.
- ✓ Financial strength and bonding capability.
- ✓ Management plan, relationships with subcontractors and technical capabilities.
- ✓ Safety plan and safety record.
- ✓ Quality assurance plan.
- ✓ Demonstrated competence.
- ✓ Qualifications.
- ✓ Insurance coverage - Professional compensation, civil liability, workers compensation.
- ✓ Communication methods before and during work.

This approach will demonstrate the competence and qualifications necessary to carry out the home renovation service, assessing typical legal and contractual requirements between consumers and service providers.



**Figure 1: Quality assessment for the service providers**

The quality assessment process involved the following steps:

**1. Identification of the Intervention Typologies for Home Renovation:**

Identify the different types of home renovation services and understand the specific requirements and best practices for each type of renovation intervention.





**2. Mapping National Laws for Home renovation services:**

Mapping the national laws regarding the home renovation services for each country. This was collected also for the D4.1. Report on Financing Schemes, Legal and Regulatory Aspects, and Technical Measures.



**3. Legal obligations for professionals and companies:**

The obligations that professionals and companies must comply with were also identified:

Fiscal and Social Obligations: Evaluate the fiscal and social obligations of the home renovation companies and professionals, such as:

-  Registration and licensing requirements for the activity.
-  Tax obligations and compliance.
-  Social security contributions and labour regulations.
-  Worker's compensation and liability insurance coverage.

Safety, Hygiene, and Health Requirements: Assess the home renovation professionals' compliance with workplace safety, hygiene, and health regulations, including:

-  Occupational health and safety standards.
-  Worker training and personal protective equipment (PPE) requirements.

**4. Qualified Technicians/Companies:**

Assess the technicians' qualifications, training, and experience in the specific types of renovation services they are providing.

**5. Professional Capacity, Insurance, Certificates, Licenses:**

Evaluate the technicians' or companies' professional capacity, including their financial stability, insurance coverage, and any relevant certifications or licenses to perform the work, and ensure they have the necessary insurance policies (e.g., liability, workers' compensation).

**6. Document Audit:**

The audit process will be based on the documentation provided by the company or professional and will subsequently be verified and analysed, through a checklist, to ensure that the company meets the necessary requirements to correctly perform the work.

**7. Audit Results:**

Based on the documentation analysed, the last step will be to determine whether the technicians and companies meet the required quality standards (OK) or whether they fall short of expectations (NOK). The partners approval it's detailed further on chapter 3.

**1.1. INTERVENTION TYPOLOGIES IN RESIDENTIAL BUILDINGS**

For each country, we have defined several intervention typologies in residential buildings focused on enhancing energy and water efficiency. These typologies encompass various aspects of building performance and sustainability, ranging from insulation improvements to the installation of energy-efficient appliances and water-saving fixtures. Each typology addresses specific areas where interventions can be made to reduce energy consumption, minimize water usage, and enhance overall environmental sustainability. Table 1 includes all the intervention typologies considered for each country, Portugal Spain and Italy.

**Table 1: Intervention typologies in residential buildings for each country**

Intervention typologies	Application	PT	ES	IT
<b>1. Space heating and cooling systems</b>	Gas or electric boilers, Biomass boilers, Heat pumps, Heating systems using solar thermal energy, Heat recovery systems, Air-conditioning equipment.	X	X	X
<b>2. Domestic hot water preparation systems (DHW)</b>	Gas or electric water heaters, Boilers, Heat pumps, Hot water preparation systems using solar thermal energy, Circulation and return system in buildings, when the length of the hot water distribution pipe between the producing point and the furthest point from the network justifies it.	X	X	X
<b>3. Ventilation systems</b>	Installation of self-regulating air intake grilles integrated into windows or walls. Installation of more efficient ventilation systems;	X	X	X

<b>4. Maintenance and inspection of technical systems</b>	Maintenance of technical systems (e.g. ventilation systems, DHW systems, Space heating and cooling systems).	X	X	X
<b>5. Replacement of household appliances</b>	Refrigerators, freezers, combined units, washing machines, dishwashers, washer-dryers, and electric ovens.	X	X	X
<b>6. Interventions aimed at water efficiency</b>	Outdoor use (rainwater harvesting systems, more efficient irrigation methods, water consumption management systems, pool maintenance). Indoor use (more efficient devices).	X	X	X
<b>7. Solar Energy</b>	Solar Photovoltaic Systems and Solar Thermal Systems.	X	X	X
<b>8. Lighting systems</b>	Interior and exterior lighting (Installation of LED lamps; Installation of luminaires/projectors; Installation of high-performance ballasts; Installation of motion detectors in common areas; Installation of systems for the use of natural lighting; Installation of control systems.	X	X	X
<b>9. Building Automation and Control Systems</b>	Home automation systems (domotic systems).	X	X	X
<b>10. Electric mobility - installing a home charging station</b>	Installation of electric vehicle charging points, if they are located within the perimeter of the private property.	X	X	X
<b>11. Maintenance of Lifting installations</b>	Installation and maintenance of lifts.	X	X	X
<b>12. Installation of green infrastructure</b>	Interventions that promote the incorporation of biomaterials, recycled materials, Nature-based solutions, green facades and roofs, and architectural solutions Bioclimatic; Green facades and roofs.	X	X	X
<b>13. Opaque envelope</b>	Thermal insulation and waterproofing (roofs, walls, or floors). Replacement of external entrance doors to houses (direct doors to the outside) and entrance doors (skid) to apartments in multi-family buildings (access doors to the common area of the building).	X	X	X
<b>14. Glazed envelope</b>	Replacement of single-glazed frames with efficient windows, installation of exterior sun protections	X	X	X
<b>15. Energy Certification</b>	Emission of energy certificates.	X	X	X
<b>16. Construction</b>	Demolition and land preparation; Electrical, plumbing and other installations on construction sites; Plumbing, heating and air conditioning system installations; Other facilities at construction sites; Building finishing; Carpentry installation; Floor and wall cladding; Painting and glazing; Other	X	X	X

	specialized construction activities; Roof construction.			
<b>17. Mediation of works</b>	Service contracted by the client for the selection of a more suitable partner/company, ensuring the quality of the service for the desired construction intervention.	X	-	-

## 1.2. LEGAL FRAMEWORK AND TECHNICAL REQUIREMENTS FOR HOME RENOVATION SERVICES

The legislation applicable to the different types of interventions is covered in the **Report D4.1. "Report on Financing Schemes, Legal and Regulatory Aspects, and Technical Measures."** This report is directly connected to Task 4.2, which focused on mapping the legal and regulatory environment for home renovation in Portugal, Spain, and Italy. It was also identified technical requirements and criteria for the suppliers and installers of the solutions supported by the programs from the national financing programs and national digital platforms for consumers and service providers. The checklists were developed and aligned with these criteria.

The information was collected for different types of interventions, such as space heating and cooling systems, domestic hot water preparation systems, ventilation systems, replacement of household appliances, water efficiency measures, the installation of solar photovoltaic systems and solar thermal collectors, lighting systems, building automation and control systems, e-mobility and home charging stations, green infrastructure, lifting installations, energy certification, construction, mediation of works, maintenance and inspection of technical systems, and electrical installations.

Undertaking a building rehabilitation project requires careful consideration and compliance with a range of legal requirements. The work must comply with local urban planning and construction regulations. This means obtaining the necessary permits and following the building codes set forth by the local authorities. These regulations cover aspects like the structural integrity, architectural design, and safety standards of the building. Must also adhere to safety standards, particularly regarding seismic, fire prevention, and other measures to protect the wellbeing of the building's occupants. The interventions must also align with national energy efficiency regulations and at higher level, with the Energy Performance of Buildings Directives (EPBD).

### Portuguese legislation and regulation regarding Energy Efficiency in Buildings

The Decree-Law no. 101-D/2020, of December 7 [1], establishes the requirements applicable to the design and renovation of buildings, with the aim of ensuring and promoting the improvement of their energy performance through the establishment of requirements applicable to their modernization and renovation and regulates the Energy Certification System for Buildings (SCE), through the transposition into the national legal order of Directive (EU) 2018/844 of the European Parliament and of the Council, of 30 May 2018, which amends Directive 2010/31/EU, on the energy performance of buildings and Directive 2012/27/EU, of October 25, on energy efficiency. The regulation of the SCE aims not only to ensure that it complies with the provisions of the EPBD Directive, but also to solve the problems and practical difficulties applied to the fulfilment of the objectives of transformation and development of a modern building stock interconnected with

energy networks and green mobility, with levels of comfort appropriate to the local and climatic context in which they are located, based on intelligent technologies and with a high level of performance that allows to meet the needs of its occupants with a low energy impact.

Ministerial Order No. 138-I/2021, of July 1 [2], regulates the minimum energy performance requirements applied to residential and commercial and service buildings, new or renovated buildings, related to the building envelope, which aim to minimize the occurrence of pathologies and limit energy needs in order to obtain interior conditions of comfort, and also the requirements related to technical systems, such as, ventilation systems, air conditioning, domestic hot water preparation, electricity production systems, lifting installations, electric vehicle charging infrastructures, which vary depending on each specific technical system, which relate to:

- Overall energy performance, which evaluates or affects the performance of a technical system as a whole.
- Appropriate dimensioning, with a view to ensuring that the technical systems are suitable for the needs and characteristics of the building, as well as the expected conditions of use.
- Correct installation, which focuses on how to install the systems so that they work in the way they were designed.
- Appropriate adjustment, which includes the tasks of testing and adjusting the technical systems, once installed, so that they operate in accordance with the defined specifications.
- Appropriate control to ensure that the control capabilities required of technical systems are in accordance with the defined specifications

Decree-Law no. 102/2021, of 19 November [3] establishes the access requirements and the exercise of the activity of the technicians of the Building Energy Certification System and applies to the activity of the professionals: Qualified Expert (PQ), Technician responsible for the installation and maintenance of technical systems (TRM), Energy Management Technician (TGE) and Technical inspector of technical systems (TIS).

### **Spanish legislation and regulation regarding Energy Efficiency in Buildings**

Royal Decree 178/2021, of March 23 [4], which modifies Royal Decree 1027/2007, of July 20, approves the Regulation of Thermal Installations in Buildings (RITE) and its Complementary Technical Instructions (ITE), thus transposing Directive (EU) 2018/844 which in turn amends Directive 2010/31/EU on the energy performance of buildings and Directive 2012/27/EU on energy efficiency.

The Regulation of Thermal Installations in Buildings (RITE) establishes the conditions that must be met by installations intended to meet the demand for thermal comfort and hygiene through heating, air conditioning, and domestic hot water equipment and systems, to achieve a rational use of energy. The RITE establishes various energy efficiency requirements, such as:

- Energy efficiency in heat and cold generation equipment, as well as equipment for the movement and transport of fluids.
- Insulation conditions for equipment and conduits of thermal fluids.
- Regulation and control conditions to maintain the design conditions in the air-conditioned premises.
- Use of available renewable energies, especially solar energy and biomass.
- Incorporation of energy recovery subsystems and use of waste energy.
- Mandatory metering systems for consumption in the case of collective installations.

- Gradual phasing out of more polluting solid fuels.
- Gradual phasing out of less efficient generation equipment.

The Technical Building Code (CTE) is the regulatory framework that establishes the basic quality requirements that buildings in Spain must comply with in relation to the basic safety and habitability requirements established in Law 38/1999 of November 5, on Building Regulation (LOE), that is, for the basic requirements of structural safety, fire safety, user safety, hygiene, health and environmental protection, noise protection and energy saving and thermal insulation. It applies to new construction works and interventions in existing buildings, whether they are extensions, renovations or changes of use.

These regulations also set obligations to the he maintenance and installation companies, including requirements to carry out the interventions, ensuring the installations comply with the technical and safety requirements established in the RITE.

### Italian legislation and regulation regarding Energy Efficiency in Buildings

The decree of June 26, 2015, of the Minister of Economic Development [5] defines the methods of application of the methodology for calculating the energy performance of buildings, including the use of renewable sources, as well as the prescriptions and minimum requirements regarding the energy performance of buildings and real estate units. The criteria apply to both new construction and existing buildings undergoing renovation, for both public and private buildings.

For the calculation of energy performance in buildings, including the use of renewable sources, the following national technical standards and their subsequent modifications and integrations, prepared in accordance with the development of the EN standards in support of Directive 2010/31/EU, are adopted:

- CTI Recommendation 14/2013 "Energy performance of buildings - Determination of primary energy and energy performance EP for the classification of the building" and subsequent technical standards that follow.
- UNI/TS 11300 - 1 Energy performance of buildings - Part 1: Determination of the building's thermal energy demand for heating and cooling.
- UNI/TS 11300 - 2 Energy performance of buildings - Part 2: Determination of primary energy demand and efficiencies for winter air conditioning, domestic hot water production, ventilation and lighting.
- UNI/TS 11300 - 3 Energy performance of buildings - Part 3: Determination of primary energy demand and efficiencies for summer air conditioning.
- UNI/TS 11300 - 4 Energy performance of buildings - Part 4: Use of renewable energy and other generation methods for space heating and domestic hot water production.
- UNI EN 15193 - Energy performance of buildings - Energy requirements for lighting.

The Decree 37/08, of May 22 [6], regulates the design, installation, transformation, expansion and extraordinary maintenance of domestic systems, defining principles and criteria, from compliance with the rule of art to authorized companies. The systems included are:

- Electrical systems (for the production, transformation, transmission, distribution, and utilization of electrical energy, lightning protection systems, as well as automation systems for doors, gates, and barriers).
- Electronic systems (radio and television, antennas, etc.).

- Thermal systems (for heating, air conditioning, cooling, and refrigeration) of any kind or type, including the evacuation of combustion products and condensates, and the ventilation and aeration of the premises.
- Plumbing and sanitary systems of any kind or type.
- Gas systems (for the distribution and utilization of any type of gas, including the evacuation of combustion products and ventilation and aeration of the premises).
- Lifting systems (for people or goods, such as elevators, hoists, escalators, and similar).
- Fire protection systems.

Ministerial Decree 37/08 imposes several obligations on the installation companies carrying out work on technical systems in buildings, such as qualification requirements of the company and technicians and the development of project for any new installation, transformation, expansion or extraordinary maintenance of systems.

## 2. AUDIT CHECKLISTS

In a first step, the sectors were identified, and the respective checklists were developed for Portugal, Spain, and Italy in order to carry out an assessment of all companies participating in the project. For Portugal, 17 sectors (17 checklists) were identified, and for Spain and Italy, 16 sectors (16 checklists), as mentioned in Table 1. The checklists have been developed to align with the identified legal and technical requirements and are the basis for assessing service providers' compliance and ability to deliver a quality service.

At an initial stage, the checklists were developed to align with the identified criteria in order to conduct 4-hour audits of the participating professionals. However, in order to reach the target KPIs of registered Installers and Professionals in the database, as well as Installers and Professionals trained and/or upskilled, it was necessary to simplify the audit checklists and reduce the duration to 2 hours per audit, guaranteeing the minimum requirements that professionals need to comply. With this approach, it will be possible to increase the number of professionals that could be integrated into the platform, while still assuring the company's competence and professional capacity to carry out the home renovation service.

The original and detailed versions of the checklists per country are included on Annex I (Portugal), Annex II (Spain) and Annex III (Italy). The final report of the audit is included in Annex IV.

### 2.1. PORTUGAL

Table 3 summarizes the requirements that companies and installers must meet to pass the audit.

**Table 2: Audit checklist - Portugal**

CHECKLIST					
Audited Requirements - Bureau Veritas			YES	NO	Evidence
Company/professional					
<b>1. Company Details</b>	<b>1</b>	The company has the corporate purpose of the activity being audited. Permanent certificate code.			



<b>2. Accounting</b>	<b>2</b>	How is Company Accounting carried out? Invoice or contract with the accounting firm and the accountant's TOC number.			
<b>3. Integrity</b>	<b>3</b>	Manager's Criminal Record.			
	<b>4</b>	Declaration of No Debt to the Tax Authorities.			
	<b>5</b>	Declaration of No Debt to the Social Security.			
<b>4. Documentation</b>	<b>6</b>	The company has a license or certificate as a contractor for private/public works validated by the Public Works Markets Institute for Real Estate and Construction (IMPIC).			
	<b>7</b>	Present a valid civil liability insurance policy to cover any bodily and material damage suffered by third parties, during and as a result of the exercise of their activity.			
	<b>8</b>	The company proves the existence of valid work accident insurance for the employees.			
	<b>9</b>	How are occupational health and safety services provided (ex: exterior company)?			
	<b>10</b>	The technicians have valid Work Aptitude Forms.			
	<b>11</b>	Safety procedures and records of Personal protective equipment.			
	<b>12</b>	The office must have and present, whenever requested, a complaints book.			
<b>INTERVENTION REQUIREMENTS</b>					
<b>Space heating and cooling systems</b>					
<b>DHW Preparation Systems</b>					
<b>Household appliances (electrical installations)</b>					
<b>Documentation</b>	<b>13</b>	Does the installation company and technicians hold a certificate for installation, repair, maintenance or technical assistance and dismantling of fixed refrigeration, air conditioning and heat pump equipment, including for the handling of fluorinated gases?			
<b>Water Efficiency</b>					
<b>Documentation</b>	<b>14</b>	In the case of a solution that allows the intelligent monitoring and control of water consumption, it must be supported by technical data and studies by the manufacturer that demonstrate the water (and, if applicable, energy) savings they can provide.			
<b>Solar energy</b>					

<b>Lighting</b>					
<b>Building Automation and Control Systems</b>					
<b>Electric vehicle charging infrastructure</b>					
<b>Documentation</b>	<b>15</b>	Is the entity that installs private service electrical installations recognized by DGEG?			
	<b>16</b>	Do technicians have Recognition of Responsible Technician for Private Service Electrical Installations (TRIESP)?			
<b>Lifting Facilities</b>					
<b>Documentation</b>	<b>17</b>	Does the company have DGEG recognition for the activity (Lifting Facility Maintenance Companies (EMIE))?			
	<b>18</b>	Is the company ISO 9001 certified, by an entity accredited by IPAC or another signatory of the multilateral agreement of the European Co-Operation for Accreditation?			
	<b>19</b>	Calibration certificates of monitoring equipment.			
	<b>20</b>	Company organizational chart.			
	<b>21</b>	Declaration that it has a computer system suitable for the exercise of its activity.			
	<b>22</b>	Declaration that it has a two-way communication system that allows it to offer permanent care and rescue services in cases of emergency.			
<b>Construction</b>					
<b>Documentation</b>	<b>23</b>	Do the technicians and persons responsible for the preparation and subscription of projects, project coordination, management of public or private works, conduction of the execution of works of the different specialties and direction of supervision of public or private works, subscribe to the term of responsibility for the correct execution of the works?			
<b>Mediation of works</b>					
<b>Documentation</b>	<b>24</b>	Is there a license for the exercise of mediation activity by an individual or collective provider established in national territory issued by the Institute of Construction and Real Estate, I. P?			
<b>Energy certification</b>					
<b>Maintenance and Inspection of technical systems</b>					
<b>Documentation</b>	<b>25</b>	Are qualified technicians registered with ADENE through the SCE Portal? Do they have a professional title to carry out the PQ-I activity (issued by ADENE)?			

## 2.2. SPAIN

Table 4 resumes the requirements that companies and installers must comply.

**Table 3: Checklist for the Spanish Context Applicable to All Typologies**

<b>CHECKLIST</b>						
<b>Audited Requirements - Bureau Veritas</b>				<b>YES</b>	<b>NO</b>	<b>Evidence</b>
<b>Company/professional</b>						
<b>1. Company Details</b>	<b>1</b>	Company details, (Name, CIF, registered office, activity start date, address, Name of the Administrator, DNI Administrator, Notary)				
<b>2. Documentation to be requested Associations</b>	<b>2</b>	Membership number (association ID) – if applicable				
<b>3. Necessary documentation (Companies)</b>	<b>3</b>	Registration in the Census of Employers, Professionals and Withholders (Presentation of the I.T.A. (Report of Registered Workers))				
	<b>4</b>	Certificate of Registration in the Register of Accredited Companies (REA).				
	<b>5</b>	Installation company number.				
	<b>6</b>	Type of authorised facilities.				
	<b>7</b>	Certificate of being up to date with the payment of their obligations with Social Security.				
	<b>8</b>	Certificate accrediting that you are up to date with your tax obligations with the Tax Agency (AEAT).				
	<b>9</b>	Provision of an Occupational Risk Prevention Service, either managed internally or subcontracted.				
<b>3. Necessary documentation (Self-employed)</b>	<b>10</b>	Registration as a self-employed person. (Registration in the special regime for self-employed workers (RETA))				
<b>4. Documentation</b>	<b>11</b>	Responsible Declaration (RITE/RETB/CTE compliant)				
	<b>12</b>	Advantage offered to OCU members and friends				
<b>INTERVENTION</b>						
<b>Space heating and cooling systems</b>						
<b>DHW Preparation Systems</b>						

<b>Household appliances (electrical installations)</b>					
<b>Documentation</b>	<b>13</b>	Personal and Company Certificate for Fluorinated gases.			
<b>Water Efficiency</b>					
<b>Documentation</b>	<b>14</b>	Authorised installer card number for water interior installations and/or installation company number.			
<b>Solar energy</b>					
<b>Documentation</b>	<b>15</b>	RITE (Regulation on Thermal Installations in Buildings) registration number/Installation card (Solar thermal energy).			
<b>Lifting Facilities</b>					
<b>Documentation</b>	<b>17</b>	Certificate of Elevator Maintenance Company.			
<b>Green infrastructure / Thermal insulation / Windows / Construction</b>					
<b>Documentation</b>	<b>23</b>	Civil Liability Insurance			
<b>Energy certification</b>					
<b>Documentation</b>	<b>25</b>	Civil Liability Insurance			
		Qualification as an energy certifier.			
<b>Maintenance and Inspection of technical systems</b>					
<b>Documentation</b>	<b>25</b>	RITE Maintainer Card.			

### 2.3. ITALY

Table 5 resumes the requirements that companies and installers must comply.

**Table 4: Checklist for the Italian Context Applicable to All Typologies**

CHECKLIST						
Audited Requirements - Bureau Veritas				YES	NO	Evidence
<b>Company/professional</b>						
<b>1. Company Details</b>	<b>1</b>	Company details (Company Name, Company Tax Code or Tax Code of the owner/VAT number/VAT Group, Company Address/Registered Office, Sector of activity, website, Date of Start of Business of the company, Telephone, E-mail, Data of the owner or legal representative of the company).				
<b>2. The documents that companies must show for the verification of technical and professional suitability are</b>	<b>2</b>	Registration with the Chamber of Commerce, Industry and Crafts with a corporate purpose inherent to the type of contract.				
	<b>3</b>	DVR, risk assessment document (provided for in art. 17) or self-certification provided for in art. 29 of Legislative Decree 81/08, paragraph 5.				
	<b>4</b>	DURC, single document of contribution regularity.				
	<b>5</b>	Declaration that they are not subject to suspension or disqualification measures provided for in art. 14 of Legislative Decree 81/08.				
	<b>6</b>	ISO 9001 Certification.				
	<b>7</b>	Civil liability insurance for construction companies (Third Party Liability (R.C.T.))				
<b>3. The documents that self-employed workers must show for the verification of technical and professional suitability are</b>	<b>8</b>	VAT Number Assignment Certificate. Professional Order Registration Certificate or Substitute declaration relating to registration in the professional order (Decree 445/2000).				
	<b>9</b>	Specific documentation certifying the conformity of machinery, equipment and provisional works.				
	<b>10</b>	List of personal protective equipment supplied.				
	<b>11</b>	Certificates relating to training and related health suitability.				
	<b>12</b>	Certificate of contribution regularity. (example, Inarcassa Document from National Social Security and Assistance Fund for Free-Professional Engineers and Architects)				

	13	Compulsory third-party liability insurance (Civil Liability towards Workers (R.C.O.)).			
<b>INTERVENTION (installation)</b>					
<b>Space heating and cooling systems</b>					
<b>DHW Preparation Systems</b>					
<b>Documentation</b>	14	Certification and registration in the National Telematic Register?			
	15	Declaration of conformity pursuant to Ministerial Decree 37/08.			
	16	INAIL (National Institute for Insurance against Accidents at Work) document for combustion systems > 35 kW and more.			
	17	Material data sheets (CE marking and DPO (Declaration of performance), Energy labels).			
<b>Household appliances (electrical installations)</b>					
<b>Documentation</b>	18	Certification and registration in the National Telematic Register.			
	19	Declaration of conformity pursuant to Ministerial Decree 37/08.			
	20	Material data sheets (CE marking and DPO (Declaration of performance), Energy labels).			
<b>Water Efficiency</b>					
<b>Lighting systems</b>					
<b>Building automation and control systems</b>					
<b>Electric mobility - installing a home charging station</b>					
<b>Lifting Facilities</b>					
<b>Documentation</b>	21	Authorised installer card number for water interior installations and/or installation company number.			
<b>Solar energy</b>					
<b>Documentation</b>	22	Declaration of conformity pursuant to Ministerial Decree 37/08.			
	23	INAIL (National Institute for Insurance against Accidents at Work) document for combustion systems > 35 kW and more.			
	24	Material data sheets (CE marking and DPO (Declaration of performance), Energy labels).			
<b>Ventilation systems</b>					
<b>Green infrastructure</b>					
<b>Thermal insulation</b>					
<b>Glazed envelope</b>					
<b>Construction</b>					

<b>Documentation</b>	<b>25</b>	Material data sheets (CE marking and DPO (Declaration of performance), Energy labels).			
<b>Maintenance and Inspection of technical systems</b>					
<b>Documentation</b>	<b>26</b>	Certification and registration in the National Telematic Register.			
	<b>27</b>	Declaration of conformity pursuant to Ministerial Decree 37/08.			

### 3. GENERIC QUALITY ASSURANCE SCHEME

The quality assurance scheme will cover the necessary steps to have a quality policy and quality objectives and ensuring that these are understood by the service providers. Appropriate processes will be implemented to fully satisfy homeowner needs and expectations, as well as the service providers objectives. The scheme outlines a rigorous audit and assessment process to evaluate and approve the renovation professionals that will be integrated into the one-stop-shop platform.

To streamline the audit process, it was agreed with DECOP, OCU, and ANERR that no additional audits would be required for professionals who had already been assessed and approved by the associations or services they belong to. This includes professionals from the DECO PROteste Select and Condomínio DECO+ services in Portugal, as well as those affiliated with the ANEER association in Spain.

#### PROFESSIONALS APPROVAL: FLOW DETAILS

##### APPLICATION PROCESS:

1. Consumers organizations in each country will send the Professionals application to HORIS, by email, to [anarita.soares@bureauveritas.com](mailto:anarita.soares@bureauveritas.com). Data to send by email:
  - Company name
  - Contact name
  - Contacts
  - Type of company
2. Bureau Veritas (BV) will provide the candidate with a list of documents required to carry out the audit.

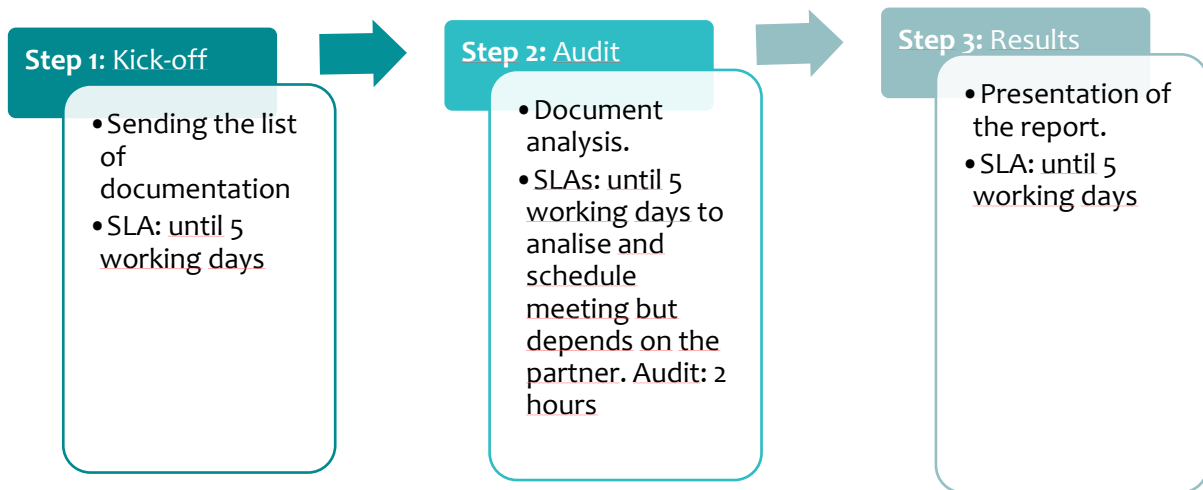
##### AUDIT PROCESS STAGES

The Audit process has three main stages:

**Step 1 Kick-off:** The team from each consumers association (DECO, OCU and Altroconsumo) will initiate the process by sending an audit request to Bureau Veritas. The entire audit process will be developed by Bureau Veritas, that starts with the sending of a list of required documents and information elements to support the audit work. The duration of this process is up to 5 working days.

**Step 2 Document analysis:** An online document verification audit will be carried out, lasting 2 hours, where the auditors will analyse the documents previously provided by the candidate, carrying out all the steps described in the checklist procedures. This process takes up to 5 working days to send the documentation and schedule a meeting, but the deadline may depend on the professional. After the audit, the company has ten business days to provide any missing documentation.

**Step 3 Results:** Delivery of the audit results, namely the report. The analysis and final decision on whether the professional will be part of the network will be made by the consumers association teams. The duration of this process is up to 5 working days.



**Figure 2: Audit Process Stages**

**TERMS AND CONDITIONS:**

- Bureau Veritas will be responsible for carrying out the audit and identifying non-conformities and opportunities for improvement.
- Bureau Veritas will not be responsible for the analysis and final decision on whether the company is accepted into the professionals’ network. That decision will be made by the consumer association teams.
- If at the end of the audit, any documentation is missing, a period of 10 working days will be given to the company to deliver the documentation. If the documentation is not presented within, the professional will have to repeat the audit process 6 months after the last audit.
- Without the documentation previously required from the professional (step 1), BV will not carry out the audit, as there are no conditions.
- Portugal - Professionals of the DECOPROteste Select and Condominio DECO+ network:** If the entity has already carried out an audit in the current year, then it does not need to carry out an audit again. Otherwise, you will need to go through an audit process carried out by us.

This process in Portugal only applies to these types:

- Space heating and cooling systems
- Solar Energy
- Electric mobility - installation of home charging station
- Lifting installations



- Construction
  - Mediation of works
  - Energy certification
  - Maintenance and inspection of technical systems
- f) **Spain - Associate members of ANERR:** They do not need to carry out an audit with Bureau Veritas since they have already gone through this process with the respective association. However, Bureau Veritas is not responsible for the audit carried out by ANERR on its members.

**PORTUGAL**

<b>1st Phase Application Process  Euroconsumers</b>	<ol style="list-style-type: none"> <li>1. Send e-mail request to <a href="mailto:anarita.soares@bureauveritas.com">anarita.soares@bureauveritas.com</a></li> <li>2. Data to be sent Company name, contact name, contact telephone number, contact email address, Company type</li> </ol>
<b>2 nd Phase Document analysis  Bureau Veritas</b>	<ol style="list-style-type: none"> <li>1. Send the necessary documentation to the professional in advance for the day of the audit.</li> <li>2. Verification of the documents agreed in the Checklist (Table 3).</li> </ol>
<b>3rd Phase: Online Audit (Via Email)  Bureau Veritas</b>	<ol style="list-style-type: none"> <li>1. Document verification audit via email (analyse the documents previously provided by the candidate).</li> <li>2. Checking specific points in the checklist (Table 3).</li> <li>3. Report.</li> </ol>
<b>Audit time (online, via Teams)</b>	2 hours
<b>Validity</b>	1 year, with annual verification audit.

**SPAIN**

<b>1st Phase Application Process  Euroconsumers</b>	<ol style="list-style-type: none"> <li>1. Send e-mail request to <a href="mailto:anarita.soares@bureauveritas.com">anarita.soares@bureauveritas.com</a></li> <li>2. Data to be sent Company name, contact name, contact telephone number, contact email address, Company type</li> </ol>
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<p><b>2 nd Phase</b> <b>Document analysis</b>  <b>Bureau Veritas</b></p>	<ol style="list-style-type: none"> <li>3. Send the necessary documentation to the professional in advance for the day of the audit.</li> <li>4. Verification of the documents agreed in the Checklist (Table 4).</li> </ol>
<p><b>3rd Phase:</b> <b>Online Audit (Via Email)</b>  <b>Bureau Veritas</b></p>	<ol style="list-style-type: none"> <li>1. Document verification audit via email (analyse the documents previously provided by the candidate).</li> <li>2. Checking specific points in the checklist (Table 4).</li> <li>3. Report.</li> </ol>
<p><b>Audit time (online, via Teams)</b></p>	<p>2 hours</p>
<p><b>Validity</b></p>	<p>1 year, with annual verification audit.</p>

**ITALY**

<p><b>1st Phase</b> <b>Application Process</b>  <b>Euroconsumers</b></p>	<ol style="list-style-type: none"> <li>1. Send e-mail request to <a href="mailto:anarita.soares@bureauveritas.com">anarita.soares@bureauveritas.com</a></li> <li>2. Data to be sent Company name, contact name, contact telephone number, contact email address, Company type</li> </ol>
<p><b>2 nd Phase</b> <b>Document analysis</b>  <b>Bureau Veritas</b></p>	<ol style="list-style-type: none"> <li>1. Send the necessary documentation to the professional in advance for the day of the audit.</li> <li>2. Verification of the documents agreed on in the Checklist (Table 5).</li> </ol>
<p><b>3rd Phase:</b> <b>Online Audit (Via Email)</b>  <b>Bureau Veritas</b></p>	<ol style="list-style-type: none"> <li>1. Document verification audit via email (analyse the documents previously provided by the candidate).</li> <li>2. Checking specific points in the checklist (Table 5).</li> <li>3. Report.</li> </ol>

<b>Audit time (online, via Teams)</b>	2 hours
<b>Validity</b>	1 year, with annual verification audit.

## 4. CONCLUSION

The deliverable D2.2 - Report on Quality Assurance Scheme is a crucial component of the Work Package 2, which aims to establish a network of reliable home renovation providers to assist consumers in improving the energy efficiency of their homes.

The report has successfully gathered key information across the three countries of Portugal, Spain, and Italy, focusing on researching national legislation, policies, and other regulatory requirements relevant to the home renovation sector. This comprehensive analysis has enabled the development of a quality assessment scheme that covers a wide range of home renovation services, including the replacement of technical systems, space heating and cooling, domestic hot water preparation, ventilation, household appliances, water efficiency measures, solar photovoltaic and thermal systems, lighting, building automation, installing a home charging station, green infrastructure.

The report is structured into three main chapters, aligning with the task T2.2 Quality Assessment. Chapter 1 defines the quality assessment methodology, which is focused on create a comprehensive assessment tool that covers the necessary legal and technical aspects, ensuring that the audits can effectively evaluate the professionals. Chapter 2 includes the checklists that identify the obligations and technical requirements that companies must comply with to provide quality service to consumers/owners. Chapter 3 outlines the quality assurance scheme, which will ensure a systematic process to guarantee that suppliers meet the defined standards of quality.

By establishing these comprehensive assessment and quality assurance schemes, consumers will be able to make informed decisions and have confidence in the quality of services they receive, ultimately contributing to the overall success of the home renovation initiative.

## 5. REFERENCES

- [1] “Decreto-Lei n.º 101-D/2020,” *DR n.º 237/2020, 1º Suplemento, Série I (2020-12-07)*, 21 - 45, 2020.
- [2] Ambiente e Ação Climática e Infraestruturas e Habitação, “Portaria n.º 138-I/2021, de 1 de julho,” *Diário da República n.º 126/2021, 2º Suplemento, Série I de 2021-07-01*.
- [3] Presidência do Conselho de Ministros, “Decreto-Lei n.º 102/2021, de 19 de novembro,” *Diário da República n.º 225/2021, Série I de 2021-11-19*.
- [4] Ministerio de la Presidencia, Relaciones con las Cortes y Memoria Democrática, “Real Decreto 178/2021, de 23 de marzo, por el que se modifica el Real Decreto 1027/2007, de 20 de julio, por el que se aprueba el Reglamento de Instalaciones Térmicas en los Edificios,” «BOE» núm. 71, de 24 de marzo de 2021, páginas 33748 a 33793 (46 págs.).
- [5] Ministro dello Sviluppo Economico, “Decreto interministeriale 26 giugno 2015 - Adeguamento linee guida nazionali per la certificazione energetica degli edifici”.
- [6] MINISTERO DELLO SVILUPPO ECONOMICO, “DECRETO 22 gennaio 2008, n. 37 Regolamento concernente l'attuazione dell'articolo 11-quaterdecies, comma 13, lettera a) della legge n. 248 del 2 dicembre 2005, recante riordino delle disposizioni in materia di attività di installazione degli impianti all”.

## 6. ANNEXES

### ANNEX I




#### ORIGINAL VERSION CHECKLIST – PORTUGAL














Table 5: Original version checklist for Portugal

CHECKLIST				
Audited Requirements - Bureau Veritas		YES	NO	Evidence
<b>Company/professional</b>				
<b>1. Object</b>	The company has the corporate purpose of the activity being audited.			
<b>2. Identification</b>	It is clearly identified, with the indication of the company or denomination, in all acts carried out before public or private entities, as well as in all contracts, correspondence, publications, advertising and, in general, in all its external activity.			
	The rules set out in the preceding paragraphs shall apply to franchisees.			
<b>3. Accounting</b>	How is Company Accounting carried out?			
<b>4. Integrity</b>	The company and its respective administrators, managers, or directors have commercial integrity.			
<b>5. Professional capacity</b>	The company has a license or certificate as a contractor for private/public works validated by the Public Works Markets Institute for Real Estate and Construction (IMPIC).			
	Does the company prove the existence of valid employment contracts and is the activity of professionals effectively supervised by the company?			
	Technicians must have skills to perform their duties, which are demonstrated through proof of qualifications, training or experience in areas considered relevant to the performance of their duties.			
	Present a valid civil liability insurance policy to cover any bodily and material damage suffered by third parties, during and as a result of the exercise of their activity.			

<b>6. Labor and Risk Prevention Requirements</b>	The employees have valid Work Aptitude Forms (FAT) ?			
	The company proves the existence of valid work accident insurance for the employees?			
	How are occupational health and safety services provided?			
	Are there safety procedures and records of PPE (Personal protective equipment) distribution?			
	Complaints Book and Complaint Handling.			
	Is there a Risk Assessment of the activity?			
<b>7. Technical Documentation</b>	Depends on the type of intervention typology (Table 7).			
<b>8. Information in the budget proposals</b>	Indicate the addressee and address of the implementation of the proposal.			
	Identification of the company (contacts, share capital, legal entity number and civil liability insurance);			
	Informs the work to be carried out, the respective prices, payment terms, procedures, response times (to normal and urgent requests), invoicing, person to be contacted in case of need and respective contact and any other elements that appear necessary for the supervision of the services.			
	Reference the different values, by type of service, conditions and form of payment of remuneration, indicating the applicable VAT rate;			
	Indicate the validity of the proposal, the deadlines for execution and start of work and the guarantee period (Guarantee of collection and recycling of old equipment by the installer, if applicable).			
	Composition of the proposal with reference to the Brands and Models foreseen.			
	The invoicing is consistent with the proposal.			
	Attach to the proposal, whenever applicable, product performance classification instruments, system product technical sheets (e.g. product energy label).			

**GENERAL DOCUMENTATION**

-  Permanent Certificate.
-  Invoice or contract with the accounting firm and the accountant's TOC number.
-  Criminal Records of all Managing Partners.

-  Declaration of No Debt to the Tax Authorities and Social Security.
-  License or certificate of private/public works contractor validated by the Institute of Public Real Estate and Construction Markets, I.P. (IMPIC).
-  Risk analysis of the activity.
-  Safety procedures and records of the distribution of PPE (when applicable).
-  Service provision contracts for technical staff.
-  Work Accident Insurance.
-  Civil liability insurance.
-  Company that provides occupational health services.
-  Medical Aptitude Sheets.
-  Evidence of qualifications, training or experience in areas considered relevant to the performance of their duties.
-  Complaints Book (physical and online) with evidence of the existence or non-existence of complaints.
-  Evidence that the invoice is in accordance with the budget proposal presented.
-  Budget proposals presented to clients.

## TECHNICAL DOCUMENTATION

**Table 6: Technical documentation for each intervention typologies in Portugal**

Intervention typologies	Technical documentation
<b>1. Space heating and cooling systems</b>	<ul style="list-style-type: none"> <li>i. The company or technicians must hold a certificate for installation, repair, maintenance, or service and dismantling of fixed refrigeration, air conditioning and heat pump equipment, including for the handling of fluorinated gases.</li> <li>ii. The equipment must have CE marking, energy label or WEEE labels.</li> <li>iii. There is, at minimum, a technician responsible for maintenance, who also performs the function of a conservation technician. (in the case of electrical installations, they must be registered with DGEG).</li> </ul>
<b>2. Domestic hot water preparation systems (DHW)</b>	
<b>3. Ventilation systems</b>	
<b>4. Replacement of household appliances</b>	



<p><b>5. Maintenance and inspection of technical systems</b></p>	<ul style="list-style-type: none"> <li>i. The technicians must be registered in ADENE through the SCE portal, and the professional title to carry out the activity (issued by ADENE).</li> <li>ii. Evidence of a checklist for each type of activity to be performed.</li> <li>iii. Records of maintenance/inspections performed.</li> </ul>
<p><b>6. Interventions aimed at water efficiency</b></p>	<ul style="list-style-type: none"> <li>i. Present the CE marking and/or if applicable, provide the device's water classification according to the Water Efficiency Certification and Labelling System (ANQIP) or technical specifications. <i>(voluntary labelling system, not mandatory)</i></li> <li>ii. In the case of a solution that enables the intelligent monitoring and control of water consumption, it should be supported by technical data and studies from the manufacturer that demonstrate the water (and, if applicable, energy) savings that can be provided.</li> <li>iii. Evidence of maintenance records for work equipment.</li> <li>iv. Data record of Construction and Demolition Waste.</li> </ul>
<p><b>7. Solar Energy</b></p>	<ul style="list-style-type: none"> <li>i. The company that installs private service electrical installations must be recognized by DGEG.</li> <li>ii. The technicians must have the Recognition of Technician in Charge of Private Service Electrical Installations (TRIESP).</li> <li>iii. It includes at least one technician responsible for maintenance, who also works as a conservation technician. (in the case of electrical installations, it must be registered with DGEG).</li> <li>iv. Term of responsibility for the design and execution of private service electrical installations.</li> <li>v. Declaration of conformity for the execution of private service electrical installations.</li> <li>vi. Present the CE marking, energy label or WEEE labels. If applicable, the Solar Keymark certificate in the case of the solar thermal system.</li> <li>vii. Are there maintenance records for work equipment?</li> <li>viii. Do technicians prepare an energy characterization of the building before installing the panels?</li> <li>ix. Proof of completion of the applicable prior control procedure, in particular prior notification for systems up to 30 kW.</li> </ul>

<p><b>8. Lighting systems</b></p>	<ul style="list-style-type: none"> <li>i. The company that installs private service electrical installations must be recognized by DGEG.</li> <li>ii. The technicians must have the Recognition of Technician in Charge of Private Service Electrical Installations (TRIESP).</li> <li>iii. It includes at least one technician responsible for maintenance, who also works as a conservation technician. (in the case of electrical installations, it must be registered with DGEG).</li> <li>iv. Term of responsibility for the design and execution of private service electrical installations.</li> <li>v. Declaration of conformity for the execution of private service electrical installations.</li> </ul>
<p><b>9. Building Automation and Control Systems</b></p>	<ul style="list-style-type: none"> <li>vi. Present the CE marking, energy label or WEEE labels.</li> <li>vii. Are there maintenance records for work equipment?</li> </ul>
<p><b>10. Electric mobility - installing a home charging station</b></p>	<ul style="list-style-type: none"> <li>i. The company that installs private service electrical installations must be recognized by DGEG.</li> <li>ii. The technicians must have the Recognition of Technician in Charge of Private Service Electrical Installations (TRIESP).</li> <li>iii. It includes at least one technician responsible for maintenance, who also works as a conservation technician. (in the case of electrical installations, it must be registered with DGEG).</li> <li>iv. Term of responsibility for the design and execution of private service electrical installations.</li> <li>v. Declaration of conformity for the execution of private service electrical installations.</li> <li>vi. Present the CE marking, energy label or WEEE labels.</li> <li>vii. Are there maintenance records for work equipment?</li> <li>viii. Are periodic inspections of electric vehicle charging points carried out?</li> </ul>
<p><b>11. Maintenance of Lifting installations</b></p>	<ul style="list-style-type: none"> <li>i. Does the company have DGEG recognition for the activity (Lifting Facility Maintenance Companies (EMIE))?</li> <li>ii. Does the company include at least one technician responsible for maintenance and conservation, obligatorily registered on professional orders, who ensures compliance with all technical and safety requirements of the elevators under his responsibility in an EMIE?</li> <li>iii. Is it certified by ISO 9001, by an entity accredited by IPAC or another signatory to the European Co-Operation for Accreditation multilateral agreement?</li> <li>iv. Term of responsibility for the design and execution of electrical installations for private services.</li> <li>v. Declaration of conformity for the execution of electrical installations for private services.</li> <li>vi. Present the CE marking.</li> </ul>

	<ul style="list-style-type: none"> <li>vii. Calibration certificates for monitoring equipment.</li> <li>viii. Company organizational chart.</li> <li>ix. Declaration that it has a computerized system suitable for carrying out its activity.</li> <li>x. Declaration that it has a two-way communication system that allows it to provide permanent assistance and rescue services in cases of emergency.</li> <li>xi. Declaration that you have rules regarding the archiving and organization of data relating to lifting installations whose maintenance is your responsibility.</li> </ul>
<b>12. Installation of green infrastructure</b>	<ul style="list-style-type: none"> <li>i. Present the CE marking and/or if applicable, do the products/materials used have an EPD (Environmental Product Declaration) certificate? Or evidence of certification or label that confirms the inclusion of biomaterials or recyclable materials?</li> <li>ii. Insulations: <ul style="list-style-type: none"> <li>a. Have CE marking or EC declaration of conformity.</li> <li>b. Have a thermal conductivity less than <math>0.065 \text{ W}/(\text{m} \cdot ^\circ\text{C})</math> and a thermal resistance greater than <math>0.30 \text{ (m}^2 \cdot ^\circ\text{C})/\text{W}</math>, which should be supported by the product technical data sheet and the indication of the test standard (EN 12667).</li> </ul> </li> </ul>
<b>13. Opaque envelope</b>	<ul style="list-style-type: none"> <li>iii. Public road occupation licenses were requested to place scaffolding and waste containers on the sidewalk.</li> <li>iv. Are there maintenance records for work equipment?</li> <li>v. Data record of Construction and Demolition Waste;</li> </ul>
<b>14. Glazed envelope</b>	<ul style="list-style-type: none"> <li>i. Present the CE marking.</li> <li>ii. Are there maintenance records for work equipment?</li> </ul>
<b>15. Energy Certification</b>	<ul style="list-style-type: none"> <li>i. The technicians must be registered in ADENE through the SCE portal, and the professional title to carry out the activity (issued by ADENE).</li> </ul>

<p><b>16. Construction</b></p>	<ul style="list-style-type: none"> <li>i. Evidence of maintenance records for work equipment.</li> <li>ii. Evidence of documentation that allows you to attest to the inclusion of recyclable materials.</li> <li>iii. Data record of Construction and Demolition Waste.</li> <li>iv. Declaration of responsibility of the technicians and persons responsible for the preparation and underwriting of projects, coordination of projects, management of public or private works, conduction of the execution of the works of the different specialties and direction of supervision of public or private works.</li> <li>v. Public road occupation licenses were requested to place scaffolding and waste containers on the sidewalk.</li> <li>vi. The company maintains the files of the contracts it has entered into for the execution of private works in national territory, for a period of 10 years from the date of acceptance of the same.</li> </ul>
<p><b>17. Mediation of works</b></p>	<ul style="list-style-type: none"> <li>i. Is there a license for the exercise of mediation activities by an individual or collective provider established in national territory issued by the IMPIC?</li> </ul>

## ANNEX II

### ORIGINAL VERSION CHECKLIST – SPAIN








Table 7: Original version checklist for Spain

CHECKLIST					
Audited Requirements - Bureau Veritas			YES	NO	Evidence
<b>Company/professional</b>					
<b>1. Object</b>	The company has the corporate purpose of the activity being audited.				
	Is the company registered in the Registry of Accredited Installation Companies (REA)? Presentation of the I.T.A. (Report on Employed Workers).				
<b>2. Identification</b>	It is clearly identified, with the indication of the company or denomination, in all acts carried out before public or private entities, as well as in all contracts, correspondence, publications, advertising and, in general, in all its external activity.				
	The rules set out in the preceding paragraphs shall apply to franchisees.				
<b>3. Integrity</b>	The company or self-employed person remains up to date with their administrative obligations with Social Security and the Tax Agency (AEAT). Declaration of Tax on Economic Activities (IAE).				
<b>4. Professional capacity</b>	The company has a Responsible Declaration for the activities to be carried out. (if applicable)				
	Does the company have authorized personnel ( <i>Acreditación Instalador Autorizado</i> )? (if applicable)				
	Present a valid civil liability insurance policy to cover any bodily and material damage suffered by third parties, during and as a result of the exercise of their activity (minimum of 300.000€)				
<b>5. Labor and Risk Prevention Requirements</b>	The company has employment contracts for the workers.				
	Provision of an Occupational Risk Prevention Service, whether managed internally or subcontracted. (Medical examinations; Contract and last paid receipt of the service).				
	Delivery of personal protective equipment (PPE).				

	The company has Complaints Book in its establishment.			
	Accident insurance valid for workers.			
<b>6. Technical Documentation</b>	Depends on the type of intervention typology (Table 9).			
<b>7. Information in the proposals (good practice)</b>	Indicate the addressee and address of the implementation of the proposal.			
	Identification of the company (contacts, legal entity number and civil liability insurance, etc.);			
	Informs the work to be carried out, the respective prices, payment terms, procedures, response times (to normal and urgent requests), invoicing, person to be contacted in case of need and respective contact and any other elements that appear necessary for the supervision of the services.			
	Reference the different values, by type of service, conditions and form of payment of remuneration, indicating the applicable VAT rate;			
	Indicate the validity of the proposal, the deadlines for execution and start of work and the guarantee period (Guarantee of collection and recycling of old equipment by the installer, if applicable).			
	Composition of the proposal with reference to the Brands and Models foreseen.			
	The invoicing is consistent with the proposal.			
	Attach to the proposal, whenever applicable, product performance classification instruments, system product technical sheets (e.g. product energy label).			

## GENERAL DOCUMENTATION

### Companies:

-  Registration in the Census of Entrepreneurs and Professionals - *Agencia Tributaria* (AEAT).
-  Presentation of the I.T.A. (Report on Employed Workers).
-  Declaration of the Tax on Economic Activities - *Agencia Tributaria* (AEAT).
-  Certificate of Registration in the Register of Accredited Companies (REA) – *Ayuntamientos*.
-  Company activity, identified according to the National Classification of Economic Activities (CNAE) - *Agencia Tributaria* (AEAT).
-  Certificate of being up to date with payment of social security obligations - *Tesorería General de la Seguridad Social*.
-  Certificate accrediting being up to date with compliance with the Tax Agency (AEAT).

- 🏠 Valid employment contracts - *Servicio Público de Empleo Estatal*.

**Installers (Autonomos):**

- 🏠 Registration in the Census of Entrepreneurs and Professionals - *Agencia Tributaria (AEAT)*.
- 🏠 Presentation of the I.T.A. (Report on Employed Workers).
- 🏠 Self-employed registration. (Registration in the special regime for self-employed workers (RETA)).

**General:**

- 🏠 Provision of an Occupational Risk Prevention Service, whether managed internally or subcontracted. (Medical examinations; Contract and last paid receipt of the service).
- 🏠 Provision of personal protective equipment (PPE).
- 🏠 Accident insurance valid for workers: List of work accidents and occupational diseases that have caused the worker to be unable to work for more than one day.
- 🏠 Professional certificates/Vocational Training Certificates/Specialization Courses.
- 🏠 Insurance covering civil liability for the activities to be carried out.
- 🏠 Proposals presented to clients.

**TECHNICAL DOCUMENTATION**

**Table 8: Technical documentation for each intervention typologies in Spain**

Intervention typologies	Technical documentation
1. <b>Space heating and cooling systems</b>	i. Responsible Declaration (complies with RITE). ii. Certificate of Installer and/or Maintenance Company (Number of authorized installer and copy of installer or maintenance technician card (heating, DHW and air conditioning)).
2. <b>Domestic hot water preparation systems (DHW)</b>	iii. Personnel and Companies Fluorinated Gases Certificate.

<p><b>3. Ventilation systems</b></p>	<p>iv. Technical documentation, depending on the types of intervention (e.g., CE marking, energy labelling of equipment and WEEE label.)</p>
<p><b>4. Replacement of household appliances</b></p>	
<p><b>5. Maintenance and inspection of technical systems</b></p>	<p>i. Responsible Declaration (complies with RITE).  ii. Certificate of Installer and/or Maintenance Company (Number of authorized installer and copy of installer or maintenance technician card (heating, DHW and air conditioning).  iii. Personnel and Companies Fluorinated Gases Certificate.  iv. Evidence of a checklist for each type of activity to be performed.  v. Records of maintenance/inspections performed.</p>
<p><b>6. Interventions aimed at water efficiency</b> (example: Installation of rainwater harvesting systems)</p>	<p>i. Responsible Declaration (complies with RITE and CTE).  ii. Certificate of Installer and/or Maintenance Company (Number of authorized installer and copy of installer or maintenance technician card).  iii. Technical documentation, depending on the types of intervention (e.g., CE marking, energy labelling of equipment and WEEE label.)</p>
<p><b>7. Solar Energy</b></p>	<p>i. Responsible Declaration (complies with RITE and REBT).  ii. Certificate of Installer and/or Maintenance Company (Number of authorized installer and copy of installer or maintenance technician card).  iii. Technical documentation, depending on the types of intervention (e.g., CE marking, energy labelling of equipment and WEEE label).  iv. It has the technical means specified in the appendix of the Complementary Technical Instruction BT-03 of the Electrotechnical Regulation for Low Voltage.</p>
<p><b>8. Lighting systems</b></p>	<p>i. Number of authorized installer and copy of installer or maintenance technician card.</p>
<p><b>9. Building Automation and Control Systems</b></p>	<p>ii. Responsible Declaration (complies with REBT).  iii. Technical documentation, depending on the types of intervention (e.g., CE marking, energy labelling of equipment and WEEE label.)</p>
<p><b>10. Electric mobility - installing a home charging station</b></p>	<p>iv. It has the technical means specified in the appendix of the Complementary Technical Instruction BT-03 of the Electrotechnical Regulation for Low Voltage.</p>



<p><b>11. Maintenance of Lifting installations</b></p>	<ul style="list-style-type: none"> <li>i. Responsible Declaration (complies with Complementary Technical Instruction AEM 1 "Elevators").</li> <li>ii. Certificate of Installer and/or Maintenance Company.</li> <li>iii. Technical documentation, depending on the types of intervention (e.g., CE marking, energy labelling of equipment and WEEE label.)</li> <li>iv. It has the minimum technical and human resources necessary to carry out its activities under safe conditions, as specified in each Complementary Technical Instruction.</li> </ul>
<p><b>12. Installation of green infrastructure</b></p>	<ul style="list-style-type: none"> <li>i. Responsible Declaration (complies with CTE - Technical Building Code).</li> <li>ii. Justification of work equipment on site: list of machinery with CE marking, certificate of revisions and authorizations for use. CE Marking and/or Declaration of Conformity of construction products.</li> </ul>
<p><b>13. Opaque envelope</b></p>	<ul style="list-style-type: none"> <li>iii. It must verify the legality and proper execution of the work, as well as, where applicable, bring it to a successful conclusion and, in any case, guarantee its legality through the issuance of the certificate of completion of the work.</li> <li>iv. It has hired personnel who carry out the activity under safe conditions, with a minimum of one installer for the installations of each of the respective categories.</li> </ul>
<p><b>14. Construction</b></p>	<ul style="list-style-type: none"> <li>v. Construction and Demolition Waste Management.</li> <li>vi. The Incident register regarding health and safety in Construction Works.</li> <li>vii. Evidence of certification or label that accredits the inclusion of biomaterials or recyclable materials (not mandatory).</li> </ul>
<p><b>15. Glazed envelope</b></p>	<ul style="list-style-type: none"> <li>i. Number of authorized installer and copy of installer or maintenance technician card.</li> <li>ii. Responsible Declaration (complies with CTE).</li> <li>iii. CE marking and/or Declaration of Conformity of windows.</li> <li>iv. It has the minimum technical and human resources necessary to carry out its activities under safe conditions, as specified in each Complementary Technical Instruction.</li> </ul>
<p><b>16. Energy Certification</b></p>	<ul style="list-style-type: none"> <li>i. Evidence of the General Register of recognized documents for the certification of energy efficiency is attached to the Ministry for Ecological Transition and the Demographic Challenge, through the Secretary of State for Energy.</li> </ul>



## ANNEX III









### ORIGINAL VERSION CHECKLIST – ITALY





Table 9: Original version checklist for Italy

CHECKLIST				
Audited Requirements - Bureau Veritas		YES	NO	Evidence
<b>Company/professional</b>				
<b>1. Object</b>	The company, registered in the company register ( <i>Registro delle imprese</i> ) has the corporate purpose of the activity being audited.			
<b>2. Identification</b>	It is clearly identified, with the indication of the company or denomination, in all acts carried out before public or private entities, as well as in all contracts, correspondence, publications, advertising and, in general, in all its external activity.			
	The rules set out in the preceding paragraphs shall apply to franchisees.			
<b>3. Integrity</b>	The Company and its respective officers, directors or managers have business integrity.			
<b>4. Professional capacity</b>	The company has self-certification?			
	Declaration certifying the verification of the technical-professional suitability of self-employed workers?			
	Authorization to practice the profession and subsequent registration in the professional register in order. (Engineers and architects)			
	The company has civil liability insurance for construction companies?			
	Do workers have professional liability insurance?			
<b>5. Labor and Risk Prevention Requirements</b>	Adequate information and training for workers, managers and supervisors, as well as for workers' safety representatives;			
	The company has services or a competent doctor who collaborate in the risk assessment and carry out health surveillance.			
	The company has a risk assessment.			

	Personal protective equipment (PPE) must meet appropriate safety requirements (CE marking)			
<b>6. Technical Documentation</b>	Depends on the type of intervention typology (Table 11).			
<b>7. Information in the proposals (good practice)</b>	Indicate the addressee and address of the implementation of the proposal.			
	Identification of the company (contacts, legal entity number and civil liability insurance, etc.);			
	Informs the work to be carried out, the respective prices, payment terms, procedures, response times (to normal and urgent requests), invoicing, person to be contacted in case of need and respective contact and any other elements that appear necessary for the supervision of the services.			
	Reference the different values, by type of service, conditions and form of payment of remuneration, indicating the applicable VAT rate;			
	Indicate the validity of the proposal, the deadlines for execution and start of work and the guarantee period. Guarantee of collection and recycling of old equipment by the installer.			
	Composition of the proposal with reference to the Brands and Models foreseen.			
	The invoicing is consistent with the proposal.			
	Attach to the proposal, whenever applicable, product performance classification instruments, system product technical sheets (e.g. product energy label).			

### GENERAL DOCUMENTATION

-  Business Register at the competent Chamber of Commerce (certificate);
-  DURC, the Single Document of Contribution Regularity is a certificate that confirms the fulfilment of legal obligations towards the Construction Workers Institute (*Cassa Edile*), National Institute of Social Security (INPS) and National Institute for Insurance against Accidents at Work (INAIL).
-  Self-certification of the contracting company.
-  Self-certification of self-employed workers.
-  Authorization to practice the profession and consequent registration with the professional register in order (if applicable).
-  Civil liability insurance for construction companies (Third Party Liability (R.C.T.))
-  Worker training certificates on occupational safety and health.
-  Health status controls of workers (own or external service) - Medical examinations.

-  Risk Assessment Document (DVR).
-  Personal protective equipment (PPE) must meet appropriate safety requirements (CE marking).
-  Insurance against work accidents (Employer's Liability (R.C.O.)).
-  Proposals presented to customers.

## TECHNICAL DOCUMENTATION

Table 10: Technical documentation for each intervention typologies in Italy

Intervention typologies	Technical documentation
<b>1. Space heating and cooling systems</b>	<ul style="list-style-type: none"> <li>i. Certification and registration in the National Telematic Register.</li> <li>ii. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>iii. Technical report pursuant to art. 28 Law 10.</li> <li>iv. System logbook, serving as proof of its maintenance and regulatory compliance.</li> <li>v. Energy efficiency control report.</li> <li>vi. INAIL practice for combustion systems &gt; 35 kW and other (TLR)</li> </ul>
<b>2. Domestic hot water preparation systems (DHW)</b>	<ul style="list-style-type: none"> <li>vii. Technical data sheets (if applicable, CE and DOP marking, Energy labels and WEEE mark);</li> <li>viii. Declaration for technical requirements (not mandatory but needed to access incentives).</li> </ul>
<b>3. Ventilation systems</b>	<ul style="list-style-type: none"> <li>i. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>ii. Technical report pursuant to art. 28 Law 10.</li> <li>iii. Technical data sheets (if applicable, CE and DOP marking, Energy labels and WEEE mark);</li> </ul>
<b>4. Replacement of household appliances</b>	<ul style="list-style-type: none"> <li>i. Certification and registration in the National Telematic Register.</li> <li>ii. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>iii. Technical data sheets (if applicable, CE and DOP marking, Energy labels and WEEE mark);</li> </ul>

<p><b>5. Maintenance and inspection of technical systems</b></p>	<ul style="list-style-type: none"> <li>i. Certification and registration in the National Telematic Register.</li> <li>ii. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>iii. System logbook, serving as proof of its maintenance and regulatory compliance.</li> <li>iv. Energy efficiency control report.</li> </ul>
<p><b>6. Interventions aimed at water efficiency</b></p>	<ul style="list-style-type: none"> <li>i. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>ii. Technical report pursuant to art. 28 Law 10.</li> <li>iii. Technical data sheets (if applicable, CE and DOP marking, Energy labels and WEEE mark);</li> </ul>
<p><b>7. Solar Energy</b></p>	<ul style="list-style-type: none"> <li>i. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>ii. Technical report pursuant to art. 28 Law 10.</li> <li>iii. System logbook, serving as proof of its maintenance and regulatory compliance.</li> <li>iv. INAIL practice for systems &gt; 35 kW.</li> <li>v. Quality certification of the panels.</li> <li>vi. Technical data sheets (if applicable, CE and DOP marking, Energy labels, Solar Keymark Certifications and WEEE mark);</li> <li>vii. Declaration for technical requirements (not mandatory but needed to access incentives).</li> </ul>
<p><b>8. Lighting systems</b></p>	<ul style="list-style-type: none"> <li>i. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>ii. Technical report pursuant to art. 28 Law 10.</li> <li>iii. Technical data sheets (if applicable, CE and DOP marking, Energy labels and WEEE mark);</li> <li>iv. Declaration for technical requirements (not mandatory but needed to access incentives).</li> </ul>
<p><b>9. Building Automation and Control Systems</b></p>	
<p><b>10. Electric mobility - installing a home charging station</b></p>	<ul style="list-style-type: none"> <li>i. Declaration of conformity pursuant to Ministerial Decree 37/2008.</li> <li>ii. Technical data sheets (if applicable, CE and DOP marking, Energy labels and WEEE mark);</li> </ul>
<p><b>11. Maintenance of Lifting installations</b></p>	
<p><b>12. Installation of green infrastructure</b></p>	

	<ul style="list-style-type: none"> <li>ii. Declaration of conformity with CAM (Minimum Environmental Criteria) requirements (DM June 23, 2022 No. 256).</li> </ul>
<p><b>13. Opaque envelope</b></p>	<ul style="list-style-type: none"> <li>i. Attestation certifying that the completed works have been carried out in compliance with the project specifications, technical requirements, and applicable regulations.</li> <li>ii. Thermal insulation: insulating materials as reported in the UNI TR 11936 technical report of 2024.</li> <li>iii. Professional certification of installers of external insulation systems (UNI 11716:2018 standard)</li> <li>iv. External insulation systems: ETA certificate according to ETAG 004 or EAD 040083-00-0404</li> <li>v. Declaration of conformity with CAM (Minimum Environmental Criteria) requirements (DM June 23, 2022 No. 256).</li> <li>vi. Technical report pursuant to art. 28 Law 10</li> <li>vii. Declaration for technical requirements (not mandatory but needed to access incentives).</li> <li>viii. For external insulation work, present the UNI TR 11715 technical report for the design and qualification of installers.</li> <li>ix. Technical data sheets of materials (if applicable, CE marking and DOP);</li> </ul>
<p><b>14. Glazed envelope</b></p>	<ul style="list-style-type: none"> <li>i. Attestation certifying that the completed works have been carried out in compliance with the project specifications, technical requirements, and applicable regulations.</li> <li>ii. Declaration of conformity with CAM (Minimum Environmental Criteria) requirements (DM June 23, 2022 No. 256).</li> <li>iii. Technical report pursuant to art. 28 Law 10.</li> <li>iv. Declaration for technical requirements (not mandatory but needed to access incentives).</li> <li>v. Technical data sheets (if applicable, CE marking and DOP);</li> </ul>
<p><b>15. Energy Certification</b></p>	<ul style="list-style-type: none"> <li>i. Attestation certifying that the completed works have been carried out in compliance with the project specifications, technical requirements, and applicable regulations.</li> </ul>

<p><b>16. Construction</b></p>	<ul style="list-style-type: none"><li>i. Attestation certifying that the completed works have been carried out in compliance with the project specifications, technical requirements, and applicable regulations.</li><li>ii. Declaration of conformity with CAM (Minimum Environmental Criteria) requirements (DM June 23, 2022 No. 256).</li><li>iii. Technical report pursuant to art. 28 Law 10.</li><li>iv. Declaration for technical requirements (not mandatory but needed to access incentives).</li><li>v. Technical data sheets (if applicable, CE marking and DOP);</li></ul>
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## ANNEX IV

### PORTUGAL



## AUDIT REPORT

### IDENTIFICAÇÃO

Empresa:  
 Atividade:  
 Nome de contacto:  
 E-mail:  
 Data da auditoria:  
 Auditor:

DOCUMENTAÇÃO GERAL A APRESENTAR:	Evidência?
Certidão Permanente;	
Fatura ou contrato com a empresa de contabilidade e nº de TOC do contabilista;	
Registos Criminais de todos os Sócios-Gerentes;	
Declaração de Não Dívida às Finanças e Segurança Social;	
Alvará ou certificado de empreiteiro de obras particulares/públicas validado pelo instituto dos mercados públicos do imobiliário e da construção, I.P. (IMPIC).	
Seguros de Acidentes de Trabalho (seguro, apólice, comprovativo de pagamento);	
Empresa que presta serviços de saúde no trabalho;	
Fichas de Aptidão Médica dos técnicos;	
Registos da distribuição dos EPIs;	
Livro de Reclamações (físico e online) com evidência de existência ou não de reclamações;	
Seguro de responsabilidade civil (seguro, apólice e comprovativo de pagamento)	

Categoria	
Sistemas de aquecimento e arrefecimento ambiente	
Sistemas de preparação de águas quentes sanitárias (AQS)	
Sistemas de ventilação	
Eletrrodomésticos mais eficientes	
Intervenções que visem a eficiência hídrica.	
Energia solar	
Sistemas de iluminação	
Sistemas de Automatismo e Controlo do Edifício	
Mobilidade elétrica - instalação de um posto de carregamento doméstico	
Instalações de elevação	
Instalação de infraestruturas verdes	
Envolvente opaca	
Envolvente envidraçada	
Construção	
Mediação de obras	
Certificação energética	
Manutenção e inspeção sistemas técnicos	

<b>CHECKLIST</b>				
<b>Requisitos Auditados - Bureau Veritas</b>		<b>SIM</b>	<b>NÃO</b>	<b>Evidências</b>
<b>Organização</b>				
<b>1. Dados da empresa</b>	<b>1</b>	Solicitar código da certidão permanente. Designação social: Natureza Jurídica: Nome: NIPC: Sede: Objeto: Data de validade: Capital: CAE PRINCIPAL: Gerência: NIF: Evidenciada certidão permanente, com o código de acesso nº xxx válida até cc-dd-eeee		
<b>2. Contabilidade</b>	<b>2</b>	Fatura ou contrato com a empresa de contabilidade e nº de TOC do contabilista;		
<b>3. Idoneidade:</b>	<b>3</b>	Registo Criminal do Gerente;		
	<b>4</b>	Declarações de Não Dívida às Finanças;		
	<b>5</b>	Declarações de Não Dívida à Segurança Social.		
<b>4. Documentação:</b>	<b>6</b>	Alvará ou certificado de empreiteiro de obras particulares/públicas validado pelo instituto dos mercados públicos do imobiliário e da construção, I.P. (IMPIC).		
	<b>7</b>	Apresentar a apólice e comprovativo de pagamento de <b>seguro de responsabilidade civil</b> válida para cobrir quaisquer danos corporais e materiais sofridos por terceiros, no decurso e em resultado do exercício da sua atividade.		
	<b>8</b>	Seguros de Acidentes de Trabalho (seguro, apólice, comprovativo de pagamento);		
	<b>9</b>	Empresa que presta serviços de saúde no trabalho;		
	<b>10</b>	Fichas de Aptidão Médica dos técnicos;		
	<b>11</b>	Registos da distribuição dos EPIs;		
	<b>12</b>	O estabelecimento deverá possuir e apresentar sempre que solicitado, livro de reclamações.		
<b>Requisitos de Intervenção</b>				
<b>Sistemas de aquecimento e arrefecimento ambiente / Sistemas de preparação AQS / Eletrodomésticos</b>				
<b>Documentação</b>	<b>13</b>	A empresa instaladora e os técnicos detêm de um certificado para instalação, reparação, manutenção ou assistência técnica e desmantelamento em equipamentos fixos de refrigeração, ar condicionado e bombas de calor, incluindo para o manuseamento de gases fluorados?		
<b>Eficiência Hidrica</b>				
<b>Documentação</b>	<b>14</b>	No caso de solução que permita a monitorização e controlo inteligente de consumos de água, deve a mesma estar suportada por dados técnicos e estudos do fabricante que demonstrem as poupanças de água (e, se aplicável, de energia) que podem proporcionar;		
<b>Energia Solar</b>				
<b>Iluminação</b>				
<b>Sistemas de Automação e Controlo do Edifício</b>				
<b>Infraestruturas de carregamento de veículos elétricos</b>				
<b>Documentação</b>	<b>15</b>	A entidade instaladora de instalações elétricas de serviço particular é reconhecida pela DGEG?		
	<b>16</b>	Os técnicos têm Reconhecimento de Técnico Responsável de Instalações Elétricas de Serviço Particular (TRIESP)?		

Instalações de elevação					
<i>Documentação</i>	17	A empresa tem reconhecimento da DGEG para a atividade (Empresas de Manutenção de Instalações de elevação (EMIE))?			
	18	Está certificada pela ISO 9001, por entidade acreditada pelo IPAC ou outra signatária do acordo multilateral da European Co-Operation for Accreditation?			
	19	Certificados de calibração dos equipamentos de monitorização.			
	20	Organograma da empresa;			
	21	Declaração de que possui um sistema informático adequado ao exercício da sua atividade;			
	22	Declaração de que dispõe um sistema de comunicação bidirecional que lhe permita oferecer atendimento permanente e serviços de socorro em casos de emergência			
Construção					
<i>Documentação</i>	23	Os técnicos e pessoas responsáveis pela elaboração e subscrição de projetos, coordenação de projetos, direção de obra pública ou particular, condução da execução dos trabalhos das diferentes especialidades e de direção de fiscalização de obras públicas ou particulares, subscrevem ao termo de responsabilidade pela correta execução dos trabalhos?			
Mediação de obras					
<i>Documentação</i>	24	Existe licença para o exercício da atividade de mediação por prestador individual ou coletivo estabelecido em território nacional emitido pelo Instituto da Construção e do Imobiliário, I. P.?			
Certificação energética					
Manutenção e Inspeção de sistemas técnicos					
<i>Documentação</i>	25	Os técnicos qualificados estão registados na ADENE através do Portal SCE? Têm título profissional para o exercício da atividade de PQ-I (emitido pela ADENE)?			

**SPAIN**



**AUDIT REPORT**

**IDENTIFICACIÓN**

Empresa:  
 Nome del contacto:  
 E-mail:  
 Fecha de la auditoria:  
 Auditor:

Documentación general necesaria	Evidência?
Datos de la empresa, ( Denominación, CIF,domicilio social, fecha de constitución, lugar de constitución, Nombre del Administrador/Apoderado, DNI Administrador/Apoderado, fecha de nombramiento, lugar, Notario)	
Alta en el Censo de empresarios, profesionales y retenedores (Presentación del I.T.A. (Informe de Trabajadores en Alta))	
Certificado de Inscripción en el Registro de Empresas Acreditadas (REA).	
Numero de empresa instaladora.	
Tipo de instalaciones autorizadas.	
Certificado de estar al corriente de pago de sus obligaciones con la Seguridad Social.	
Certificado acreditativo de estar al corriente en el cumplimiento de las obligaciones tributarias con la Agencia Tributaria (AEAT).	
Provisión de un Servicio de Prevención de Riesgos Laborales, ya sea gestionado internamente o subcontratado.	
Numero de socio (identificación de la asociacion) - se aplicable	
Alta de autónomo. (Alta en el régimen especial de trabajadores autónomos (RETA))	
Declaración Responsable (cumple RITE/RETB/CTE)	
Ventaja que se ofrecer a socios y amigos de OCU	

Categoría	
Calefacción y Climatizacion	
Sistemas de preparación de agua caliente sanitaria	
Sistemas de ventilación	
Electrodomesticos	
Eficiencia Hidrica	
Energía Solar	
Iluminación	
Sistemas de automatización y control de edificios	
Infraestructuras de recarga de vehiculos electricos	
Ascensores y otros equipos fijos de elevacion y transporte	
Infraestructuras verdes	
Aislamiento térmico	
Ventanas	
Construcción	
Certificación energética	
Mantenimiento e inspección de sistemas térmicos	

CHECKLIST			CUMPLE?		Evidencias
Requisitos Auditados - Bureau Veritas			SI	NO	
<b>Empresas</b>					
<i>1. Datos de la empresa</i>	1	Datos de la empresa, ( Denominación, CIF,domicilio social, fecha de constitución, lugar de constitución, Nombre del Administrador/Apoderado, DNI Administrador/Apoderado, fecha de nombramiento, lugar, Notario)			
<i>Documentacion a solicitar Asociaciones</i>	2	Numero de socio (identificacion de la asociacion) - se aplicable			
<i>2. Documentación necesaria (Empresas):</i>	3	Alta en el Censo de empresarios, profesionales y retenedores (Presentación del I.T.A. (Informe de Trabajadores en Alta))			
	4	Certificado de Inscripción en el Registro de Empresas Acreditadas (REA).			
	5	Numero de empresa instaladora.			
	6	Tipo de instalaciones autorizadas.			
	7	Certificado de estar al corriente de pago de sus obligaciones con la Seguridad Social.			
	8	Certificado acreditativo de estar al corriente en el cumplimiento de las obligaciones tributarias con la Agencia Tributaria (AEAT).			
	9	Provisión de un Servicio de Prevención de Riesgos Laborales, ya sea gestionado internamente o subcontratado.			
<i>3. Documentación necesaria (Autónomos):</i>	10	Alta de autónomo. (Alta en el régimen especial de trabajadores autónomos (RETA))			
<i>4. Documentación</i>	11	Declaración Responsable (cumple RITE/RETB/CTE)			
	12	Ventaja que se ofrecer a socios y amigos de OCU			
<b>Intervención</b>					
<b>Calefacción y Climatización / Producción de agua caliente sanitaria (ACS) / Electrodomésticos</b>					
<i>Documentación</i>	13	Certificado Personal y de Empresas Gases Flourados			
<b>Eficiencia Hidrica</b>					
<i>Documentación</i>	14	Numero de carnet de instalador autorizado de instalaciones interiores de AGUA y/o numero de empresa instaladora.			
<b>Energía Solar</b>					
<i>Documentación</i>	15	Numero de registro del RITE/Carnet de instalacion (Energia solar termica)			
<b>Ascensores y otros equipos fijos de elevación y transporte</b>					
<i>Documentación</i>	16	Certificado de Empresa conservadora de ascensores.			

<b>Infraestructuras verdes / Aislamiento térmico / Ventanas / Construcción</b>					
<i>Documentación</i>	17	Seguro de Responsabilidad Civil			
<b>Certificación energética</b>					
<i>Documentación</i>	18	Seguro de Responsabilidad Civil			
	19	Titulo habilitante como certificador energético.			
<b>Mantenimiento e Inspecciones de sistemas técnicos</b>					
<i>Documentación</i>	20	Carnet de Mantenedor RITE			

**ITALY**



**AUDIT REPORT**

**IDENTIFICAZIONE**

Imprese:  
 Tipo:  
 Tipo attività:  
 Nome della persona da contattare:  
 E-mail:  
 Data della verifica:  
 Auditor:

Documentazione generale:	Prova
Dettagli dell'azienda (Nome impresa, Codice Fiscale dell'impresa o Codice Fiscale del titolare/Partita IVA/Gruppo IVA, Indirizzo Impresa/Sede legale, Settore attività, Data d'inizio dell'attività dell'impresa, Telefono, E-mail, Internet, Dati del titolare o legale rappresentante dell'impresa (the senior partner of the firm), Dettagli di contatto per l'accesso al sito web)	
<b>IMPRESE</b>	
Iscrizione alla camera di commercio, industria ed artigianato con oggetto sociale inerente alla tipologia dell'appalto;	
DVR, documento di valutazione dei rischi (previsto all'art. 17) o autocertificazione previsti all'art. 29 del D.Lgs. 81/08, comma 5;	
DURC, documento unico di regolarità contributiva;	
Dichiarazione di non essere oggetto di provvedimenti di sospensione o interdittivi previsti all'art. 14 del D.Lgs. 81/08.	
Certificazione ISO 9001.	
Assicurazione di responsabilità civile per le imprese edili (Responsabilità Civile verso terzi (R.C.T.))	
<b>LAVORATORI AUTONOMI</b>	
Certificato di Attribuzione del Numero di Partita IVA;	
Certificato iscrizione Ordine Professionale o DICHIARAZIONE SOSTITUTIVA RELATIVA ALL'ISCRIZIONE ALL'ORDINE PROFESSIONALE ((Artt. 47, 75 e 76 del DPR 445/2000);	
Specifica documentazione attestante la conformità delle macchine di macchine, attrezzature e opere provvisionali;	
Elenco dei dispositivi di protezione individuale in dotazione;	
Attestati inerenti la propria formazione e la relativa idoneità sanitaria (D.Lgs 81/08);	
Certificato di regolarità contributiva - Documento INARCASSA (CASSA NAZIONALE DI PREVIDENZA ED ASSISTENZA PER GLI INGEGNERI ED ARCHITETTI LIBERI PROFESSIONISTI).	
Assicurazione obbligatoria contro gli infortuni sul lavoro (Responsabilità Civile verso prestatori di lavoro (R.C.O.)).	
<b>Interventi di attività</b>	
Sistemi di riscaldamento e raffrescamento degli ambienti	
Sistemi di produzione dell'acqua calda sanitaria (ACS)	
Impianti di ventilazione	
Installazione di apparecchi per usi domestici	
Interventi finalizzati all'efficientamento idrico	
Energia solare	
Sistemi di illuminazione	
Sistemi di automazione e controllo degli edifici	
Infrastruttura di ricarica domestica per veicoli elettrici	
Impianti di sollevamento	
Infrastrutture verdi	
Isolamento termico	
Sostituzione degli infissi	
Costruzione	
Certificazione energetica	
Manutenzione e ispezione degli impianti tecnici	

CHECKLIST			INCONTRA?		Prova
Requisiti verificati - Bureau Veritas			SI	NO	
<b>1. Data Imprese</b>	<b>1</b>	Dettagli dell'azienda/libero professionista (Nome impresa/libero professionista , Codice Fiscale dell'impresa o Codice Fiscale del titolare/Partita IVA/Gruppo IVA, Indirizzo Impresa/Sede legale, Settore attività, Data d'inizio dell'attività, Telefono, E-mail, Internet, Dati del titolare o legale rappresentante dell'impresa, Dettagli di contatto per l'accesso al sito web)			
	<b>2</b>	Iscrizione alla camera di commercio, industria ed artigianato con oggetto sociale inerente alla tipologia dell'appalto;			
<b>2. I documenti che le imprese devono esibire per la verifica di idoneità tecnico professionale sono:</b>	<b>3</b>	DVR, documento di valutazione dei rischi (previsto all'art. 17) o autocertificazione previsti all'art. 29 del D.Lgs. 81/08, comma 5;			
	<b>4</b>	DURC, documento unico di regolarità contributiva;			
	<b>5</b>	Dichiarazione di non essere oggetto di provvedimenti di sospensione o interdittivi previsti all'art. 14 del D.Lgs. 81/08.			
	<b>6</b>	Certificazione ISO 9001.			
	<b>7</b>	Assicurazione di responsabilità civile per le imprese edili (Responsabilità Civile verso terzi (R.C.T.))			
	<b>8</b>	Certificato di Attribuzione del Numero di Partita IVA; Certificato iscrizione Ordine Professionale o DICHIARAZIONE			
<b>3. I documenti che le lavoratori autonomi devono esibire per la verifica di idoneità tecnico professionale sono:</b>	<b>9</b>	Specifica documentazione attestante la conformità delle macchine di macchine, attrezzature e opere provvisoria;			
	<b>10</b>	Elenco dei dispositivi di protezione individuale in dotazione;			
	<b>11</b>	Attestati inerenti la propria formazione e la relativa idoneità sanitaria;			
	<b>12</b>	Certificato di regolarità contributiva (ex: Documento INARCASSA (CASSA NAZIONALE DI PREVIDENZA ED ASSISTENZA PER GLI INGEGNERI ED ARCHITETTI LIBERI PROFESSIONISTI).			
	<b>13</b>	Assicurazione obbligatoria responsabilità civile verso terzi – RC Professionale Ingegnere/Architetti			



Interventi (Requirements for companies and self-employed professionals dealing with installation activities)			
Sistemi di riscaldamento e raffrescamento degli ambienti			
Sistemi di produzione di acqua calda sanitaria			
<i>Documentazione:</i>	14	Certificazione e iscrizione nel Registro Telematico Nazionale?	
	15	Dichiarazione di conformità ai sensi del D.M. 37/08	
	16	Pratica INAIL per sistemi a combustione > 35 kW e altro (TLR)	
	17	Schede tecniche dei materiali (marcatura CE e DOP, Etichette energetiche)	
Electrical Installations			
<i>Documentazione:</i>	18	Certificazione e iscrizione nel Registro Telematico Nazionale.	
	19	Dichiarazione di conformità ai sensi del D.M. 37/08	
	20	Schede tecniche dei materiali (marcatura CE e DOP, Etichette energetiche)	
Interventi finalizzati all'efficiamento idrico			
Illuminazione			
Sistemi di automazione e controllo degli edifici			
Infrastruttura di ricarica domestica per veicoli elettrici			
Impianti di sollevamento			
<i>Documentazione:</i>	21	Dichiarazione di conformità ai sensi del D.M. 37/08	
	22	Schede tecniche dei materiali (marcatura CE e DOP, Etichette energetiche)	
Energia Solare			
<i>Documentazione:</i>	23	Dichiarazione di conformità ai sensi del D.M. 37/08	
	24	Pratica INAIL per sistemi a combustione > 35 kW e altro (TLR)	
	25	Schede tecniche dei materiali (marcatura CE e DOP, Etichette energetiche)	
Impianti di ventilazione			
Infrastrutture verdi			
Isolamento termico			
Sostituzione degli infissi			
Costruzione			
<i>Documentazione:</i>	26	Schede tecniche dei materiali (marcatura CE e DOP, Etichette energetiche)	
Manutenzione e Ispezioni degli impianti			
<i>Documentazione:</i>	27	Certificazione e iscrizione nel Registro Telematico Nazionale.	
	28	Dichiarazione di conformità ai sensi del D.M. 37/08	