

<b>GAP Analysis Form for:</b>		<b>Where is your company now?</b>	<b>Gap analysis checklist.</b>
<p>MCS 001 – 1 The MCS Contractor Standard Part 1: Requirements for MCS Contractors (Issue 4.2)</p> <p>MGD001 Issue 2.1 Complying with MCS001 – Guidance on the MCS Contractor Standard</p>		<p>Make a note of your progress against each standard.</p>	<p>Tick off the standards you think your company meets.</p>
<b>4.1</b>	<b>Quality Management System</b>		
	Does COMPANY have a quality management system - plan or manual?		
<b>4.3</b>	<b>Trading Address – home or business address</b>		
<b>4.4</b>	<b>Customer care &amp; legislation</b>		
	Is the company a member of RECC or HIES and complying with a consumer code		
	Does COMPANY hold public liability insurance and employers' liability insurance		
<b>4.5</b>	<b>MCS Contractor personnel</b>		
	The company must have a named employee identified as the Nominee and primary contact and also a named employee contract person as the Nominated Technical Person (NTP). These roles should be documented.		
<b>4.6</b>	<b>Continual improvement</b>		
	Does COMPANY hold a regular review /audit?		
	Does COMPANY have a procedure for dealing with corrective and preventive actions?		
<b>4.7</b>	<b>External Documents</b>		
	Does COMPANY have a requirement to have access to external documents?		
	Does COMPANY know where and how to access relevant and current external documents such as MCS standards; building regulations; planning regulation; H&S regulations?		
<b>4.8.</b>	<b>Software Control</b>		
	Does COMPANY have a <b>control process</b> for correct version of software used for calculations?		

<b>4.9</b>	<b>Customer requirements</b>		
	Does COMPANY review orders, contracts or tenders and record this information?		
	Are the requirements defined for each installation?		
	Does the contractor have a process to ensure they have resources and capability to meet the contract?		
	Is there a process to ensure responsibility for planning and building control is clearly defined?		
<b>4.10</b>	<b>Contracts</b>		
	Does the company have a process to ensure a contract for the sale and installation is in place with the customer?		
<b>4.11.</b>	<b>Sub-contracting</b>		
	Any work within the scope of the scheme not undertaken by employees of the contractor shall be managed through a formal subcontract agreement		
	Does COMPANY hold skills evidence and training records of sub contractors?		
<b>4.12</b>	<b>Purchasing</b>		
	Products and materials should be fit for purpose, new and not previously used.		
<b>4.13</b>	<b>Test and Measurement Equipment</b>		
	Does COMPANY ensure necessary equipment is calibrated and labelled with status? Is it calibrated as per manufacturer's requirements?		
<b>4.14</b>	<b>Product Handling</b>		
	Does COMPANY carry out an incoming inspection of products and materials received? The customer shall not be liable for inspections, storage, handling those goods.		

	Does COMPANY have a <b>procedure</b> to ensure how non-conforming material is dealt with to prevent unintended use?		
<b>4.15</b>	<b>Records</b>		
	Does COMPANY keep installation records for 6 years minimum and is this documented?		
<b>4.16</b>	<b>Complaints</b>		
	Does COMPANY have a procedure for dealing with complaints (justified or otherwise), how they are recorded and the corrective and preventive action taken?		
<b>4.17</b>	<b>Training and Competence</b>		
	Does COMPANY keep a training record for each employee?		
<b>4.18</b>	<b>Health and Safety</b>		
	Does COMPANY have a health and safety policy and procedures (risk assessments/method statements) to ensure all installations are conducted safely?		

		<b>Renewable Energy Consumer Code – Publication date 31.1.22</b>	
<b>2.4</b>	<b>MCS</b>		
	Is COMPANY accredited under MCS?		
<b>2.5</b>	<b>Consumers in Vulnerable Circumstances</b>		
	Does COMPANY provide training to employees and routinely ask vulnerable customers for a friend or relative to be present during visits?		

<b>4.1</b>	<b>Delivering services to consumers</b>		
	The company will not engage in high pressure selling		
	The company must make the Consumers aware of any responsibilities		
	Information must be in plain English		
<b>4.2</b>	<b>Record keeping</b>		
	Records relating to the consumer's contract must be retained for 6 years.		
<b>4.3</b>	<b>Public liability insurance</b>		
	Members must have appropriate public liability insurance for the activities undertaken and must be not less than £2M		
<b>4.4</b>	<b>Data privacy</b>		
	The company must comply with data Protection Laws		
<b>4.5</b>	<b>Finance</b>		
	Does COMPANY offer consumer credit, loans, hire purchase agreement?		
	The company must hold appropriate and up to date authorisation.		
<b>4.6</b>	<b>Health, safety and sustainable use of energy and resources</b>		

	Does the company have and H&S policy, Environmental Policy etc?		
	The company must comply with:  H&S legislation  Carriage, storage, and disposal of waste  Protection of endangered species  Minimise harm to the environment		
<b>5.1</b>	<b>Advertising and sales promotion</b>		
	Does COMPANY's website content, leaflets etc provide clear and truthful info about performance, savings and pay back times etc?		
<b>5.2</b>	<b>Behaviour of sales reps</b>		
	Does COMPANY make sales visits?  Is customer asked to sign contract during visit?  Is time spent recorded? (No more than 2 hours)		
	Is training provided?		
<b>5.3</b>	<b>Performance info</b>		
	A written performance estimate must be provided		
<b>5.4</b>	<b>Proposals, estimates and quotations</b>		
	Final info must be made clear to the consumer. A formal		

	quotation is required.		
<b>6.1</b>	<b>Terms of business</b>		
	Does COMPANY have fair T&Cs?		
<b>6.2</b>	<b>Cancellation Rights</b>		
	Is the cooling off period at least 14 days?  Is the customer provided with a cancellation form?		
<b>6.3</b>	<b>Deposits and further advance payments</b>		
	Does COMPANY require a deposit?  What percentage? Should be max 25% deposit and 60% 3 weeks prior to installation?		
	Does COMPANY deposit this money in a deposit account. A deposit guarantee/ protected payment scheme must be provided to the client.		
<b>8.1</b>	<b>Guarantees</b>		
	Is info about guarantees and warranties provided to the customer?  Workmanship guarantees must be minimum of 2 years.		
<b>9.1</b>	<b>Dispute resolution process</b>		
	Is a point of contact provided to customer if any queries raised?		
	Does the company have a process to resolve complaints in a timely manner?		