

Checklist: One Stop Shop (OSS) Registration Step 1

Documents to be supplied with the OSS Pre-
Qualification form

Version 1.1 2023



Documents to be supplied with the OSS Pre-Qualification form

Please make sure to submit the documents requested below with your application form. Any required documents not submitted will hold up the registration process. Please keep in mind that if all your documents are determined to be in order, you may qualify for the first round within a minimum of 7 working days of submitting your application.

If you have any questions, please feel free to email us at onestopshop@seai.ie

Thank you!

Please submit electronic copies of all required documents from the list below:

<p>1 Name of Organisation Seeking One Stop Shop (OSS) Status</p> <p>A Attach Company's Registration Office (CRO) / Trading name certificate.</p> <p>B Provide a high-level chart/ Organogram demonstrating the parent and subsidiary structure with some explanatory text e.g., outline where the parent and subsidiaries sit within the company structure.</p> <p>C Attach letter of Confirmation from an Obligated Party if the OSS has such an agreement in place.</p> <p>D Check all forms (CRO registration, International Organisation for Standardisation (ISO) certification, VAT etc) are in the same name</p>
<p>2 Finance & Governance</p> <p>2.1 Minimum turnover</p> <p>A Attach Audited Financial Statements for the previous 2 years providing a clean, unqualified audit report is required to provide evidence of the minimum turnover of €1,000,000 per annum.</p> <p>Audited Financial Statements for the previous two financial years or if unavailable (for a valid reason, in the opinion of SEAI (Sustainable Energy Authority of Ireland)) one of the following:</p> <ul style="list-style-type: none"> - A certified statement of your turnover, profit and loss account, cash flow and a statement of assets and liabilities for the two most recent years of trading. - For newly trading companies (less than 12 months) documentation may include a certified statement of cash flow forecast for the current year, management accounts and a bank letter outlining their current cash and credit position. - Subsidiary companies set up for the purposes of operating within the scheme may also submit financial statements of their parent companies. <p>Please discuss requirement prior to submission in event of audited accounts being unavailable.</p>
<p>2.3 Tax Compliance</p> <p>A Attach valid Irish tax clearance certificate from Revenue</p>

2.4 Insurance Details

Attach the following up-to-date insurance certificates:

(Note: check insurance cover is in date)

- A** Employer's Liability of €13m
- B** Public Liability of €6.5m
- C** Professional Indemnity Insurance with minimum cover of €2.5m in aggregate or €1m for any one claim.
(Note: OSS is fully responsible for the design of the energy efficiency measures installed as part of the OSS contract. This document can be submitted before you register as an OSS and can be shared with the Stage 2 application.)

2.5 Product Warranties

- A** List all Product Warranty Certificates in a tabular form as shown below on company headed paper: *(For additional information please refer to Domestic Technical Standards and Specifications ([DTSS](#)))*

Products list	Product name	Product warranty	Labour warranty
		In Years	In Years
Internal Wall insulation			
External wall insulation			
Cavity Wall Insulation			
Attic insulation			
Floor Insulation			
Flat roof Insulation			
Plumbing works			
Heat Pump and Cylinder			
Mechanical Ventilation			
Solar PV Panels			
Solar PV Mounting system			
Solar Thermal (5yr min for labour & product)			
Window components			
Windows and Doors			
Inverter warranty			

Consider extending the labour warranty beyond a year. The document must be signed, dated, and printed on company letterhead.

3 Resources

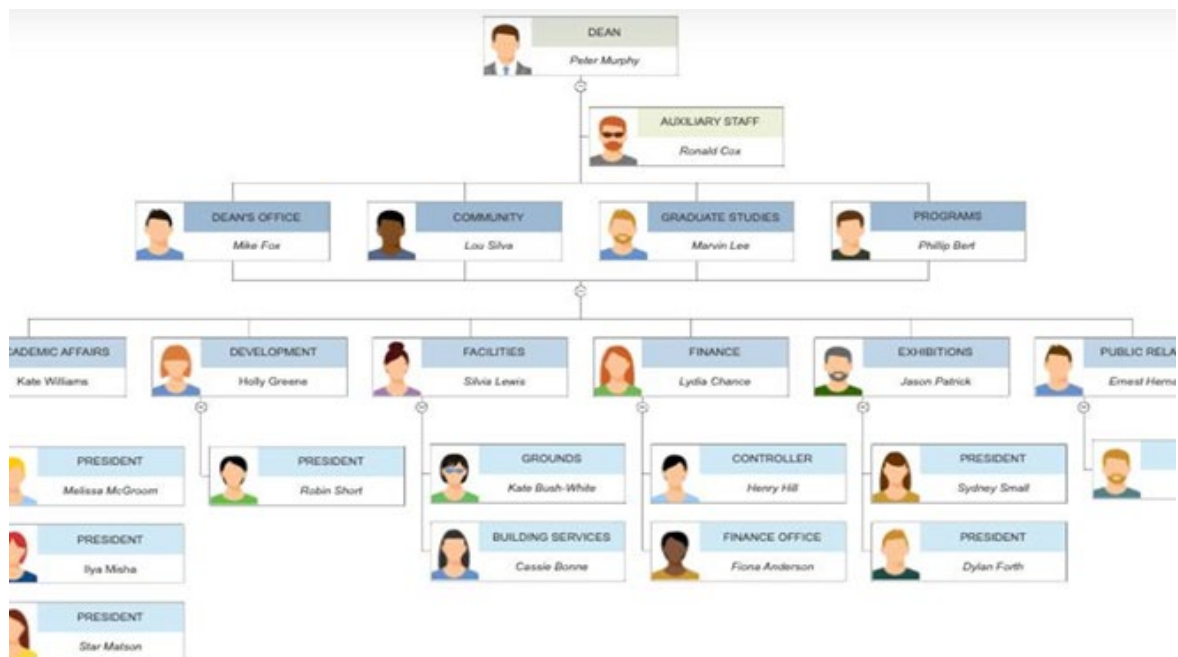
3.2 Resource Declarations

- A** Attach a Resource Chart/ Organogram outlining internal or external roles and responsibilities at an:
- a. Administrative,
 - b. Operational and
 - c. Works level (for each of the relevant measures).

Separation of Duties should be integral to this structure. Refer to section 3.2 on the [One Stop Shop Registration Guidelines](#)

1. Ensure full names and titles of personnel have been clearly indicated on the chart.
2. Ensure that all departments/teams are included, including sales, marketing, and customer service, and if each department member is listed under on the chart.
3. Ensure that Quality Assurance personnel and team are added to the chart, to ensure QA procedures are followed at high level, across the company, to update logs, to provide continuous improvement.

A sample Organogram may look like the one below:



Typical Organigram for demonstration purposes only

4 Quality Assurance

4.1 Quality Management System

- A** Attach evidence of the recognised quality management certification, on headed paper of certifying company, held by your organisation. Certification must be relevant to the Home Retrofit.

OR

Submit a certified audit report, on headed paper of certifying company, of your existing QMS (Quality Management System) regime confirming the organisation meets the OSS programme quality requirements as outlined in the [One Stop Shop Operational and Quality Requirements Guide](#)

Ensure auditor's credentials are clearly listed.

4.2 Customer Charter

- A** Attach Customer Charter/Policy demonstrating the applicant's commitment to excellent customer service.

It must include a customer complaints and appeals procedure i.e., the email address for lodging complaint and a separate email address for escalation process.

For additional guidance, visit one of the following websites:

- [Customer Action Plans and Charters](#)
- [Customer Charter and Customer Action Plan](#)

The document should be signed and dated on company headed paper and it should be accessible to homeowners via company website.

4.3 Document Management

- A** Attach Document Management and Retention Policy that indicates that the organisation complies with the current GDPR (General Data Protection Regulation) requirements, especially in relation to homeowner data.

The document must be signed, dated, and printed on company letterhead.

5 Systems

5.1 System Infrastructure Outline

- A** Attach a System Infrastructure schematic showing the systems in place.
- B** Include a document demonstrating that the company has sufficient and secure infrastructure capability, capacity, and processes to provide a professional OSS service, in particular managing homeowner data. Include information on IT systems support, data storage (CRM (Customer Relationship Management) System) security.

6 Health & Safety

- 6.1** Attach a health and safety at work policy. The document must be signed, dated, and printed on company letterhead.

7 Environmental Management

7.1 Environmental Management System

Attach an environmental management policy. The document must be signed, dated, and printed on company letterhead.

7.2 Green Procurement

Confirm environmental policy covers Green procurement.

Include information on:

- [Triple E Register](#)
- Eco Design requirements

For more details refer to section 3.4 on the [One Stop Shop Registration Guidelines](#)

The document must be signed, dated, and printed on company letterhead.

7.3 Waste Management

Confirm environmental policy includes Waste management. This needs to comply with the requirements that **At least 70% of non-hazardous construction and demolition waste be prepared for re-use /recycling/other material recover, as specified by the EU Waste directive 2008/98/EC**

For more details refer to section 3.5 on the [One Stop Shop Registration Guidelines](#)

The document must be signed, dated, and printed on company letterhead.



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