

Our Ref: BM131216



13th December 2016

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Dear Mr

RE: BBA Certification of External Wall Insulation

Further to my previous letters regarding the above. I am pleased to report that all Certificate holders have now provided us with data. In about one third of cases, data were wholly sufficient to enable us to begin the assessment process. In respect of the remainder, some further iteration is required but the main point is that active dialogue is underway with all our Clients and I would like to thank everyone for their co-operation.

The question has been raised as to the standard against which the BBA will be assessing the competency of those conducting calculations and exercising a judgment in terms of the interpretation and application of the data to site-specific designs. For this exercise, BBA will rely on BS EN 1991-1-4 together with a set of consistently applied criteria which we have developed for this purpose. On completion of the work, we will be publishing a Guidance Note setting out the process of calculation in some detail and this will be referenced in the Certificate wording. I have been advised that I should not attach the standard to this letter for copyright reasons.

When the initial assessment of data has been completed by BBA staff, two levels of internal review will be undertaken to critique the initial findings. After the BBA's internal process is complete, one of our international counterparts will peer review the process and findings. The objective of this is, of course, to ensure that the BBA can demonstrate consistency, transparency, fairness, thoroughness and technical rigour.

As previously outlined, each Client will receive an individual report of our findings and, where relevant, our views on any changes and/or improvements to the Client's process that should be made. Individual Certificate emendation will be addressed based on the findings. We will also need to agree, on an individual basis, suitable arrangements to ensure effective future surveillance of the Certificate. May I take this opportunity to assure Clients that our approach in respect of any issues identified will be one of collaboration and support; this has not been an exercise to catch companies out and penalise them.

At the macro level, the BBA intends to prepare a report that describes our methodology and provides detailed but anonymised evidence of our findings. We hope this report will provide the basis for engaging on industry-wide solutions to any problems identified. The BBA, industry and other stakeholders, as necessary, will need to work closely to achieve an effective, efficient and sustainable process that seeks to prevent problems arising through adherence to consistently-applied standards.

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Whilst the exercise has barely begun, and without pre-judging the outcome in any way, it would be fair to say at this time that there are issues apparent already.

Where the BBA reasonably concludes that there is a significant defect in a Client's windload calculations, a logical and reasonable question arises as to how many properties could have been affected and any possible risk involved. Given that the audit has only just started, we have not come to a definitive view on how to manage this potential issue, but those Clients who may already have concerns about their windload calculations should, as a minimum at this time, begin to consider what risk assessment process is appropriate for their circumstances.

Subject to the BBA receiving all the data required in a timely fashion, and that invoices are settled, we intend to have the calculation-checking phase complete by the end of January 2017. However, wherever possible, we propose to release information to each Client after individual data-sets are processed, reviewed and QA'd. The project report will not be prepared until after the calculation-checking phase is complete. The report will be produced as soon as possible but, in the meantime and in the absence of evidenced conclusions, BBA cannot be drawn into speculation about solution-proposals. Of course, in the interim, it is expected that affected Clients will take steps to address any individual defects in their process, as agreed with the BBA.

Again, may I thank all our Clients for the co-operation so far which I trust will continue over the duration of this important exercise.

As will be apparent, there are a number of uncertainties implicit in the above which could affect both timing and outcomes. However, I hope this update of the issues provides both food for thought and thinking time whilst the process is underway. Should you require any further information, please do not hesitate to contact me or my colleagues, John Albon (jalbon@bba.star.co.uk) or Oriola Davies (odavies@bba.star.co.uk) on 01923 665467.

Yours sincerely,



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