

FIELD OPERATIVE STARTER HANDBOOK

Edition: Dec 2025

Stock Number:		Commusoft User ID:	
Email Address:		Commusoft Username:	
Email Password:		Commsoft Password:	

Welcome to Aura Retrofit

I am very pleased to welcome you to Aura Retrofit Limited and wish you every success in your employment with us.

Aura Retrofit Limited is a very special company and the commitment and performance of all our employees is crucial to its success. I sincerely hope you will enjoy working for us.

In addition to this handbook, the policies and procedures that are applicable to your employment are stand-alone documents which can be found in the Master Document Library on the Company shared drive, as well as in the online Staff Portal under their unique AR number.

These policies and procedures do not form part of your Contract of Employment and may be amended at any time.

The information should prove useful to you, particularly in the early stages of your employment. The Company reserves the right to make reasonable changes to any part of the information provided; any such changes shall be notified to you in writing.

If you have any queries on any aspect of this information, you should raise them immediately with your Manager.

We look forward to working with you.

A handwritten signature in black ink that reads "Gary R." with a stylized flourish at the end.

Gary Robinson
Managing Director

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Introduction to Aura Retrofit

Personal attention, respect and tidiness are always our priority.

Knowledge and experience that a customer can rely on

When a customer is searching for a gas engineer, electrician, roofer or plumber, they want to be sure that the company they choose knows their stuff. Aura Retrofit have been providing a high quality and affordable heating and plumbing service in Hampshire and the surrounding area since 2005. Our teams' knowledge and experience within the heating and plumbing industry spans nearly five decades.

Treating a customer, the way they want to be treated

Personal attention, respect and tidiness are always our priority. Whether a customer needs us to complete a small job or replace a full central heating system, we need them to feel that they can rely on us. When any Aura Retrofit operative arrives at their home, we want them to be confident that the job will be carried out in the most efficient way with the minimum of disturbance.

Caring for the environment

We can help each customer save money and do their bit for the planet by upgrading to a high-efficiency heating system. Every year we invest time and money keeping up to date with the latest technologies and innovative ideas. This means that we are able to give the customer the best choice of reliable and proven solutions. You, as the face of the business, will be regularly trained and quality assured on all the latest systems. You will be expected to keep yourself updated with the latest trade information and ideas and, at times, you will be expected to demonstrate that you will maintain the standards that we strive to set out.

Professional advice and ongoing support

A customer can get confused when looking at all the different options for a project? There are so many to choose from. That's why you should take the time to get to know your customers and their specific requirements before advising on the most appropriate products. Equally, it is important not to give them information that isn't aligned with what the business offers. We can then supply and install the products and continue to service them it for as long as required.

Team support

You should never feel that you are on your own, as a small team other engineers will help, and the office/management are here for the same.

Receiving the work that is allocated to you

Your work will be readily available to you by using Commusoft. You may opt out of receiving a tablet and instead download the software on your own smartphone. You will be reimbursed £15 per month should you prefer this option.

You will receive training on the use of Commusoft which will include:

- Accepting jobs; This is to be done at the start of each day/as when added in the day
- No access; Following attempts to contact the resident.
- Electronic forms that need completing for certain jobs (*In the forms section)
- How to raise an office task when additional parts are required. (*to communicate with the office)
- Taking photo evidence of work/property/damage (*In attachments)

Home Heating and Energy Solutions

Larger Projects

You should arrive on site for 8am, flexibility will be allowed for traffic or unforeseen circumstances, poor planning of your route will not be an acceptable reason.

On arrival you **MUST** 'walk the job' with the customer to check the understanding of the project or task and to get a feel for the site and any potential issues. Explain where pipework will be run, extractors installed, trickle vents, ASHP location and control panel location etc and discuss any specific requirements of the job. It must be explained that any deviations away from the scope of works must be agreed at this point and the customer must be made aware of the cost implications, if applicable, and the time implications as to whether these "deviations" can be achieved in the time you have been allowed to complete the original project. Listen to the customer but check with the office if you are unsure. Always keep the office informed and please take photos of any potential damage to prevent post installation claims, both before and after works.

On arrival you will explain to the customer what you are there to do, explain what's involved and any potential issues, such as having to turn off mains water or electrics.

Once everyone is happy with what is to be done you, as the person on site will lay dust sheets throughout the working area to protect the customer's property. You will maintain this level of protection for the customer's property throughout the complete time that the work takes place over. At this point you also need to protect yourself and Aura Retrofit by noting any existing problems within the vicinity that you are working. I.e. existing damage to carpets, walls or existing signs of water damage, broken floor covering and the likes. Making a note at this point and pointing this out to the customer can deflect any false claims, at a later date. Photos are the simplest way to record this. Note the room/location to ensure documented.

Work is to be progressed and completed in a professional workman like manner. Any issues arising must be notified to the customer and the office as soon as is possible. At the end of the job, you will be expected to tidy up after yourself and leave the customer's house as tidy as when you arrived, all rubbish will be removed from site and taken away by you or neatly stacked and left for the waste contractor as required.

Once the work is completed you **MUST** complete the relevant paperwork/tablet work with the customer and ask them to sign the customer satisfaction notes. It is important that the person whose name is on the documents is available at the end of the job to sign the relevant finance paperwork (If applicable). Before leaving site, you must walk the customer through the work you have completed and demonstrate the use of any controls etc. Photos must be uploaded and labelled for the job

Smaller Works

You should arrive on site for 8am, flexibility will be allowed for traffic or unforeseen circumstances, poor planning of your route will not be an acceptable reason.

On arrival you will explain to the customer what you are there to do, explain what's involved and any potential issues, such as having to turn off mains water or electrics.

Once everyone is happy with what is to be done, you, as the engineer, will lay dust sheets throughout the working area to protect the customer's property. In some cases, this may just be the worktop where you lay a few tools for example. At this point you also need to protect yourself and Aura Retrofit by noting any existing problems within the vicinity that you are working. I.e. existing damage to carpets, walls or existing signs of water damage, broken floor covering and the likes. Making a note at this point and pointing this out to the customer can deflect any false claims later. Photos are the simplest way to record this, if time and date stamped.

Work is expected to be a complete first visit basis, unless specific parts are required. If you need to leave site to visit a merchant/stockist of a spare, then you should do this to aid the first-time fix. The office can help you to check the availability and/or issue you a purchase order number if required.

Work is to be progressed and completed in a professional workman like manner. Any issues arising must be notified to the customer and the office as soon as is possible.

During the visit you must complete any relevant documents on Commusoft, such as CP12's, electrical certificates and service checklist's if required.

Photos must be uploaded and labelled for the job.

Support from Site

Whilst working remotely we expect that you will need extra help to ensure that you can complete the project/job in hand. Usually there would be 3 ways you need to seek that help depend on the issue you are experiencing.

The 3 options are:

- Administration support
- Technical office support
- Supervisor/Manager support

Administration support

Via the office on the Landline, this would be for issues such as:

- Unable to access software or job detail – we should be able to offer help to get into the system and if not offer a resolution so that you can complete the job/appropriate paperwork
- Customer is not in – to ensure we have exhausted all measures to check a resident is in and have contacted/evidenced that they were not in.
- Vehicle issues – breakdown or collision for assistance, although if broken down we would point you to the AA for assistance.
- Job planning – this is for when you have a random job that may have been allocated in error but not when you think you have too many jobs in the morning. You will be expected to complete the jobs and in busy times may need to work late to supplement the days when you can finish early.

Technical office support

Part help – if you need to identify a part so it can be ordered although we would likely ask you to speak to the technical helpline at manufacturers as you would know the exact part.

Cannot fix/complete the job – the team will expect photos/videos to offer assistance and offer a solution, if possible.

Van Stock – to replenish your van stock the order can be made and/or ordered for collection or directly to site.

Supervisor/Manager support

Urgent issue where you may need to leave site.

Technical support to assist with a job – bear in mind that person may be in a meeting/on another job and may not be available immediately.

IMPORTANT - Do not change the agreed specification with a customer. Understand if they want something different and then speak to the office before committing to anything.

Aura Workflows and Evidence Requirements

Due to the nature of the work that Aura Retrofit undertake we are heavily audited on our overall compliance and have various systems in place to ensure that we do not have a 'Failed Measure', you will find that if the photos/forms you upload via Commusoft or the web portal do not include all the evidence that we require we will request that you either upload this or in some cases return to gather the evidence. It is imperative that you work with us to do this. Ultimately, a 'Failed measure' will usually happen around 6-9 months after the work has been undertaken so we are then unable to rectify this and will lose all the income that the job generated.

You cannot take too many photos, the more the better. Please ensure you are taking multiple photos of all work you have completed.

Examples of typical failed measure reasons

- Loft insulation depth not at correct level and not evenly dispersed.
- External Condense is not insulated with suitable insulation.
- Gaps present along pipe lagging.
- Cables/flex must not touch the gas pipework.
- No downlight covers installed under loft insulation.
- Holes not filled internally/externally.

General Paperwork

You will be given different types of paperwork (Some Electronic) when starting which need to be completed for Jobs.

It is your responsibility to ensure you keep your stock of this, examples below:

- Time sheets
- Risk assessments (Electronic)
- Site specific risk assessment
- Health and safety manual (Electronic)
- Employees handbook (Electronic)
- Company policies and technical information (Electronic)
- Warning notice pad/stickers

An example of a situation resolved by photos & evidence we capture on site

A residents daughter Called in claiming that there was a roof leak following a boiler installation. Having reviewed the pre/post installation evidence that we hold on the file it was clear the installation engineer had taken several photos of the area pre work and post work which clearly showed that the roof was leaking prior to our work. The installer had even tried to repair by bedding the tiles to the roof again.

Aura Retrofit are not roofers and as such we referred the occupier to seek remedial work via the correct trade.

Customers / Customers list / Mrs Synthia Jackson / Job no. 65647 / Files

Details Office Task Parts Certificates 1 Notes & communications Reminders Attached files 23 Invoices 0 Costs Additional Works Items to invoice Quick links

Customer: Mrs Synthia Jackson Job number: 65647 Job description: Supply & Fit Boiler - ECHO Address: 51 Lawrence Lane, Cradley Heath, West Midlands, B64 6EU

Attached files

You can press the down arrow on your keyboard to see the next file in the list, or the up arrow to see the previous file.

Date added	File name	Size MB	Type
Tuesday 24th October 2023	lead valley blocked.jpg	1.2	jpg
Tuesday 24th October 2023	rebed tiles.jpg	0.96	jpg
Tuesday 24th October 2023	damp patches on ceiling.jpg	0.53	jpg
Tuesday 24th October 2023	existing damp ceiling.jpg	0.87	jpg
Tuesday 24th October 2023	flue in loft.jpg	0.74	jpg
Tuesday 24th October 2023	flue in loft.jpg	0.69	jpg
Tuesday 24th October 2023	flue test points.jpg	0.33	jpg
Tuesday 24th October 2023	pipework.jpg	0.56	jpg
Tuesday 24th October 2023	new boiler.jpg	0.37	jpg
Tuesday 24th October 2023	internal flue.jpg	0.38	jpg

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Prev 1 2 3 Next



No Notice Issued

Materials Used or Additional Information

Edit

Customer has signs of a pre-existing leak from roof. Believe to be from old lead slate, have renewed slate and re sealed along the edge of roofing tiles around flue. Lead valley also completely blocked with moss and dirt have cleared as much as possible

Work Carried Out

Edit

Boiler install

Work Carried Out – Commusoft Notes

Good Example

Original job add chemical to flush then return to remove chemical 2nd part of job "Flush out system AM"

The notes below clearly identify the work carried by the engineer.

Work Carried Out	Edit
Isolated toilet rad and used it to pour in 1ltr system cleaner. Advised customer to have heating on as much as possible in order for chems to work best. He said office had already scheduled return visit in 2 weeks time	
Work Carried Out	Edit
Drained system chemicals out and flushed through. Removed downstairs rad and flushed through outside. After repressurising all the rads hot throughout now	

Poor Example

Original job fit new gas valve collect parts from office.

The notes do not clearly identify if issued is now resolved. New gas valve fitted but nothing to say the boiler has been tested or even if it is running. There is a note saying that customer is to contact gas supplier to get governor checked, how far out is the working pressure? is it causing a problem with the boiler?

Work Carried Out	Ed
Fitted new gas valve advised customer to contact gas supplier to check governor on meter	
The user controls have been left as agreed with the customer	Ed

Long duration works example

Daily / Weekly Timesheet



This timesheet must be completed whether you are working at college, on holiday or sick.
I certify that the information below is correct, and the times entered are accurate. ___46hrs 30mins___ hours in total. I certify that I have carried out my Daily/Weekly checks in accordance with the Company Vehicle Agreement (Version January 2025).

Name:		Ian Installer		Home Postcode:		PO1 1NL		W/C Monday:		16 th June			Vehicle Registration:			16 th June	
Day	Job No.	Site Address and Postcode	Task	Journey Start Time	Arrive	Breaks	Depart	Journey End Time	Total Time	Complete Y / N	Van Stock Items Fitted Y / N	Office Task Raised Y / N					
16 th	55511	40 The House, PO1 1XX	Install	7.00	8.00	30m	15.30	16.30	11hrs	Y	N	N					
17 th	55512	200 The Avenue, PO10 1AA	Install	7.30	8.00	-	16.00	16.45	9hrs 15m	N	N	Y					
18 th	55513	The House, The Lane, PO12 1XX	Install	7.30	8.30	30m	15.30			Y	N	N					
	55514	20 The Grove, PO5 1BB	Fit Parts	15.30	16.15	-	17.00	17.45	9hrs 15m	Y	Y	N					
19 th	55515	66 The Street, SO22 2XX	Install	8.00	8.30	30m	16.15			N	Y	Y					
		Screwfix	Stock	16.15	16.30	-	16.45	17.30	9hrs	Y	N	N					
20 th	55516	The Small Flat, The Road, SO11 1DD	Install	7.00	8.00	30m	15.00			Y	N	N					
	55517	The Big Flat, The Terrace, SO11 1AA	Breakdown	15.00	15.30		16.00			Y	Y	Y					
		Office	Paperwork	16.00	16.15		16.30	17.00	9hrs 30m								

Signature:		Date:	
Managers Signature:		Date:	

15_Timesheet_Jan2025

Travel Allowance Policy

This policy sets out the company's procedure regarding payment of travel allowances for certain employees. Only certain employees in certain roles will be entitled to recover payments under this policy. Please contact your Line Manager to see if you are eligible.

Procedure

The Company understands that certain employees will be required to travel to various sites.

Following a review of submitted timesheets and vehicle trackers, the Company may pay employees their usual hourly rate for each hour travelled in excess of their standard contractual working hours and after the first hour of each journey made. Journey is defined as the time travelled from the employee's home to the first job and from the last job home. The first hour of each journey will be unpaid.

Payments may be made to employees one month in arrears.

Travel time and routes will be monitored and assessed in line with vehicle tracking systems and Google map routes.

Any employee found to have falsified information and/or be in breach of the policy will be subject to disciplinary action. Any overpayments made to employees will be deducted from their salary.

Holiday Entitlement

Your holiday entitlement will be explained to you in your Personal employment contract.

Holiday form will be available for you to apply for holiday, and this must be approved before holidays can be booked and paid for, we will not reimburse any costs or deposits paid. Work commitments and manning levels will be considered at the time of your application. 4 weeks' notice is required before the start of your requested holiday date.

Van Condition

When you work for Aura Retrofit you may be issued a van from which to conduct your work. The van will become your sole responsibility. You will be responsible to keep it clean at all times and tidy in the back so that we look like the professional company that our customers are expecting.

You should complete and return the 'vehicle check' via JotForm every week on a Tuesday to confirm that the vehicle is in the same conditions as issued and not maintenance issues.

<https://eu.jotform.com/assign/240404010847344/240934048563055>

You must ensure that if you change vehicles, even for a short amount of time that you complete, with your manager, a new vehicle agreement to ensure that you are not recharged for any existing damage.

Fuel/Fuel Cards

FuelGenie cards can be used at Tesco petrol stations, Morrisons petrol stations, Sainsbury's petrol stations; **Asda do not accept FuelGenie cards.**

Tyres, wipers, windscreens, mirrors and lights are all to be checked regularly, and any faults must be notified to the Manager in good time to have them fixed. If brake discs are worn, we can assume that you've ignored the brake wear/noise and we may reserve the right to pass on some of this cost.

A full check of the condition of the van when it is issued to you is to be carried out and a signature will be sought from you as to the agreed condition. The same check will be carried out if you choose to leave the company. Any unexplained/negligent damage will be recovered from you.

You are expected to keep the rear of the van tidy, the outside of the van to be cleaned as required, regular checks will be carried out by the supervisor/manager

Vans are a representation of our work – keep them clean!

Preferred Suppliers

Aura Retrofit have many accounts available and from time to time we reserve the right to switch our buying power to gain the best discounts to us as a company. You will get to know the places where we prefer. Our current preferred suppliers are currently

- City Plumbing (CPS)
- City Electrical factors (CEF)
- Heating Plumbing Supplies (HPS)

We also will issue you with a couple of suppliers who have trade cards, for use at the likes of Screwfix and B&Q. These are best for everyday items. We do usually have accounts with most mainline suppliers. Depending on your home location we can find you somewhere close to home and agree with them to become a hub so that you can regularly get your stock there.

Van stock

Aura Retrofit have a system in place where we stock the vans with a pre-agreed amount of stock. This is different depending on the role that we employ you in.

The van stock is to be maintained; if you have a part on your van that you can use to fix a job then you can readily supply the parts and charge the customer. The cost should be collected by the office prior to fitting the part. Call the office from site for this to be done. Then you can fit the part for the customer. The Office will be responsible to order and replace the part against the job number that you have used your van stock on. Sometimes, the van stock will be ordered to your nearest stockists depending on where you live. This will help if you are making daily collects. We are looking to shorten the turnaround times to have you restocked and back on the road as soon as possible.

Once you have your van stock back in place it will obviously be available for you to fit at the next opportunity. Stock is your responsibility once issued.

Any stock you use must be replenished using your personal stock number. Additional materials for jobs must be logged under the job number.

Material Purchasing Protocol

It is our intention that this policy will assist with and clarify the way that additional parts, materials, and van stock are purchased to make us more efficient and take a more proactive approach to purchasing/replenishment of supplies.

All engineers will have a preferred local branch and for spares/specific items to be replenished we will try to order from there. It is the responsibility of all staff to ensure that items of van stock are re-ordered and allocated to the correct job/site and that they maintain their stock in good condition. General items such as pipe and fittings would usually be purchased on an engineer's 'Stock number' unless specifically for one job. Items such as pumps/zone valves/time/temperature controls should be photographed in CommuSoft to allow us an audit trail within the customer account.

The format for all orders should be (Operative initials) (job Number) (Order's Initials), example GR22522AH. Gary Robinson, followed by the job number, followed the initials as the person who ordered. Requests should either be via the 'office task' system within CommuSoft. This platform is monitored by multiple people from 0800 until 1700 and requests should be promptly actioned.

General Van Stock Items

It is recommended that requests for general items are made before 3pm. We then aim to have these added to the next delivery and where possible the next day from an already delivering branch. Alternately, please advise if you are desperate and a collection can be arranged, please detail your preferred branch to collect from.

Site Specific Parts

Should be requested by calling the office and requesting to raise an office task.

The following information should be provided:

- Part and where applicable a description
- Part number if applicable
- Appliance/Product details where specifically for that use

Urgent Items required immediately

Speak to the office. The office staff can then source/order the material to the closest branch so that this can be collected. Or in a lot of cases, we can use the 'Screwfix Sprint' service to get shipped quickly.

All merchants have now been advised that without the order coming from the office they should not be able to issue any materials. The authorisation can be requested from a branch but to save time and efficiency we are urging you to plan ahead and request the approval from the office prior to arriving at the branch.

Screwfix/B&Q Items can be ordered via the office card for collection in the same way as above but will be ordered awaiting collection.

Any materials brought on a card which are not for our business will be recharged and deducted from your wages.

All trades should be issued with the relevant van stock to ensure that you carry regularly used items.

Home Heating and Energy Solutions

This list below is an example of the van stock that you would maintain. This is issued based on the job role that you have within the business and is to aid you to complete jobs when all the materials are not ordered or a delivery may be coming later.

List issued by trade. See sample below. This should be collected and maintained as your responsibility.

Van Stock Items					
Installer	Item	Service	Installer	Item	Service
1	22mm System Filter	1	2	22mm Imperial to Metric	1
2	22mm Pump Gate Valves	2	1	22mm Gate Valve	0
2	28mm Pump Gate Valves	2	6	28mm End Feed Elbow	0
1	Condense Inline Neutralizer	1	4	28mm End Feed Socket	0
1	Twin Channel Timer	2	4	28mm to 22mm Reducer	0
1	Hard Wired Room Stat	1	1	22mm Auto Bypass	1
1	Programmable RF Thermostat	2	4	22mm End Feed Cap	2
1	Cylinder Stat	1	6	22mm Compression Cap	2
1	Three Port Zone Valve	2	4	Ballofix Valves	2
1	Two Port Zone Valve	2	1	Float Valve	1
1	15 50/60 Pump	2	10	21.5mm Overflow Elbow	4
5	Flue Clamps	0	10	21.5 Overflow Socket	4
1	Condensate Pump	0	1	21.5mm 45' Elbow	4
2	Meter Disc	2	2	21.5mm to 11/4 Adaptor	2
0	25m 10mm Bonding Cable	0	1	15mm Pipe Clips Box Single	0
0	Bonding Clamps Box	0	1	15mm Pipe Clips Box double	0
2	Switch Fuse Spur	1	1	22mm Pipe Clips Box Single	0
1	RCD Switch Fuse Spur	1	1	22mm Pipe Clips Box Double	0
3	Single Pattress Box	0	4	Flue Clips	3
2	Single Pattress Cove Plate	0	1	Flue Guard	1
1	RCD Double Socket	0	0	Left Boiler Clip	3
1	Wiring Centre	1	0	Right Boiler Clip	3
4	15mm End Feed Cap	2	1	22mm Gas Meter Union	1
6	15mm Compression Cap	5	4	3 Amp Connector Blocks	2
30	15mm End Feed Elbow	10	10	3 Amp Fuses	10
30	15mm End Feed Socket	10	10	22mm Copper Tube 3m	4
20	15mm End Feed Tee	5	10	15mm Copper Tube 3m	4
10	15mm End Feed Street Elbow	5	6	TRV 15mm	2
4	15mm End Feed Thump Vent	2	2	Lockshield	2
1	15mm Stop Cock	0	1	WRAS Filling Loop	2
10	15mm Drain cocks	2	1	Synchron Motor	2
30	22mm End Feed Elbow	10	1	Fernox Cleaner MC1	2
30	22mm End Feed Sockets	10	2	Fernox Inhibitor MC3	6
12	22mm Equal Tee End Feed	10	0	Fernox System Test Kit	Dip Tests
20	22mm to 15mm Reducer	5	1	TF1 O Ring/Washer Kit	4
1ea	3 and 5 Core Flex	0		Fixings, Screws and Plugs - As required	
1	Ball Valve Float	1	2	CO Alarm	4
1	Air Flue Test Cap - 87161112530	1	1	Gas Flue Test Cap - 87161112520	1
1	Multi-use PRV - 87186439890	2	1	Vert Flue Test Cap - 87105061990	1
Colour items - replenished from office			Colour items - collected from Screwfix/Toolstation		
All Colour items should be CONTRACT Brand or directed by Office					

Personal Protective Equipment (PPE)

PPE is a critical part of your tool kit, and it is your responsibility to ensure that you maintain the items that you need. Below is a non-exhaustive list of the items you should carry, with relevant location/part number.

General	
Burn Barrier	Silicone Sealant
Gas Bottle	Decorator's Caulk
Solder	PTFE Tape
Flux	Solvent Glue
Temporary Continuity Clamps	Smoke Matches
Bottle of LDF	Smoke Pellets
Jointing Compound	Self-Tapping Screws
Warning Notice Pad / Labels (Office)	

Items	Screwfix Codes
T-Shirts and/or Polo Shirts (Up to total of 5)	Aura Office
Fleece / Jacket (x1)	Aura Office
Trousers x 2 (£30 max)	Various
1 x Safety Shoes (up to £40)	Various
1 x Overshoes (Packets)	3734K
Bump Cap	3539D
Eye Protection (x 1)	8553G / 8603D for over glasses
Ear Defender (x 1)	6191D
Dust Mask (Reusable)	1761R
Dust Mask (x 1)	894KH
Gloves (Reusable) (x 4)	458FR
Gloves (Disposable) (x 1)	4258T
Knee Pads	955RR
Fire Extinguisher	91740
Dust Sheets	26177
Stair Runners	43957
LAP Voltage Detector Pen (x 1)	3222G
Henry Hoover	624KP
Numetic Hepaflo 15ltr Bags (Pack of 10)	82642

Business Values

We all need to get on and work together and as a business we should set out to achieve this. The details below help to explain where we see the business values and what is important.

Impact on Others

We understand the direct impact that their actions will have upon other team members, this can be both Positive and Negative.

"I stayed that a little longer to complete the installation, therefore heating restored at client's home, no overrun created and no additional work for the office"

Good for Customers | Good for Business | Good for Individual

Flexibility

This is reciprocal between us, where possible we will work together to achieve a mutually beneficial outcome.

"I have the dentist on Tuesday morning can I come in a bit later without taking holiday?"

"Yes, that's fine as long as you can make the time up lost over the week and everything is completed"

Proactive Attitude

Individuals that are always moving forward, looking at the bigger picture of how we operate, actively engaging change.

"Just because we have always done this the same way doesn't mean it is the best way"

Self-Development – Training

Support continuation training where relevant to your specific role.

"Can I complete a Solar course"

"We can look at this for you under the company Sponsorship Agreement"

Mutual Respect – Loyalty

Honesty is fundamental, support an individual if they make a mistake as long as they take responsibility for their actions and are honest.

"I have made a mistake and don't know how to rectify this now, how can we put it right"

"If you provide me with all the information, I am sure we can resolve this together"

Business Values

Easy Living

In this busy world we are at work more than we are at home, we must enjoy what we do, or it makes life harder for everyone. We aim to create a strong work life balance that creates an easy life for everyone.

Contact Numbers

Name	Contact Number	Position
Office Number	02392 982 221	STAFF USE ONLY – DO NOT GIVE OUT
Mobile / WhatsApp	07753 208 290	Customer Use Too
Gary Robinson	0771 731 3616	Managing Director
Ellie-Mae Clark	0793 163 6552	Overall office support
Ashley Hillman	0754 001 3843	Commusoft/Office systems
Craig Knights	0779 094 1332	Technical Director
Greg Morris	0783 777 2608	Senior Engineer

The general number for customers to call into the office is 02392 252 171 – DO NOT GIVE OUT THE STAFF NUMBER

Staff Portal Access

Full Name:			
Staff Portal:	www.auraretrofit.co.uk/staff-portal	Password:	AURARetrofit2025
Have access to the following:	• The Company Health and Safety Policy • The Employee Handbook • COSHH Assessments • Risk Assessments • Method Statements • Wiring Diagrams • Appropriate Personal Protective Equipment (PPE) List		
I, as named above, confirm that I have been given access to the Aura Retrofit Staff Portal			
Signature:			

The general number for customers to call into the office is 02392 252 171 – **DO NOT GIVE OUT THE STAFF NUMBER**

IMPORTANT: Please take a copy/photo of the completed Staff Portal Access Form and send it to accounts@auraretrofit.co.uk

Business Charge Cards

As a business we issue a number of charge cards and have credit accounts with wholesalers/merchants.

The spend on these accounts are restricted and for small top up orders only. Any larger orders, site specific items/tools should be agreed with the office.

The cards and account purchases should **not exceed £100** and should be for Aura Retrofit business items only.

I confirm that I understand that any spend on Aura Retrofit account should relate to the job I have been issued, and any spend not relating to Aura Retrofit business will be treated as theft and/or reclaimed from my salary.

Buying items without permission is treated as theft and will be reported to the police for criminal action.

Declaration			
Full Name:			
Signature:		Date:	

IMPORTANT: Please take a copy/photo of the completed Business Charge Cards Form and send it to accounts@auraretrofit.co.uk

Additional Earnings

I confirm that I understand that any additional earnings are declared to the relevant bodies correctly by myself.

These include:

- Income from scrap metal.
- Cash in hand work.
- Any other income.

I understand that I may need to take tax advice to assist with this.

Declaration			
Full Name:			
Signature:		Date:	

IMPORTANT: Please take a copy/photo of the completed Additional Earnings Form and send it to accounts@auraretrofit.co.uk

Online Asbestos Training

This is to be completed on the day of your induction. An email will be sent to you from Highspeed Training with log in details.

Please forward a copy of your certificate to accounts@auraretrofit.co.uk as soon as you receive it.

Please sign to confirm you have received your Course Email link.

Declaration			
Full Name:			
Signature:		Date:	

IMPORTANT: Please take a copy/photo of the completed Online Asbestos Training Form and send it to accounts@auraretrofit.co.uk

RIDDOR and Gas Safe reporting relating to GIUSR Engineer procedure

This is to be completed on the day of your induction.

When during routine maintenance of installation processes, a gas installation, appliance, or fitting is found that requires a potential report be made under the RIDDOR reporting process the following procedure must be followed.

- 1) If a situation exists that may involve a report to gas safe or under RIDDOR, Contact the office and speak to your Line Manager who will assist you in determining the reporting that will be required.
- 2) Appendix 7 in the unsafe situation procedure will be used to determine if a report under RIDDOR is required under clause 8.3 or a report to Gas Safe under Clause 8.6 of the unsafe situation procedure.
- 3) Once this has been determined evidence will need to be photographed, an office task raised for the job and information recorded in the job notes.
- 4) **CONTACT THE OFFICE** - The office will then process the information and make notifications as required.

I confirm I have read and understood the above information.

Declaration			
Full Name:			
Signature:		Date:	

IMPORTANT: Please take a copy/photo of the completed RIDDOR and Gas Safe Form and send it to accounts@auraretrofit.co.uk

Plan for today, and this week

Our intention for today and the next few days is to ensure that you have the information and equipment to perform your job competently.

Day 1

9am – Arrival

Meet the office staff

Complete relevant paperwork/forms/health and safety briefings such as:

- Personal information/next of kin
- Health questionnaire
- Sample timesheet
- P60

Online Portal Training

- Booking Holiday
- COSSH / Risk Assessment Details
- Other Company Information

Commusoft Training

Installer Portal Training

Complete Asbestos Awareness

Issue vehicle (if applicable)

- The vehicle should be clean, if not then take it to be washed and Aura Retrofit will re-imburse the cost
- Collect Stock / PPE

Around 1 - 2pm - Depart to fully load vehicle with tools, ready to work next day.

Day 2 - 5

Depending on your role you will shadow another operative for a day or a few days to ensure you understand how we operate.

If you are unsure of the expectations, then you should ensure that you check in with the office or senior field staff to clarify