



Programme Charter

The AIP charter outlines the values and expectations for all our installers. This includes being committed to getting things done, promoting change, finding better solutions, promoting teamwork, valuing learning, and showing respect. These values are demonstrated in the expected behaviours of the installers, including doing their best on every job, overcoming challenges, working as a team, constantly improving skills, and treating everyone with respect and consideration.

We want our Installers to reflect our values and be part of our purpose in the Insulation Market. Our values are reflected through the following behaviours.



We do great things together



We get things done



We are always improving



We value everyone



We find a better way

In return we commit to providing training, sending on new work leads, via email or a phone call and passing over a rebate based on our tier system. We will also provide a priority route through to our experienced technical team. See at the end of the document a full list of benefits, Our goal is to work together in a partnership that will be beneficial for both sides.

 sales@superfoil.co.uk

 superfoil.co.uk

 01636 556800



Our Installer activity we think is best demonstrated in the following ways:

1. It is important that Installers who are referred by us to end users want to do the best job possible and will go the extra mile to achieve this, not just in the quality of Install but in the way they approach the customer, quote and deal with questions. We expect Installers to give realistic project times and keep constant contact with the customer.
2. Some customer projects will throw up challenges, perhaps in terms of the type of installation, other construction features, access, site conditions etc. We want Installers to challenge convention, overcome obstacles and look for continual improvement and feedback to us with suggestions on finding a better way.
3. At SuperFOIL, we very much work as a team. We find that delivers the best results and we expect to see our Installers doing the same, whether that is out on site, or behind the scenes working with customers and dealing with us at SuperFOIL. We draw great satisfaction from a job well done. A key element for us is supporting each other.
4. We constantly strive to learn from our experiences and we see our Installers as part of that journey. We welcome feedback and ideas. We are also keen to pass on our knowledge and skills to our Installers so that going forward we all benefit collectively from new skills.
5. Above all we expect our Installers to show respect for customers, their staff, SuperFOIL staff and the wider community we all work in. Part of valuing everyone is listening to people and respecting their viewpoints.

 sales@superfoil.co.uk
 superfoil.co.uk
 01636 556800



There are a number of capabilities we believe an Approved Installer needs:

1. **Good Governance:** Public Liability Insurance; Audit trail for work carried out; Quality Control policy and processes; customer complaint handling.
2. **Technical knowledge and skills:** Installers need to have a good understanding of building construction and insulation products, as well as the knowledge and skills to install the insulation properly and to industry standards. Trustmark, PAS2030: 2019; PAS 2035 and IAA or Quality Mark Warranty are all welcome.
3. **Attention to detail:** Installers need to be meticulous and pay close attention to detail, as even small errors in installation can have a significant impact on the insulation's effectiveness and longevity.
4. **Physical ability:** Loft insulation installation can be physically demanding, so installers and their staff need to be physically fit and able to work in confined spaces and at heights.
5. **Good communication:** Effective communication is key for installers to be able to coordinate with the customer and other contractors, as well as have a clear and documented process to provide accurate quotes and project timelines. The ability to submit photos and videos to the AIP app for approval.
6. **Safety awareness:** Installers need to be aware of the potential health and safety risks associated with installation, and have a documented process to carry out risk assessments and take appropriate precautions to minimise those risks.
7. **Adaptability:** The installation of Insulation is constantly evolving, and installers need to be adaptable and willing to learn new techniques and methods to stay up to date.

 sales@superfoil.co.uk
 superfoil.co.uk
 01636 556800



The benefits of being a SuperFOIL Approved Installer:

- Qualified Leads
- Connections to nearby merchants - best prices
- Sought-after, quality product
- Products that are easy to install
- Training and Technical support
- Excellent stock availability
- Join a like-minded network of professional installers
- Credible body for homeowners and specifiers
- Specific App for Installers to make life easy
- Rebate as per our tier details
- A Welcome pack once at bronze level

 sales@superfoil.co.uk
 superfoil.co.uk
 01636 556800