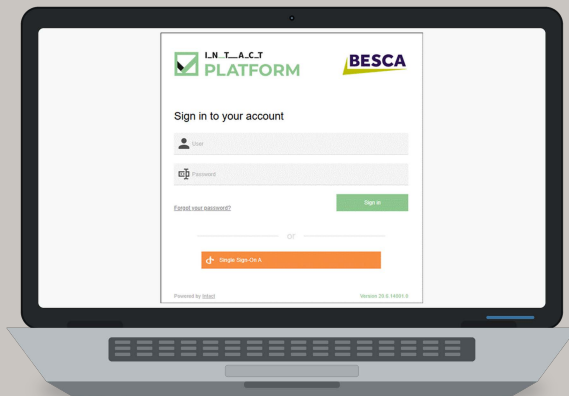


REFCOM AUDIT SYSTEM: QUICK GUIDE



The purpose of this quick guide is to give you an overview of how to use the REFCOM audit portal.

For more information, you can view a short video at www.refcom.org.uk/audit.



One of the legal requirements of REFCOM's operating agreement with DEFRA is to annually audit a percentage of scheme members. In the past, this has been paper based, but we've introduced an online web service to help automate the audit process. It's user friendly, and will save you time, money and effort.

If you are randomly selected for audit you will receive a notification by email. For this reason, it's important to let us know if your contact details change.

To login and start the assessment you will need your REFCOM registration number and email address.

Where do I find my REFCOM registration number?

This is printed on your REFCOM company F gas certificate. If you need any help, please contact the helpdesk on 01768 860 409.



The REFCOM team is just a phone call away on 01768 860 409 or refcom.info@thebesa.com

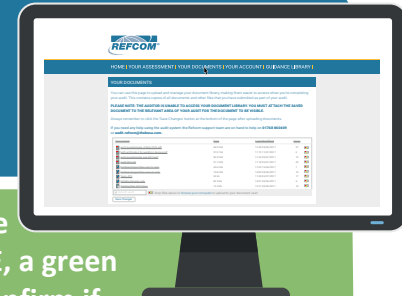
The audit process itself is simple.

1

From your dashboard, select Refcom F-Gas Self-Assessment to begin. You'll see a series of sections to complete.

2

Read and answer each question by entering your comments and uploading your supporting documents as evidence where required.



3

When you have finished completing the form, and pressed SAVE AND VALIDATE, a green VALIDATION FINISHED! message will confirm if all questions are complete.

4

To complete the self-assessment, select END SELF-ASSESSMENT, and SUBMIT the declaration that all questions have been answered truthfully.



You will then receive a confirmation email, and a further email to let you know the outcome of your audit. If we need more information, our auditor will be in touch.