

Appendix C**ENTRUST COMPLIANCE INSPECTOR STANDARDS****1. INTRODUCTION**

- 1.1. In order to carry out our statutory duties under the Landfill Tax Regulations 1996 (Regulations), we have in operation a comprehensive set of policies, procedures and standards.
- 1.2. To ensure that our assurance review work, complies with recognised best practice and standards, we have developed this code of practice and standards. We believe that this document will ensure that our Stakeholders have trust and confidence in our Compliance Inspectors (CIs).
- 1.3. The aim of this document is to:
 - Advise Stakeholders of the behaviours that we expect our CIs to demonstrate;
 - Set out Entrust's principles in relation to our Ethical Conduct; and
 - Set out the service standards that Stakeholders should receive from CIs.
- 1.4. Entrust is committed to promoting and upholding the highest level of professional standards in undertaking its assurance work. Entrust expects all CIs to comply with the requirements of this document.
- 1.5. **Role and Responsibilities**
 - 1.5.1. Entrust has been appointed by HMRC to regulate the Landfill Communities Fund (LCF) under a Terms of Approval (TOA). The TOA alongside the Landfill Tax Regulations 1996 (Regulations) and the notified conditions which set out Entrust's responsibilities and requirements are published on the [ENTRUST website](#). In summary, Entrust's responsibilities include:
 - Registering organisations as Environmental Bodies (EBs);
 - Registering EBs' project applications to ensure that they comply with the Regulations;
 - Ensuring that LCF monies spent by EBs comply with the Regulations;
 - Managing breaches in the Regulations; and
 - Processing voluntary revocation requests from EBs wishing to leave the LCF.
 - 1.5.2. As the regulator of the LCF, Entrust provides HMRC with independent assurance that LCF monies are spent compliantly in accordance with the Regulations and Entrust's guidance. Entrust undertakes a programme of compliance visits to completed LCF projects to support the assurance level that Entrust provides to HMRC.
 - 1.5.3. We are required under Regulation 34 (1) (i) to satisfy ourselves, by reference to records, or other documents, or information held by EBs, that qualifying contributions received by EBs have been spent only in the course, or furtherance, of the Regulations and the EB's approved objects.

1.6. **Corporate Values**

1.6.1. Entrust's corporate values in carrying out our work are:

- We are transparent in all of our activities;
- We act with integrity in our dealings with stakeholders, the sector and our staff;
- We're consistent in our actions and approach;
- We're supportive; promoting good practice, sharing information and providing focused training where it is needed; and
- We always pursue excellence in our work, delivering value for money to our stakeholders.

1.6.2. We therefore believe that this document demonstrates our commitment to delivering our values.

2. **OVERARCHING PRINCIPLES**

2.1. This document sets out the standards and ethical considerations which Entrust requires its CIs to comply with in undertaking their assurance review work. It is based on two recognised auditing concepts:

- The overriding principle of professionalism - acting in the public interest; and
- The principle of treating people fairly.

2.2. **Acting in the public interest**

2.2.1. Acting in the public interest involves having regard to the legitimate interests of those who rely upon the objectivity and integrity of the assurance process.

2.3. **Treating people fairly**

2.3.1. Entrust's CIs are required to treat all people fairly, without prejudice on any grounds.

3. **CONDUCT**

3.1. The delivery of these principles is supported by the requirement of our CIs to demonstrate in their work:

3.2. **Integrity**

3.2.1. The integrity of our Staff, we believe, establishes trust and provides the basis for reliance on their judgement. To demonstrate their integrity, CIs:

- Will perform their work with honesty, diligence and responsibility.
- Will observe the law and make disclosures expected by the law;
- Will not knowingly be a party to any illegal activity, or engage in acts that are discreditable to the LCF; and
- Will respect and contribute to the legitimate and ethical objectives of the organisation.

3.3. **Objectivity**

3.3.1. Entrust expects of CIs to demonstrate and exhibit the highest level of professional objectivity in gathering, evaluating and communicating information about the activity or process being examined. They are required to make a balanced assessment of all the relevant circumstances and are not unduly influenced by their own interests or by others, in forming judgements. To demonstrate their integrity, CIs:

- Will not participate in any activity or relationship that may impair or be presumed to impair their unbiased assessment;
- Will not accept anything that may impair or be presumed to impair their professional judgement; and
- Will not disclose all material facts known to them that, if not disclosed, may distort the reporting of activities under review.

3.4. **Confidentiality**

3.4.1. Our CIs respect the value and ownership of information they receive and do not disclose information without appropriate authority unless there is a legal or professional obligation to do so. To demonstrate their compliance, CIs:

- Will be prudent in the use and protection of information acquired in the course of their duties; and
- Will not use information for any personal gain or in any manner that would be contrary to the law or detrimental to the legitimate and ethical objectives of the organisation.

3.5. **Competency**

3.5.1. CIs will apply the knowledge, skills and experience needed in the performance of compliance inspections. Entrust's CIs:

- Will only undertake assurance reviews, for which they have the necessary knowledge, skills and experience;
- Will deliver their assurance work based on recognised best practice standards; and
- Will continually improve their proficiency and the effectiveness and quality of their services.

4. **DEMONSTRATING COMPLIANCE WITH THE STANDARDS**

4.1. To demonstrate CIs compliance with the standards in carrying out their assurance work, ENTRUST expects CIs to comply with the following standards:

- **Planning**
 - All arrangements relating to an assurance review are required to be agreed with an EB at least six weeks prior to the date of review.
- **Inspection**
 - CIs must obtain sufficient, reliable, relevant and useful information, which fully demonstrates an EBs compliance with the Regulations and Entrust Guidance;

- CIs must record sufficient, reliable, relevant and useful information to support report recommendations; and
- Inspectors must discuss their initial findings with the EB at the end of their inspection process and prior to finalising their report
- **Reporting**
 - All draft reports should accurately reflect the findings of the inspection and the end of inspection meeting with the EB; and
 - Draft reports should be written in a clear and concise language and accurately record the findings of the review, the evidence gathered and the discussions held with the EB at the end of the inspection meeting.

5. COMPLAINTS

- 5.1. These standards provide a robust basis to ensure that Entrust's assurance process complies with recognised assurance best practice. Entrust also believes it supports and demonstrates our commitment to our Corporate Values.
- 5.2. Entrust is an organisation committed to continual improvement, we recognise that there may be occasions where our CIs do not deliver against these standards and where we have not, we would encourage Stakeholders to advise us that this is the case. Conversely, we would also welcome feedback as to when we also surpass them.
- 5.3. However, where a Stakeholder does not consider that our CI's have complied with these standards, or their behaviour falls short of our corporate values then an organisation, or individual, should raise this matter with Entrust. This can be done using Entrust's complaints procedure, which is published on the [Entrust website](#)

6. TRAINING

- 6.1. To ensure that Entrust's Staff deliver these standards, Entrust is committed to providing our Staff with the necessary training and support.