

## LEGIONELLA CONTROL ASSOCIATION – STATEMENT OF COMPLIANCE

### INTRODUCTION

The Company was founded in 1973, as a designer, manufacturer and installer of glass reinforced plastic water cooling towers. Services offered include the design and manufacture of cooling towers and spares along with site services such as maintenance, cleaning and dis-infection of cooling tower systems.

The Company has a documented Integrated Management System (IMS) which is certified to BS EN ISO 9001:2015 and BS EN ISO 14001:2015.

The Company complies with the LCA Code of Conduct by following documented procedures which are structured to comply with legislation, primarily The Control of Substances Hazardous to Health (COSHH) Regulations 2002, Approved Code of Practice L8 and Guidance HSG 274 Parts 1-3.

### SERVICE PROVIDER COMMITMENTS OF THE CODE

#### 1. Allocation of Responsibilities

1.1 Watermiser has LCA registration for the following service categories:



- Cleaning and Disinfection Services
- Design, Supply, Installation, Refurbishment of Water Plant, Equipment and Systems

1.2 Prior to any contract agreement, responsibilities in the control of legionella are agreed to ensure that, where relevant, the customer understands their duties under:

- The Health & Safety at Work Act 1974.
- The Control of Substances Hazardous to Health Regulations 2002.
- The Management of Health & Safety at Work Regulations 1999.
- The HSE Approved Code of Practice (ACoP) L8 “Legionnaires’ Disease – The control of legionella bacteria in water systems” & associated technical guidance as detailed in HSG 274 Part 1 to 3.
- The Notification of Cooling Tower & Evaporative Condensers Regulations 1992.
- The plumbing notification requirements in accordance with the Water Supply (Water Fittings) Regulations 1999 and associated Scottish Water Byelaws.

Watermiser will confirm in writing, at quotation or contract renewal stage, the responsibilities of the customer and Watermiser (as the Service Provider) under the relevant part of ACoP L8 and associated guidance for the services provided.

2. Watermiser’ quotations are created and issued in accordance with IMS document ref. PM009W “Sales Enquiry and Quotation”. Issued quotations state both Watermiser’ and the prospective clients obligations under the LCA’s Code of Conduct and the prospective clients statutory obligations relative to the control of legionella and operation of cooling towers – **Refer to Section 9.1.**

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### 3. Training and Competence of Personnel

2.1 The IMS document ref. PM005 “Training and Competency” (PM005) details Watermiser’s approach to the provision of training and review of its effectiveness via ongoing competency assessment. Each staff member has an individual training plan which is maintained and reviewed annually via an electronic database. The annual review will determine the effectiveness of previously supplied training and identify any additional training requirements. As part of this process Wateriser will implement on-going staff competency assessments, which will include but is not limited to:



- Feedback from clients as recorded on IMS form ref: W027 Competence Feedback – **refer to Section 2.2.**
- Site inspections carried out in compliance with IMS document ref: PM008 QHSE Inspections.
- Specific competency assessments in relation to cleaning & dis-infection of cooling towers as recorded via IMS form ref: W028 Legionella Control; Dis-infection – Work instructions and in-field competency assessment – **refer to Section 2.2.**
- Annual process audits – **refer to Section 7.**

All above assessments will be formally recorded and brought to the attention of relevant managers and staff.

2.2 Sources and type of training provided will be appropriate to the identified training requirement and will include:

- In-house training including, “on the job” training, provided by a suitably qualified or more experienced colleague. This type of training is generally suited to practical tasks in relation to the manufacture and servicing of cooling towers and operational aspects of project management.
- Training provided by competent 3<sup>rd</sup> party organisations. This training will generally be provided where there is a requirement to understand statutory/regulatory compliance and current industry best practices as well as safe systems of work for higher risk site activities such as work at height or confined space entry.

2.3 Watermiser Ltd do not offer training to clients’ staff directly. Watermiser would however assist in signposting clients to known training providers.

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#### 4. Control Measures

3.1 Any works carried out by Watermiser will only be carried out following initial and technical review ensuring:

- The client’s requirements are fully understood and can be practically realised.
- That prior to work on an existing system, the (client’s) responsible person for legionella control is identified, this is the person who is named in the legionella log book and risk assessment – **refer to Section 4.3 for further details.**
- The relevant process parameters are verified via the client to ensure any installed system has the performance to meet demand.
- The requirements of the LCA’s Code of Conduct can be upheld.
- All statutory, regulatory and best practice (ACOP) obligations are fulfilled by Watermiser.
- Any relevant statutory obligations placed on the system owner/operator are advised to the client by Watermiser.
- The correct information is communicated to the customer in relation to either proposed installations or existing cooling towers systems.

IMS document ref: PMOO9W “Sales Enquiry & Quotation” details the procedures and control documents which underpin the above review process. The records which will be retained as part of this process include:

- Initial customer enquiry to contract records – this may include request for information (RFI’s), technical queries (TQ’s) and other relevant communication relating to determining customer requirements and meeting them.
- Tower casing specification sheets.
- Cooling tower completion checks.
- Post contract review record.
- Tower Inspection reports W025 “Cooling Tower Site Report” and W026 “Cooling Tower Report Summary” completed during, and following, site visits to service & maintain existing cooling towers.

3.2 Any inspection reports (W025 & W026) completed following site works will document any identified issue with a cooling tower which may affect its operational effectiveness and subsequently put the health and safety of people in the surrounding area at risk. Any identified issue will be prioritised on the following basis:

	Immediate attention required.
	Attention required during next service visit
	No attention required.

The completed report will be sent to the identified client’s responsible person and a record of receipt will be sought.



It is the responsibility of the Contract’s Manager to ensure that the tower inspections are completed satisfactorily and that the resultant recommendations are brought to the attention of, and understood, by the client’s responsible person.

3.3 Watermiser ensures that personnel are suitably trained as per the guidelines of the LCA Knowledge Matrix and that processes and procedures are written in line with ACoP L8 and HSG 274 Part 1 to ensure that adequate controls are in place throughout the life of our service delivery.

3.4 Prior to delivery of the Cooling Tower to the client, the IO&M manual is sent and the client is advised of the importance to operate the tower in strict accordance to it.

3.5 Ongoing compliance to the LCA code of conduct and **service delivery requirements for ‘Cleaning and Disinfections’ and ‘Plant & Equipment’ services** will be confirmed via a programme of ongoing monitoring which includes, but is not limited to the following:

Aspect	Scope	Completed by	Frequency	Relevant IMS documents
Internal audit	Full process audit refer to IMS document ref: SOP002 & F043 for mandatory elements.	QHSE Engineer	Annual	SOP004, F043
Compliance to management standards ISO9001 & 14001	Full process audit.	UKAS accredited body	Bi-annual	All
External audit – LCA	Full process audit	LCA	Annual	All
QHSE site inspection	All site activities, adherence to RAMS and critical QHSE aspects	QHSE Engineer or Watermiser supervisory personnel	Ad-hoc based on site activities Recommended 1 per month	PM008, F003
Competency assessment	Specific to workshop or site activities directly affecting legionella control	QHSE Engineer or peer on peer Watermiser site personnel	Ad-hoc based on site activities. Dependant on volume of site work activities, however all Watermiser personnel involved in the disinfection & cleaning of towers in the field to be reviewed at least once every 6 months.	W027

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3.6 Preventive measures to ensure proactive operation and daily control of critical business activities, equipment and plant are detailed in SOP008 Preventive Action.

## 5. Communications and Management

4.1 Where Watermiser becomes aware of a client’s process control measures falling short of statutory & best practice requirements and increasing the likelihood of legionella risk, Watermiser will at the earliest opportunity contact the client and advise them of the concern. The procedure for communicating concerns is detailed in Appendix 1 of document ref: PM009W “Sales Enquiry and Quotation”. This duty extends to factors which are out-with our direct work-scope – **refer to 4.2 below.**

4.2 In accordance with our obligations under the Recommended LCA Code of Conduct for Service Providers we will communicate any potential legionella risk which we become aware of even if it is out-with our contracted work-scope.



4.3 Watermiser will address all communications relating to the operational effectiveness of cooling tower systems to the “**Client contact responsible for Health & Safety**” as named in the legionella log book and risk assessment. The name and contact details of this person being identified during the job planning stage and formally documented on the approved Safe System of Work (SSOW) document. Any issued SSOW will identify this person by name and include a clear statement that it is the client’s responsibility to inform Watermiser if the responsible person has changed.

In the 1<sup>st</sup> instance our site operators/contracts team will attempt to discuss any issues arising direct with the client contact, however all issues will **always** be communicated in writing to the aforementioned client contact.

4.4 Watermiser will, as required, raise any significant matters with the relevant enforcement authority, however this step will only be taken as a **last resort** following contact with the duty holder(s) as detailed above.

4.5 In accordance with IMS document ref: PM004 “Risk Assessment for Site Works”, risk assessments and method statements detailing a safe system of work (SSOW) are prepared prior to the commencement of any site works and these will be made available to the client for review prior to any works commencing.

4.6 Any reports compiled and issued on the completion of works will be forwarded to the aforementioned **Client Contact** and where applicable a record of receipt/acknowledgement will be sought.

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## 6. Record Keeping

5.1 Our standard quotation template outlines the scope of work and details the responsibilities for specific record keeping as well as who has the responsibility for maintaining such records going forward. Watermiser will retain internal records in accordance with IMS document ref: SOP007 “Control of Records”.

5.2 Under our existing scope of service provision, such records may include:

- Records of site cooling tower surveys undertaken by Watermiser.
- Certificates of cleaning or disinfection works.
- O&M Manuals.
- Drawings and calculations.

## 7. Reviews

6.1 Where a contract for on-site service and maintenance runs for a period of 12 months’ duration or more the respective Contract Engineer / Manager will schedule an annual formal review meeting to discuss the effectiveness of the services we provide. The review will cover at a minimum; the agreed responsibilities, progress of the contract, satisfaction of the levels of service provided and any remedial actions required.



6.2 Where no formal contract agreement for services is in place but Watermiser carry out regular service works under instruction of individual purchase orders, the Contracts Engineer / Manager will ensure through regular operational communications that the client’s requirements have been met and whether any additional services are required. Any relevant written communications will be logged in files specific to each project.

6.3 In accordance with the requirements of our management system we will proactively seek our client’s feedback on the level of satisfaction of our provided products and services. Any feedback received will be logged and analysed during regular management review.

## 8. Internal Auditing

7.1 An internal audit will be completed at least annually.

7.2 The procedure for carrying out internal audits is detailed in IMS document ref: SOP004 “Internal Auditing”. All audits carried out will include a systematic and documented review of compliance to both the **general** requirements of the LCA Code of Conduct and individual work activities which may have an impact on the level of legionella control of an installed, serviced or maintained system.

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7.3 Watermiser Senior Management including the Managing Director will be notified of any identified deviation (non-conformance) from the requirements of this Statement of Compliance or other control document. Non-conformances will be logged on a register managed by the QHSE Engineer and corrective and preventive actions agreed and documented. Any identified actions will be managed to completion via regular review of the register.

## 9. Sub-Contractors

8.1 Where sub-contracted work meets the following criteria:

- It involves Legionella specific activities as outlined in the LCA Code of Conduct, these being water treatment service visits, cleaning & disinfection or cooling tower refurbishment.

**and**

- The work is not **directly** supervised by competent Watermiser personnel.

Then the work will either be issued to a sub-contractor who is an LCA member with current registration in the appropriate service category **OR** additional control procedures will be implemented which ensures that the works carried out comply with the LCA's code of conduct.

In the event that additional controls are required these will be identified on a job specific basis and form part of the initial and technical review. Any such controls require to be clearly documented as part of a formal safe system of work with the aligned risk assessment objectively determining that the controls associated with sub-contracting the works out are both suitable and sufficient.

8.2 Irrespective of whether a sub-contractor is a registered LCA member or not, Watermiser will ensure that any sub-contractors carrying out "specified activities" on their behalf will be subject to initial assessment in accordance with IMS document ref: PM003 "Selection & Approval of Sub-contractors", in addition to on-going assessment commensurate with the volume, complexity and risk profile (in respect of legionella risk) of the works sub-contracted

8.3 Any contractors who carry out general "non-specified" works on behalf of Watermiser will still be subject to assessment in accordance with IMS document ref: PM003 "Selection & Approval of Sub-contractors".

## 10. Distribution of the Code

9.1 Watermiser' standard quotation is created in accordance with IMS document ref: PM009W "Sales Enquiry & Quotation". Use of the standard template ensures that each issued quotation brings the prospective clients attention to Watermiser' obligations in respect to the relevant statutory requirements, these generally being:

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- The Legionella Control Association’s Code of Conduct in general, and specifically with regards to Cleaning and Dis-infection Services & the Design, Supply, Installation and Refurbishment of Water Plant and Systems.

It also identifies legislation which impose obligations on the prospective client and the aligned guidance as published by the HSE, these being:

- HSE publication L8 “Legionnaires Disease: The control of legionella bacteria in water systems”.
- HSE publication HSG274 “Legionnaires disease: Technical guidance, Pt. 1: The control of legionella bacteria in evaporative cooling systems”.
- The Health & Safety at Work Act 1974.
- The Control of Substances Hazardous to Health Regulations 2002.
- The Management of Health & Safety at Work Regulations 1999.
- The Notification of Cooling Towers and Evaporative Condensers Regulations 1992.
- The plumbing notification requirements in accordance with the Water Supply (Water Fittings) Regulations 1999 and associated Scottish Water Byelaws.

9.2 Watermiser’ Certificate of Registration, the LCA’s Code of Conduct and our aligned Statement of Compliance are freely available to download via our website.