

Occupational Hygiene Safety Consultants



RISK ASSESSMENT & WATER HYGIENE SURVEY REPORT

Property Image		
Client Name	Town Hall	
Address of premises surveyed	High St, Thame, Oxfordshire OX9 3DP	
Customer Contact / Tel No.	Robbie Woodall	0845 226 8393
Site Contact / Tel No.	Morag Robinson	01844 212 833
Surveyor Name / Account Manager	 Michael Metcalfe	Richard Dewar-Smith
Report No. / Date	S-63795	25/11/2015
Correspondence Address	Town Hall, High St, Thame, Oxfordshire OX9 3DP	
Survey Date (s)	23/11/2015	
QC Check By	C Skidmore	

Review Date: November 2017

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SECTION 1 – RISK RATING AND EXECUTIVE SUMMARY OF REMEDIAL ACTIONS

The survey conducted at the Town Hall by Michael Metcalfe found that the site had a risk rating as outlined below.

System	Risk Rating
Management Systems	High
Domestic Hot Water Systems	N/A
Domestic Cold Water Systems	N/A
Shower Systems	N/A
Other Risk Systems	Medium

These risk ratings have been assessed by the surveyor and full explanations can be found in sections 2 and 5

Summary of Remedial Actions

Summarised below are the remedial actions that should be taken to ensure that the building is compliant with ACOP L8 and HSG 274 Parts 1-3. They have been given a risk rating indicating the severity of the non compliance on the following scale

- 1. High Priority** – this should be addressed immediately, there is a severe risk to health and safety, these should be addressed within one month. A risk identified as a Matter of Evident Concern (MEC) presents a breach of health and safety and should be considered critical – to be completed within one week.
- 2. Medium Priority** – these should be addressed as soon as possible. Matters are considered essential as industry best practice and should be completed within three months
- 3. Low Priority** – these should be addressed as practicable and are considered industry best practice, preferably within six months

Remedial Actions required for Management Systems (see section 4)	
Remedial Action	Risk Rating
A clear chain of command should be devised listing all those who have responsibilities for the implementation of the legionella control scheme. I.e. The Duty Holder, The Responsible Person, The Deputy Responsible Person. There should be clear lines of communication. This should be documented.	1
Staff involved in the control of legionella bacteria should receive appropriate legionella awareness training that clearly identifies their roles and responsibilities.	1
The written scheme should include a planned preventative maintenance programme applicable to the building. Documented measures should be in place in the event of a failure to achieve control limits.	1
The written scheme should include clean, concise procedures of action to be taken if a system fails a ppm test, and in the event of a suspected or confirmed outbreak or incident.	1
The water system and records should be regularly reviewed by management to ensure that the implementation of the control scheme is effective; that recommended remedial action is undertaken within appropriate time periods and records are being adequately completed and recorded.	2
A log book should be kept on site. The log book should be actively updated containing the following records; <ul style="list-style-type: none"> • the risk assessment • visitor sign in • an asset list • system schematic drawings • operational checks e.g. monthly temperature tests, weekly flushing of dead legs • water treatment records /certificates of disinfections • water treatment records • faults log • correspondence • staff training records 	1
The risk assessment should be reviewed every two years, or when conditions change that may have an effect on the validity of the current risk assessment. E.g. Water systems added or removed, building usage changes.	2

Remedial Actions required for Water Heaters (see section 5)	
Remedial Action	Risk Rating
The Limited Storage EWH's identified in RED should be adjusted to ensure that hot water is stored and distributed at $\geq 50^{\circ}\text{C}$	1
The Water Heater was working correctly at the time of the survey	N/A

Remedial Actions required for Hot and Cold Water Down Services (see section 5)	
Remedial Action	Risk Rating
Mains fed drinking water outlets within kitchens and other suitable areas should be clearly labelled, using the appropriate signage, as being suitable for drinking	3
High temperature outlets should be clearly labelled, using the appropriate signage, as being a risk of scalding	3
No little used outlets were identified at the time of the survey. However, if any outlets are subsequently identified as being infrequently used they should be flushed weekly for several minutes and this action documented in a site specific log book. Flushing should be undertaken with the minimal production of aerosols	N/A
Outlets identified above were found to have a visible build up of scale, resulting in conditions that may support the growth of legionella bacteria. Clean and de scale outlets immediately and then at frequencies as required.	1
Thermostatic mixing valves should be serviced in accordance with manufacturer's instructions.	2
The thermostatic control on TMV blended outlets should be adjusted to deliver hot water at a temperature of 38-43°C to prevent the risk of scalding to the user	2

Remedial Actions required for Other Risk Systems (see section 5)	
Remedial Action	Risk Rating
The filter/strainers in the mains water system, drinking water taps/chillers should be serviced and maintained as per manufacturer's instructions to prevent the accumulation of organic matter; this should be documented in the site log book	2

SECTION 2 - INTRODUCTION

This risk assessment has been carried out in order to ascertain the possible risk of contracting Legionellosis, including Legionnaire's disease, from water systems and to identify remedial works required and produce a scheme for the prevention or control of the risks.

This report relates to the risk assessment and water hygiene survey carried out at Town Hall. The survey was conducted by Michael Metcalfe of **Euro Environmental LTD** who was assisted on the survey by Morag Robinson of Town Hall on 23/11/2015.

Town Hall is a Council Office.

The site is occupied 13hrs per day. The normal working week is 7days, 52weeks a year.

The number of people typically employed/ present on site is approximately 120.

The site personnel were considered to be a typical cross section of the working population. The group susceptibility if exposed to Legionella Bacteria is considered to be a normal level of risk.

The Surveyor

Michael Metcalfe

Michael has been involved in the water hygiene industry for the past 4 years assisting on tank disinfections and performing legionella monitoring and risk assessments as well as having extensive experience in remedial and plumbing work.

Assessment of Risk

To assess the risk of Legionella Bacteria associated with water usage at this site, each of the water services are surveyed and allocated scores. The scoring system enables necessary remedial actions to be easily prioritised. This method of assessment is designed to identify features, which contribute or combine to form an increased risk and to aid in the design of a scheme to control the risk from Legionella bacteria.

Group Susceptibility Rating:

The site is given a Group Susceptibility Rating relating to the type of population group that would be at risk if exposed to Legionella bacteria. This is based on the general age, gender and health conditions of the at risk population. It must also consider the geographical area of risk and those who may be affected within this area.

A Group Susceptibility Factor will be applied to the overall system risk ratings in Section 6 of this report.

Mains Supply to Site

Town mains

Site Water Services Register

<u>Installations:</u>	Tick box if present
1. Mains Water Supply to Site	✓
Other Water Supplies to Site	
2. Cold Water Storage and Distribution Services	
3. Domestic Hot Water Services	
(i) Storage Calorifiers	
(ii) Low Volume Storage Water Heaters	✓
(iii) Point of Use Water Heaters	
4. Shower Heads	
5. Little Used Outlets	
5. Cooling Towers and Evaporative Condensers	
6. Ultrasonic Humidifiers	
7. Foggers and Water Misting Systems	
8. Spray Humidifiers	
(i) Air Washers	
(ii) Steam Humidifiers	
(iii) Wet Scrubbers	
9. Water Softeners	
10. Pre-Treatment Plant	
11. Closed Heating Systems	✓
12. Display Fountains / Indoor Water Features	
13. Miscellaneous Systems:	
(i) Emergency Showers and Eyewash Stations	
(ii) Sprinkler and Hose Reel Systems	
(iii) Lathe and Machine Tool Coolant Systems	
(iv) Spa Baths / Whirlpools	
(v) Horticultural Misting Systems	
(vi) Dental Equipment	
(vii) Vehicle Washing Systems / Spray Booths / Water Curtains	
(viii) Industrial Process Water	
(ix) Adiabatic Coolers	
(x) Others [Filters]	✓

In accordance with ACOP L8 (2013) – This risk assessment must be reviewed regularly and/or whenever there is reason to believe that the original assessment may no longer be valid.

We cannot guarantee that all pipe work passing underground or through floors, walls and ceilings has been traced, and it is possible that certain system dead-ends or dead legs may not have been identified. As a result the schematic diagram(s) contained within this report only detail the visible or assumed pipe work.

Whilst every effort has been made to ensure the accuracy of this document, Euro environmental ltd will accept no responsibility for any omissions.

SECTION 3 – MANAGEMENT PATHWAY

Site Name:	Town Hall
Site Address:	High St, Thame, Oxfordshire OX9 3DP
Site Telephone No:	01844 212 833

	Name	Position	Address/ Tel No.
Statutory Duty Holder:	Not Appointed		
Responsible Person:	Not Appointed		
Deputy Responsible Person:	Not Appointed		
Service Providers: (Note – there may be more than one specialist contractor on site i.e. Water Treatment Company, Monitoring Companies etc.)	Chris Senior	Director	EURO ENVIRONMENTAL 08707019171

Note: The above Management Pathway and Job Titles may vary depending on the individual site/customer structure. This section is completed to the best of our knowledge at the time of the survey.

In accordance with ACOP L8, a risk assessment must be carried out and reviewed regularly or whenever there is reason to believe that the current assessment is no longer valid. The schematic diagram of the system(s) must also be regularly updated. We strongly recommend that regular review meetings are arranged to ensure that necessary remedial actions are completed and that monitoring programmes are being carried out effectively.

Every site must have a clearly defined plant management structure with responsible persons nominated for each task. The training records and competency of all site staff involved in the management of the systems should be recorded within the site logbook. We would strongly advise that clear responsibility pathways are established and maintained and that regular training reviews be arranged to ensure compliance.

ACOP L8 and HSG274 place great emphasis on record keeping particularly relating to the logbook recording contractor site visits, certificates of disinfection, and details of persons responsible for various maintenance tasks (i.e. temperature monitoring and sampling).

ACOP L8 and HSG274 requires that the site logbook is completed fully and records relating to the maintenance of the systems be retained for at least five years.

Assessment of Management Procedures

Records pertaining to the domestic water services	
1. Where is the site Logbook kept?	No Logbook on site
2. Person(s) on-site responsible for maintenance of records.	Not Appointed
<p>3. Comments on condition of Logbook</p> <p>A logbook should be used to record all aspects of legionella monitoring. A management pathway should be devised for the site in case of any deviations from control.</p>	

Remedial Actions required for Management Systems	
Remedial Action	Risk Rating
A clear chain of command should be devised listing all those who have responsibilities for the implementation of the legionella control scheme. I.e. The Duty Holder, The Responsible Person, The Deputy Responsible Person. There should be clear lines of communication. This should be documented.	1
Staff involved in the control of legionella bacteria should receive appropriate legionella awareness training that clearly identifies their roles and responsibilities.	1
The written scheme should include a planned preventative maintenance programme applicable to the building. Documented measures should be in place in the event of a failure to achieve control limits.	1
The written scheme should include clean, concise procedures of action to be taken if a system fails a ppm test, and in the event of a suspected or confirmed outbreak or incident.	1
The water system and records should be regularly reviewed by management to ensure that the implementation of the control scheme is effective; that recommended remedial action is undertaken within appropriate time periods and records are being adequately completed and recorded.	2
<p>A log book should be kept on site. The log book should be actively updated containing the following records;</p> <ul style="list-style-type: none"> • the risk assessment • visitor sign in • an asset list • system schematic drawings • operational checks e.g. monthly temperature tests, weekly flushing of dead legs • water treatment records /certificates of disinfections • water treatment records • faults log • correspondence • staff training records 	1
The risk assessment should be reviewed every two years, or when conditions change that may have an effect on the validity of the current risk assessment. E.g. Water systems added or removed, building usage changes.	2

SECTION 4 – NOTES ON THE ASSESSMENT OF RISK

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) relate to the risk from hazardous micro-organisms, including Legionella and chemicals such as biocides and chlorine. Under these regulations risk assessments and the adoption of appropriate precautions are required to be made.

The Approved Code of Practice ACOP L8, *Legionnaires Disease, The control of Legionella bacteria in water systems* sets out further requirements for dealing with this risk. It applies whenever water is stored and used in a way which may create a reasonably foreseeable risk of exposure to Legionella bacteria and in particular to the following plant and systems whenever the Health and Safety at Work, etc. Act 1974 applies: -

- a) Water systems incorporating a cooling tower.
- b) Water systems incorporating an evaporative condenser.
- c) Hot and cold water systems.
- d) Other plant and systems containing water which is likely to exceed 20°C and which may release a spray or aerosol during operation or being maintained.

Such systems may include: - Humidifiers, showerheads and little used outlets, air washers, display fountains and indoor water features, spa baths and whirlpools, dental equipment and other systems. While this is not an exclusive list, it identifies those systems most likely to cause infection. Other plant and systems containing water which is likely to exceed 20°C and which can release a spray or aerosol (a cloud of water droplets and/or particles) during operation or when being maintained may also present a risk.

The Approved Code of Practice (ACOP) along with HSG 274 Parts 1-3 places responsibility on employers and others to: -

- a) Identify and assess sources of risk.
- b) Prepare a scheme for preventing or controlling the risk.
- c) Implement and manage precautions.
- d) Keep records of the precautions implemented.
- e) Appoint person to be managerially responsible.

The guidance documents also set out the responsibilities of manufacturers, importers, suppliers and installers of products and services. It is enforced by the Health and Safety Executive Inspectors in factories, hospitals, laboratories, education establishments, docks and construction sites. In shops, offices, warehouses, hotels and catering establishments it is enforced by local authorities who have also responsibilities for public health.

Duties under the documents are qualified by the condition that they must be “reasonably practicable”. This means that both the degree of risk and the cost and difficulty of applying control measures should be accounted for in determining what measures should be taken.

Systems susceptible to colonisation by Legionella and which incorporate a potential means for creating and disseminating water droplets should be identified and the risk they present should be assessed. Risk should be assessed not just for the routine operation or use of the system but also in relation to breakdown, abnormal operation, commissioning or unusual circumstances.

The assessment should take account of: -

- a) The potential for droplet formation.
- b) Water temperature.
- c) The likely risk to those who will inhale droplets.
- d) Means of preventing or controlling the risk.

Droplets may be created in various ways such as spraying, bubbling and impact with hard surfaces. Large drops may be reduced to respirable size by further impact or evaporation, and these smaller particles may persist for long periods or be carried on air currents.

In assessing risk and drawing up precautions particular attention should be paid to circumstances where:-

- a) The population contains a high proportion of susceptible people as, for example, in many hospitals or nursing homes, or
- b) The number of people at potential risk is high as, for example, in densely populated areas.

A risk assessment carried out in accordance with ACOP L8 (2013) and HSG 274 Parts 1-3 guidelines governing the control of Legionella bacteria must be carried out in such a way as to provide a comprehensive evaluation of the risk to health arising from the storage and use of water, specifically the risk of creating circumstances under which Legionella bacteria may survive, multiply or become airborne

Any such assessment must be “suitable and sufficient” to achieve the above objectives.

What is a “Suitable and Sufficient” Risk Assessment?

- A detailed plan of the system in place.
- Details of how the systems operate.
- The nature and degree of risk posed by the system.
- Details of remedial actions required to minimise the risk.
- The setting up of a management system to manage and control any risk, including a full chain of responsibility of competent personnel, methods for monitoring any future risk and a means of recording such actions.

N.B.: Any risk assessment must be reviewed whenever there is a reason to believe that the original assessment may no longer be valid. This may be necessary due to any of the following: -

- Changes to the plant or water system(s) or its use.
- Changes to the use of the building itself.
- The availability of new information relating to the control of any risk.
- As a result of checks indicating that control measures are no longer effective.
- A case of Legionnaires’ disease/Legionellosis is associated with the system.
- Regularly

SECTION 5 – RISK ASSESSMENT

Water Heaters – General Observations and Photographic Record

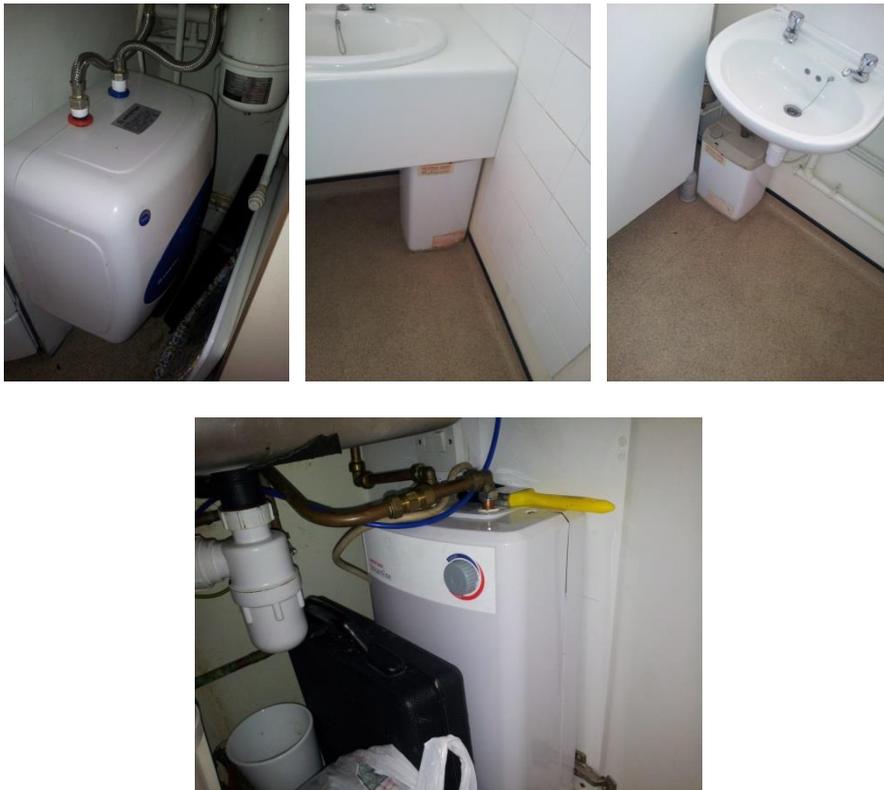
General – Supporting Information

Instantaneous or Point Of Use water heaters present little risk of harbouring Legionella bacteria due to the nature of the plant. They are not required to reach any temperature criteria, but should be in good condition and inspected frequently.

Low Volume water heaters present a slight risk of Legionella and should be monitored in accordance with ACOP L8 and HSG 274, the condition and operating temperature of these are listed below.

Where water heaters store over 25L of water they present a larger risk of Legionella and as such subject to a higher degree of inspection. The condition and operating condition are listed below.

Site Observations



Type	Location	Condition	Temperature (°C)
LVWH	1 st Floor Office Kitchen	Good	69.6
LVWH	Office kitchen	Ok	38.2
LVWH	Office Ladies WC	Ok	47.1
LVWH	Office Gents WC	Ok	37.1

Remedial Actions required for Water Heaters	
Remedial Action	Risk Rating
The Limited Storage EWH's identified in RED should be adjusted to ensure that hot water is stored and distributed at $\geq 50^{\circ}\text{C}$	1
The Water Heater was working correctly at the time of the survey	N/A

Hot and Cold Water Down Services – General Observations and Photographic Evidence

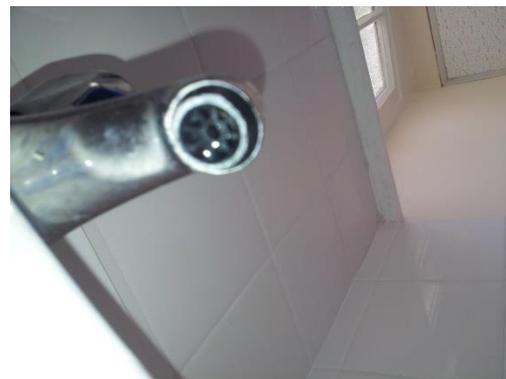
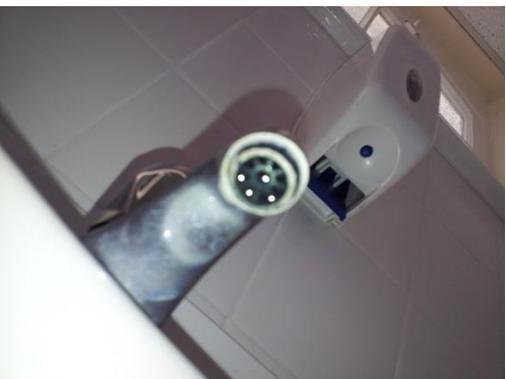
General – Supporting Information

Water temperatures and the design is the most significant factor in variation of risk.

Spray and fine droplet will always be present as water hits the sink, however this may be compounded by the use of spray nozzles which increase the risk of Legionella proliferation.

Site Observations







Hot and Cold Water Down Services – Plant Survey Data

Building / Area Served	All Site
Does system have any little used outlets (specify locations)	No
Does the building have vacant areas	No
Does the system have excessive storage	No
Are little used outlets flushed to drain at least weekly	N/A
Outlets create considerable aerosol – i.e. high pressure water, spray taps	No
Showers present	Yes
Any evidence of scaling at outlets	Yes
Does thermostatic mixing valves supply long pipe runs or multiple outlets (specify)	No
Are blind-ends / dead-ends evident	No
Drinking water outlets labelled	No
Are high temperature outlets labelled to warn of scaled risk	Yes – Not all
Temperatures measured between 20°C and 50°C (without supplementary measures)	Yes
Are instantaneous point of use water heaters installed? If yes, how many	No
Are systems regularly disinfected	No
Is there a logbook in use	No
Logbook satisfactory and up to date	No

Note: All dimensions/volumes in metric measurements / All temperature in °C

Hot and Cold Water Down Services – Temperature Monitoring Data and Asset Register

Note – Method used to monitor temperatures is in accordance with HSG 274 (2013) “Monitoring the temperature control regime”.

Test parameters:

- The cold water services temperature should be below 20°C after running the water for up to two minutes.
- The hot water temperature should be at least 50°C within a minute of running the water.

Temperatures shown in **red** are outside HSG 274 (2013) requirements. Temperatures shown in **purple** are a scald risk.

LOCATION	Assets Present	HWDS	CWDS	MCWS	Scaled Outlets	Labels Present		Usage
1 st Floor Kitchen	WHB, SU	67.6	-	10.4	Yes	Hot DW	No No	Frequently
Disabled WC	WHB, WC	43.3*	-	10.9	Yes	Hot DW	No No	Frequently
Kitchen	SU	38.2	-	10.9	Yes	Hot DW	No No	Frequently
Ladies WC	WHBx2, WCx2	47.1	-	10.9	Yes	Hot DW	Yes No	Frequently
Cleaners Store	SU	39.9	-	11.2	Yes	Hot DW	No No	Frequently

LOCATION	Assets Present	HWDS	CWDS	MCWS	Scaled Outlets	Labels Present		Usage
Gents WC	WHBx2, WC Ux3	37.1	-	11.4	Yes	Hot	Yes	Frequently
						DW	No	
Key:	WHB – Wash Hand Basin, SU – Sink, WC – Toilet, U – Urinal, SH – Shower, DW – Dishwasher, CM – Coffee Machine, WM – Washing Machine, SH/T – Thermostatic Shower.							
Comments:	*TMV							

Hot and Cold Water Down Services – Risk Assessment

ID / Asset No.		Score
1. Maintaining & Monitoring Appropriate Record Keeping:-	Yes (0) No (20)	20
2. Are outlets Free From Scale:-	Yes (0) No (10)	10
3. System Design: - Do TMV's Supply Long Pipe Runs or Multiple Outlet	Yes (10) No (0)	0
4. Are dead-ends / blind-ends evident	Yes (10) No (0)	0
a) Total Score (Max 50)		30
b) Total Score as a % of the possible total maximum of 50		60%
c) Group Susceptibility Factor: High Risk Population: Add 10%		
Final Risk Rating (%) at time of survey:		60%

If all remedial actions are implemented the site would have a final risk rating of **0%**

Risk Rating:

<10%	LOW	System operated to acceptable standard
10% - 30%	MEDIUM	Indicated an increase risk requiring action
>30%	HIGH	Indicated several factors combining to give a high risk in need of <u>urgent action</u>

Notes:

- Measures taken to reduce the risk of exposure to legionella bacteria should be implemented on a system of priority.
- Our priority schedule is based on the causative chain:
 - 1) Virulent strain of Legionella enters water system.
 - 2) Uncontrolled conditions allow bacteria to multiply.
 - 3) Contaminated water is discharged into atmosphere as an aerosol.
 - 4) Sufficient droplets are deeply inhaled by susceptible persons.
 - 5) Symptoms of Legionnaires disease appear.
- Hard water is considered to be greater than 20ppm CaCO₃ total hardness.
- If the system is considered to be under control the rating for bacteriological sampling may not be required.

Remedial Actions required for Hot and Cold Water Down Services	
Remedial Action	Risk Rating
Mains fed drinking water outlets within kitchens and other suitable areas should be clearly labelled, using the appropriate signage, as being suitable for drinking	3
High temperature outlets should be clearly labelled, using the appropriate signage, as being a risk of scalding	3
No little used outlets were identified at the time of the survey. However, if any outlets are subsequently identified as being infrequently used they should be flushed weekly for several minutes and this action documented in a site specific log book. Flushing should be undertaken with the minimal production of aerosols	N/A
Outlets identified above were found to have a visible build up of scale, resulting in conditions that may support the growth of legionella bacteria. Clean and de scale outlets immediately and then at frequencies as required.	1
Thermostatic mixing valves should be serviced in accordance with manufacturer's instructions.	2
The thermostatic control on TMV blended outlets should be adjusted to deliver hot water at a temperature of 38-43°C to prevent the risk of scalding to the user	2

OTHER SYSTEMS – GENERAL OBSERVATIONS AND PHOTOGRAPHIC RECORD



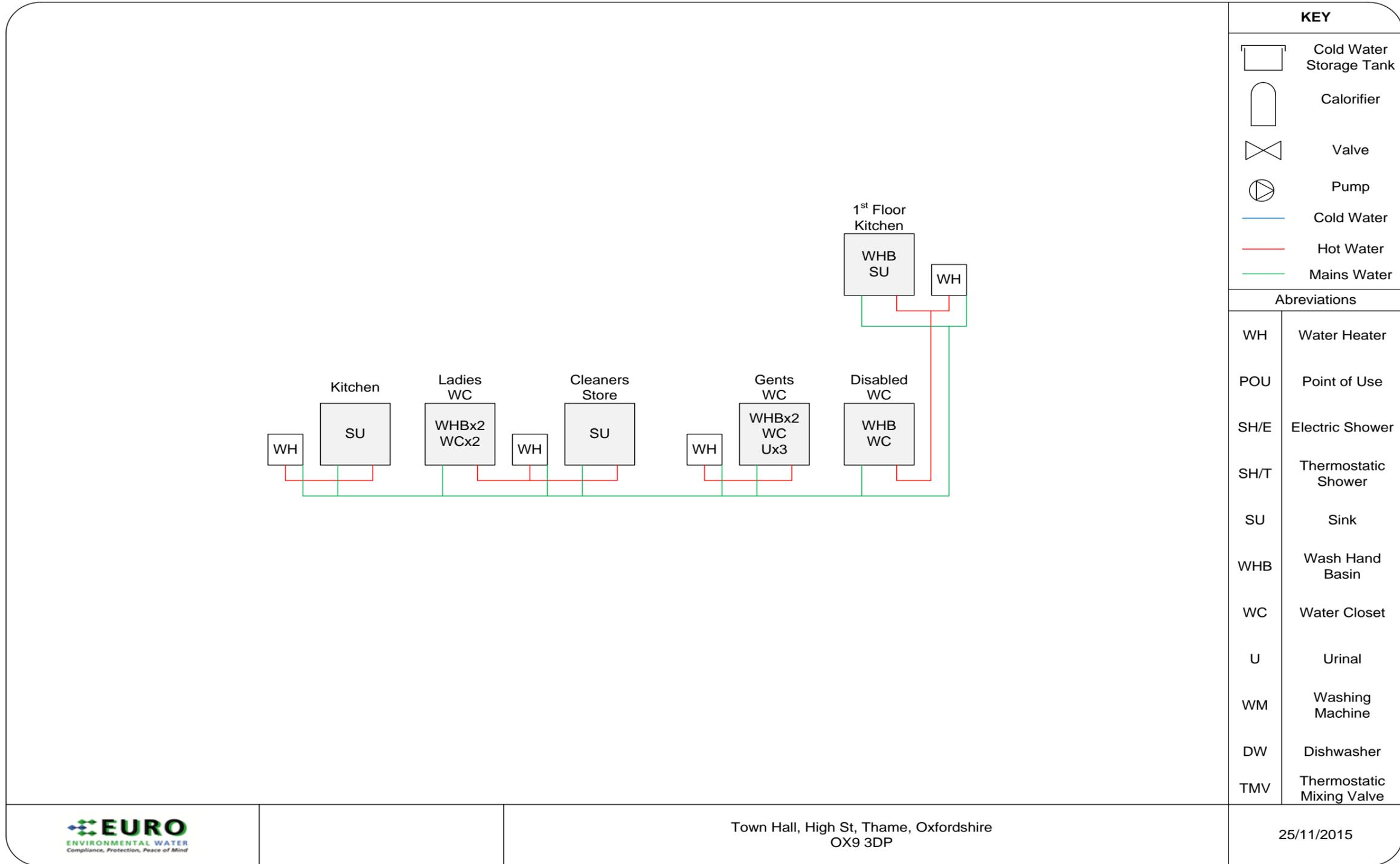
Remedial Actions required for Other Risk Systems	
Remedial Action	Risk Rating
The filter/strainers in the mains water system, drinking water taps/chillers should be serviced and maintained as per manufacturer's instructions to prevent the accumulation of organic matter; this should be documented in the site log book	2

SECTION 6 – RECOMENDED SCHEME OF CONTROL

Schedule	Asset	Description
Monthly	Outlets	Take temperatures at sentinel outlets
	TMV	Take temperature at supply to TMV
Six Monthly (as Quarterly with following additions)	Log book	Inspect site logbook to review management procedures
Regularly	Site	Review of Risk Assessment in accordance with ACOP L8 and HSG 274

SECTION 7 – SCHEMATIC DIAGRAM OF LAYOUT

The key to the Abbreviations/Legends used in this diagram is located in the appendix of this report.



SECTION 8 – APPENDIX



Legionella Control Association

A Recommended Code of Conduct for Service Providers

Certificate of Registration

This is to certify that the following company has submitted a registration under the Conditions of Compliance as laid out in the LCA's Code of Conduct for Service Providers

Name of Company: **Euro Environmental**

Registration Number: **2011/1951** Certificate valid until: **31st August 2016**

Registration under the following services categories:

- (1) Legionella Risk Assessment Services**
 - 1.1 Hot and Cold Water Services
 - 1.2 Evaporative Cooling Systems
- (3) Hot and Cold Water Monitoring and Inspection Services**
- (4) Cleaning and Disinfection Services**
- (6) Training Services**
- (7) Legionella Analytical Services**
 - 7.1 Sampling
 - 7.2 Laboratory Analysis
 - 7.3 Interpretation of Analysis

This Certificate is only valid if the Company named is listed on the LCA website "Directory of Suppliers"



Signed:

Chairman, Executive Committee



Certificate Secretary

Legionella Control Association Limited. www.legionellacontrol.org.uk

Registered in England and Wales No. 8502723

Compliance with relevant health and safety regulations (including avoidance of, or reduction of risk to, exposure to Legionella) is the sole responsibility of the statutory duty holder, being the person in control of the premises or systems where any relevant risk is present. The Legionella Control Association (LCA) Code of Conduct is designed to help service providers establish appropriate management systems to control the risk from Legionella. The LCA assesses the systems of LCA members upon initial registration, reviews annually upon re-registration, and re-assesses by periodic company audits. The LCA cannot and does not carry out other regular supervision of its members' commitments to the Code of Conduct or their compliance with other LCA guidelines. A valid LCA certificate of registration only confirms that a service provider has satisfied LCA requirements for registration and re-registration. It does not confirm the service provider's actual compliance with their commitments to the LCA Code of Conduct and/or other LCA guidelines. The LCA does not approve specific products or services as being effective in controlling Legionella or verify the competence of service providers' staff and sub-contractors. The LCA accepts no liability for any omission or any act carried out in reliance on the LCA Code of Conduct or other LCA guidelines, or any loss or damage resulting from non-compliance with such documents.



The Control of Legionella A Recommended Code of Conduct for Service Providers

Legislative requirements for the control of legionella put the responsibility for compliance clearly with the owner/operator of water systems. Under the Health and Safety at Work etc Act 1974 and the Control of Substances Hazardous to Health Regulations as regards risks from legionella, all owners and operators of such systems have a responsibility to ensure that the risk is controlled and kept to an acceptable level. The HSE Approved Code of Practice and guidance on regulations (L8) stresses that whilst the tasks required to be undertaken to control the risk may be contracted to an external specialist, the owner/operator must take all reasonable care to ensure the competence of the service provider to carry out the work on his behalf.

This Code of Conduct is intended to give guidance alone, on the standard of service management that a client should expect from those service providers who agree to abide by the Code. The responsibility for the prevention and control of legionella lies with the client and the service provider.

The guidelines outlined in this document have been designed to help owner/operators select a service provider by highlighting nine critical areas and detailing the commitment that the owner/operator should expect from prospective service providers when making the competence assessment.

The Code of Conduct requires that service providers establish an appropriate management system for the provision of services associated with the control of legionella. A valid certificate is an indication of the registrant's commitment to comply with the Service Provider Commitments of the Code and should not be taken as proof of compliance. The Legionella Control Association does not approve specific products or services as being effective in controlling legionella or assess the competence of individual service provider employees.

To find out more about using the Code of Conduct to help select a suitable service provider refer to the **Buyers Guide** on the LCA website www.legionellacontrol.org.uk/download.php

Conditions of Compliance

- 1 There should be a clearly defined written agreement between the service provider¹ and the client² setting out the individual responsibilities of both parties to ensure compliance with current legislation.
- 2 Service providers should demonstrate and document a satisfactory level of competence of their staff³ in order to achieve the objectives of the Code of Conduct.
- 3 The recommendations made by the service provider should be equal to, or better than, the relevant Codes of Practice and guidance documents pertaining to the system in question.
- 4 Lines of communication and reporting between client and service provider should be defined as well as the management plan in the event of remedial or corrective action being required, including matters of evident concern outside contracted obligations.
- 5 Adequate and up to date monitoring and treatment records should be kept. These should be readily available.
- 6 The performance of the control measures should be reviewed jointly by the service provider and the client at least annually and the necessary remedial action plan agreed.
- 7 Service providers should establish a formal internal auditing procedure for compliance with the Service Provider Commitments of the Code of Conduct.
- 8 Service providers sub-contracting⁴ any legionella specific activities⁵ listed in their scope of services should establish that the sub-contractor is either registered for that activity under the LCA or should maintain additional controls and audits to ensure compliance with the LCA Code of Conduct, and regardless of whether the sub-contractor is LCA registered or not, implement procedures and checks to ensure compliance.
- 9 Copies of a current certificate should be made available to all relevant clients.

In the event that the client believes that a service provider has not complied with the Code of Conduct, he may write, with full details, to: Legionella Control Association, 6 Sir Robert Peel Mill, Hoye Walk, Fazeley, Tamworth, Staffs, B78 3QD

Definitions

1. Service Provider

Companies or individuals or their sub-contractors who are involved with providing advice, consultancy, operating, maintenance and management services or the supply of equipment or chemicals to the client.

2. Client

The owner or occupier of the premises, or his appointed representative, or other person nominated to be the "responsible person" as defined in the HSE document "Legionnaires' disease - The control of legionella bacteria in water systems, Approved Code of Practice and guidance on regulations (L8 4th Edition)," (para 51).

3. Staff

Any person directly or indirectly employed in meeting the requirements of this document.

4. Sub-contractor

For the purposes of LCA registration, a sub-contractor is a company or an individual who carries out unsupervised work, specifically associated with the control of legionella, on behalf of a service provider. In the case of companies or self-employed individuals the test as to whether the company or individual carrying out the work should be declared as a sub-contractor or not is whether the methodology employed is their own or set by the 'principal' service provider. For example, a self-employed risk assessor using the 'principal' service provider's methodology, trained by the 'principal' service provider and whose work is reviewed by the 'principal' service provider, is not a sub-contractor, whereas one who has been independently trained and who uses methodology not devised by the 'principal' service provider is a sub-contractor. Note: Section 8 of the LCA Conditions of Compliance requires that the principal LCA member implements additional controls and audits on a sub-contractor whether or not that sub-contractor is registered under the LCA.

5. Legionella Specific Activities: All categories the LCA member is registered for relating to the control of legionella.

Service Provider Commitments

1. ALLOCATION OF RESPONSIBILITIES

The Service Provider will:

- 1.1 explain in detail the client's obligations under the legionella legislation
- 1.2 identify those services covered by the contract and those which should be provided by the client to meet all current obligations
- 1.3 formalise a written agreement detailing the respective responsibilities for each requirement
- 1.4 state in the written agreement that the service provider has LCA registration for the service categories being provided.

2. TRAINING AND COMPETENCE OF PERSONNEL

The Service Provider will:

- 2.1 arrange formal training programmes for service provider personnel associated with the control of legionella bacteria (See current LCA Knowledge Matrix as a guide)
- 2.2 have a system for assessing the competence of service provider staff, establishing their training needs and ensuring they are kept up to date with current best practice procedures
- 2.3 assist the client to assess training needs of staff and then where requested advise as to how these can be met.

3. CONTROL MEASURES

The Service Provider will:

- 3.1 have a management system to assess the requirements and ensure an appropriate programme of control measures is designed, implemented, monitored and maintained
- 3.2 have a system for verifying that corrective and preventive actions are implemented
- 3.3 ensure the programme of control measures satisfies as a minimum the LCA Standards for Service Delivery.

4. COMMUNICATION

The Service Provider will:

- 4.1 have management procedures to respond appropriately should the system operating conditions deviate from control criteria
- 4.2 agree with the client how the service provider would communicate with the client's nominated personnel in the event of any necessary actions
- 4.3 bring to the client's attention any significant matters affecting the control of legionella of which he has become aware, beyond the responsibilities of the contract.

5. RECORD KEEPING

The Service Provider will:

- 5.1 indicate which records should be kept by both parties and where they will be kept
- 5.2 establish with the client who will be responsible for the maintenance of these records.

6. REVIEWS

The Service Provider will:

- 6.1 establish a programme that will allow both parties to review formally, at least annually, all aspects of the agreement covering system management and the control of legionella.

7. INTERNAL AUDITING

The Service Provider will:

- 7.1 have a management system to ensure that service provider compliance with each of these commitments is self-audited at least once a year and that a formal record is kept
- 7.2 establish a corrective action programme so that any non-compliance identified is corrected in a timely manner.

8. SUB-CONTRACTORS

The Service Provider will:

- 8.1 have a management procedure to ensure that any sub-contractor holds an independent registration under the Code of Conduct (see Definitions for the LCA definition of a sub-contractor); or
- 8.2 where a sub-contractor is not LCA registered, implement additional controls and audits to ensure that all activities carried out are compliant with the Code of Conduct and any relevant legislation; and
- 8.3 regardless of whether the sub-contractor is LCA registered or not, implement procedures and checks as necessary to ensure that the competency of the sub-contract service provider is assessed in relation to the scope of service the sub-contractor is providing.

9. DISTRIBUTION OF THE CODE

The Service Provider will:

- 9.1 have a management system to ensure all clients to whom services are provided, associated with the control of legionella bacteria, receive a copy of the Code of Conduct and Certificate of Registration or are informed that the current documents are available on their website.

Compliance with relevant health and safety regulations (including avoidance of, or reduction of risk to, exposure to Legionella bacteria) is the sole responsibility of the statutory dutyholder, being the person in control of the premises or systems where any relevant risk is present. The Legionella Control Association (LCA) Code of Conduct is designed to help service providers establish appropriate management systems to control the risk from Legionella bacteria. The LCA assesses the systems of LCA members upon initial registration, reviews annually upon re-registration, and re-assesses by periodic company audits. The LCA cannot and does not carry out other regular supervision of its members' commitments to the Code of Conduct nor their compliance with other LCA guidelines. A valid LCA certificate of registration only confirms that a service provider has satisfied LCA requirements for registration and re-registration. It does not confirm the service provider's actual compliance with their commitments to the LCA Code of Conduct and/or other LCA guidelines. The LCA does not approve specific products or services as being effective in controlling Legionella or verify the competence of service providers' staff and sub-contractors. The LCA accepts no liability for any omission or any act carried out in reliance on the LCA Code of Conduct or other LCA guidelines, or any loss or damage resulting from non-compliance with such documents.

Endorsed by the British Association for Chemical Specialities and The Water Management Society



EXTRACT FROM HSG 274 Part 2 (2013)

LEGIONNAIRES' DISEASE: THE CONTROL OF LEGIONELLA BACTERIA IN WATER SYSTEMS

RECOMMENDED INSPECTION FREQUENCIES FOR RISK SYSTEMS

The following table shows the recommended inspection frequencies for hot and cold water services: -

Table 3: Monitoring the temperature control regime

Frequency	Check	Standard to meet		Notes
		Cold water	Hot water	
Monthly	Sentinel taps (see glossary)	The water temperature should be below 20°C after running the water for up to two minutes	The water temperature should be at least 50°C within a minute of running the water	This check makes sure that the supply and return temperatures on each loop are unchanged, ie the loop is functioning as required
	If fitted, input to TMVs on a sentinel basis		The water supply to the TMV temperature should be at least 50°C within a minute of running the water	One way of measuring this is to use a surface temperature probe
	Water leaving and returning to calorifer		Outgoing water should be at least 60°C, return at least 50°C	If fitted, the thermometer pocket at the top of the calorifer and on the return leg are useful points for accurate temperature measurement. If installed, these measurements could be carried out and logged by a building management system
Six monthly	Incoming cold water inlet (at least once in the winter and once in summer)	The water should preferably be below 20°C at all times (but see paragraph 156)		The most convenient place to measure is usually at the ball valve outlet to the cold water storage tank
Annually	Representative number of taps on a rotational basis	The water temperature should be below 20°C after running the water for two minutes	The water temperature should be at least 50°C within a minute of running the water	This check makes sure that the whole system is reaching satisfactory temperatures for legionella control

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