

****IMPORTANT INFORMATION FOR ALL CUSTOMERS OF CHURCHILL ENVIRONMENTAL SERVICES LTD – PLEASE READ****

The employer and/or person in control of premises, known as the Statutory Duty Holder, has strict legal obligations for the control of legionella under the Health & Safety at Work Act 1974, the Control of Substances Hazardous to Health Regulations 2002 (COSHH) and the Management of Health & Safety Regulations 1999. In order to meet these legal obligations, you are advised to follow the HSE's Approved Code of Practice L8 for the control of Legionella Bacteria in Water Systems; 4th edition 2013 which sets out the key requirements as follows:

- Identify and assess sources of risk;
- Prepare a written scheme for preventing or controlling the risk;
- Appoint a competent person to take managerial responsibility;
- Implement, manage and monitor precautions (control measures);
- Keep records.

CES is able to assist you with some aspects of managing and controlling the identified risks, however, as the statutory Dutyholder you are ultimately responsible. Further information on your responsibilities is available in the HSE's leaflet [INDG458 A Brief Guide for Dutyholders](#) which can be downloaded free of charge from the HSE's website.

Additional guidance relating to technical matters for the control of legionella in hot and cold water and other risk systems can be found in the HSE's HSG274 Parts 2 & 3 "The control of legionella bacteria in hot and cold water & other systems."

To meet the requirements of ACOP L8, all records relating to legionella control activities (from emails & quotations, to test records and evidence of competence) should be retained throughout the period they are current and for at least two years afterwards. Records of all monitoring inspection, tests or checks carried out, and the dates, should be retained for at least five years. All tasks undertaken by CES will be recorded in our electronic log book and reporting system, and available for access to each client via individual logins, with back up records retained centrally by CES and available for export in various formats, upon request. However, it will be the responsibility of the client to ensure that all other water hygiene monitoring tasks, outside of the scope of the contract, are carried out and recorded, as appropriate. We advise you to download this information on expiry of the contract, and we will retain the same for 5 years, and make it available to you on request (fees may apply).

The Approved Code of Practice & HSG 274, gives practical advice on the requirements of the Health & Safety at Work etc Act 1974, the Control of Substances Hazardous to Health Regulations 2002 (COSHH), Notification of Cooling Towers and Evaporative Condensers Regulations (1992) and the Management of Health and Safety at Work Regulations 1999 concerning the risk from exposure to legionella bacteria. For premises used for healthcare purposes, compliance with the recommendations contained with the NHS' Health & Technical Memoranda HTM 04-01 and HTM 01-05 is also recommended. In addition, the following British Standards should all be used as guidance on the undertaking of legionella control activities: BS 8580-01:2019 Water Quality Risk Assessments for Legionella Control, BS 7592:2022 Sampling for Legionella Bacteria & BS 8680 Water Quality Water Safety Plans.

CES are members of the Legionella Control Association and are registered to provide the following legionella control services under registration number 2006/1588:

- Category 1. Legionella risk assessments of hot and cold water services
- Category 2. Water Treatment Services
- Category 3. Hot & cold water monitoring and inspection services
- Category 4. Cleaning and disinfection of hot and cold water services
- Category 5. Independent consultancy services
- Category 6. Training services
- Category 7. Legionella monitoring services
- Category 8. Plant and equipment services (design, installation, servicing/maintenance and refurbishment)

All LCA members are required to operate in accordance with a strict Code of Conduct and a set of Service Delivery Standards, copies of which can be seen on the [LCA website](#).

All aspects of this document and any additional or accompanying quotation(s) is deemed to have been approved and accepted by yourselves once a written instruction to proceed / purchase order / email acceptance of quotation is received from an authorised representative.

As members of the LCA we are obliged to provide you with advice relating to the above services, as follows:

Category 1. Legionella risk assessments

It is your responsibility as the duty holder/responsible person to:

- Ensure there is a Legionella risk assessment record that includes all systems where water is stored/used in any premises controlled by the duty holder, and that it is reviewed regularly to ensure it is valid and reassessed when required;
- Clearly define the scope of any required Legionella risk assessment;
- Make reasonable enquiries of proof of competence of the Legionella risk assessor;
- Ensure any schematic diagrams and asset registers are available to inform and help the risk assessor;
- Ensure the findings of the legionella risk assessment including the required corrective actions and control measures are implemented, or if not implemented recorded as to why they were not;
- Ensure a written scheme of control is produced and maintained and the output from the scheme of control is recorded and used in any subsequent review of risk;
- Ensure regular reviews of the effectiveness of Legionella control activities are carried out to verify the written scheme of control remains adequate and if they are not to carry out a review of the legionella risk assessment;
- Have change management procedures and or regular review procedures to determine if the existing risk assessment is still valid, suitable, and sufficient. If it is not, then a reassessment of the risk is required.

When CES provides you with a quotation for legionella risk assessment services, the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

- a. Please ensure the following is made available to us during our site visit:
 - ✓ Name and contact details of the statutory duty holder and designated person;
 - ✓ Name and contact details of the Authorised or Responsible Person;
 - ✓ Your written scheme of control and/or Water Safety Plan, and copies of all related records, including evidence of ongoing control (log books, sample results, etc);
 - ✓ Training & competence records for all persons involved in legionella control;
 - ✓ Previous risk assessment reports, schematic drawings and log book;
 - ✓ A competent person with knowledge of the water system(s);
 - ✓ Safety induction, permit to work, permission to take photographs, etc as applicable;
 - ✓ Unhindered access to all parts of the water system.
- b. Should you have any specific site safety and other requirements, please inform our business support or account management team prior to booking the survey. Should there be any unavoidable omissions as a result of the information or access provided to our assessor, the outcome of the risk assessment may be affected, and we may need to make additional visit(s) or require further information as evidence to support our assessment (additional charges may apply). Any immediate risks or areas of concern outside of the scope of the contract that are identified during our survey will be reported to the person to whom the quotation is addressed and to the relevant CES Technical Account Manager (unless instructed otherwise), who will provide assistance to discuss and/or enable any required remedial action to take place without delay.
- c. Unless otherwise stated in our quotation, our risk assessment report will be issued via email in pdf format to the person named (unless instructed otherwise) above, including the following:
 - ✓ Executive summary;
 - ✓ Evidence of competence of the assessor;
 - ✓ A list of all water system assets on site, including any not included within our assessment;
 - ✓ An assessment of the effectiveness of the current written scheme of control;
 - ✓ An evaluated assessment of the inherent and residual risks, and any risk gap;
 - ✓ Guidance on improvements required to minimise inherent risks to ALARP;
 - ✓ Guidance on the control measures required to minimise inherent risks to ALARP;
 - ✓ Photographic evidence of identified hazards where relevant;
 - ✓ Where applicable, evidence provided by 3rd parties will be included in our assessment and qualified as such;
 - ✓ Where included, a schematic drawing of the water system will be provided as a separate file.

Please be aware that the risk assessment forms part of the Written Scheme required by ACOP L8 only.

Category 2. Water treatment services

It is your responsibility as the dutyholder/responsible person to:

- Have a Legionella risk assessment, written scheme of control and schematic diagrams in place, which includes a programme of treatment, monitoring and inspection (and may include legionella sampling) and to make them available upon request;
- Provide sufficient information to allow us to design an appropriate treatment programme, including a legionella sampling plan if appropriate;
- Make the systems available for the agreed work, with safe access, and adequate notice to ourselves to schedule and execute the agreed work;
- Provide us with any information on known risks and safety requirements in the areas we will be working;
- Ensure the control scheme tasks you are responsible for are completed and recorded;
- Participate in the agreed review process;
- Provide notification and any necessary instruction on known risks and safety requirements in the areas CES will be working e.g. access to the site asbestos register.

When CES provide you with a quotation for water treatment services, the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

- a. Please provide the name(s) and contact details for site representatives so we can arrange our visits in advance. Any late cancelled visits or inability to access the water system to complete or works may result in additional charges for a revisit.
- b. Please ensure the following is made available to us during our site visits:
 - ✓ Access to the site log-book and/or monitoring records;
 - ✓ A competent person with knowledge of the water system(s);
 - ✓ Safety induction, permit to work, permission to take photographs, etc as applicable;
 - ✓ Unhindered access to all parts of the water system, as required.

Any immediate and significant risks identified during our visit will be reported to the person to whom the quotation is addressed and the relevant CES Technical Account Manager (unless instructed otherwise) who will provide assistance to discuss and/or enable any required remedial action to take place without delay.

Category 3. Hot & cold water monitoring and inspection services

It is your responsibility as the duty holder/responsible person to:

- Have a legionella risk assessment, written scheme of control and schematic diagram in place which includes a programme of treatment, monitoring, and inspection (and may include legionella sampling) and make this available to us;
- Provide sufficient information to allow us to design an appropriate treatment programme, including a legionella sampling plan if appropriate;
- Make the systems available for the agreed work, with safe access, and adequate notice to ourselves to schedule and execute the agreed work;
- Provide us with any information on known risks and safety requirements in the areas we will be working;
- Ensure the control scheme tasks you are responsible for are completed and recorded;
- Ensure all recommended corrective actions following identified non-conformances are carried out and closed down as 'complete' with corresponding evidence;
- Participate in the agreed annual review process.

When CES provide you with a quotation for hot and cold water monitoring and inspection services, the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

- a. Please provide the name(s) and contact details for site representatives so we can arrange our visits in advance. Any late cancelled visits or inability to access the water system to complete or works may result in additional charges for a revisit.
- b. Please ensure the following is made available to us during our site visits:
 - ✓ Access to the site log-book and/or monitoring records;
 - ✓ A competent person with knowledge of the water system(s);
 - ✓ Safety induction, permit to work, permission to take photographs, etc as applicable;
 - ✓ Unhindered access to all parts of the water system.

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Any immediate and significant risks identified during our visit will be reported to the person to whom the quotation is addressed and the relevant CES Technical Account Manager (unless instructed otherwise) who will provide assistance to discuss and/or enable any required remedial action to take place without delay.

Category 4. Cleaning and disinfection of hot and cold water services

It is your responsibility as the duty holder/responsible person to:

- Maintain the water system, and the water in it, in a clean condition and to facilitate inspection to determine if the system is clean or not;
- Make the systems available for the agreed work, with safe access, and adequate notice to ourselves to schedule and execute the agreed work;
- Identify and ensure any sensitive equipment is disconnected from the water system prior to commencing the cleaning & disinfection work;
- Provide us with any information on known risks and safety requirements in the areas we will be working, and advise of any known deadlegs, redundant pipework and the location of schematic diagrams;
- Ensure any preparatory work you are responsible for is completed prior to commencing cleaning and disinfection work;
- Ensure any necessary trade effluent discharge consent is in place for effluent generated from the cleaning and disinfection process.

When CES provide you with a quotation for cleaning and disinfection services, the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

- a. Upon acceptance of this quotation, we will provide you with a detailed method statement stating how we will carry out the works safely.
- b. On completion of the works, we will need to discharge the water to drain. Please notify us beforehand if you have any restrictions on discharge to drain so we can prepare accordingly.
- c. Please ensure the following is made available to us during our site visit:
 - ✓ Name and contact details of the person responsible for site safety during the proposed work
 - ✓ A competent person with knowledge of the water system(s)
 - ✓ Unhindered access to all parts of the water system
 - ✓ Site log-book
- d. On completion, we will provide you with evidence of the disinfection carried out, stating the volume of disinfectant applied, the pH of the water, the free chlorine residual at the start and finish of the disinfection process, and any concerns we identified whilst on site.
- e. Sampling of the water for legionella to determine the effectiveness of the disinfection should not be undertaken until at least 3 days following completion of the disinfection with regular use of the system maintained.

Category 5. Independent consultancy services

It is your responsibility as the duty holder/responsible person to:

- Provide the consultant with access to any pertinent historic information relevant to the project;
- Clearly define the scope of the work, its objectives and outcomes when engaging an independent consultant for any project concerned with Legionella risk control services;
- Agree the expectations with the consultant prior to commencement, referencing the agreed level of detail in, and format of the reporting; for example, schematic diagrams, asset registers, photographs, reports, etc.
- Make reasonable enquiries of proof of competence of the legionella consultant;
- Ensure the findings of the legionella consultant's report, including the required corrective actions and control measures are implemented, or if not implemented, recorded as to why they were not.

When CES provides you with a quotation for consultancy services, the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

- a. Please ensure the following is made available to us prior to, or during our site visit:
 - ✓ Name and contact details of the statutory duty holder and designated person;
 - ✓ Name and contact details of the Authorised or Responsible Person;

- ✓ Your water safety plan and/or written scheme of control and/or Water Safety Plan, and copies of all related records, including evidence of ongoing control (log books, sample results, etc);
- ✓ Training & competence records for all persons involved in legionella control;
- ✓ Previous risk assessment reports, schematic drawings and log book;
- ✓ A competent person with knowledge of the water system(s);
- ✓ Safety induction, permit to work, permission to take photographs, etc as applicable;
- ✓ Unhindered access to all parts of the water system.

Should you have any specific site safety and other requirements, please inform our business support or account management team prior to booking the survey. Should there be any unavoidable omissions as a result of the information or access provided to our assessor, the outcome of the consultancy report may be affected, and we may need to make additional visit(s) or require further information as evidence to support our report (additional charges may apply). Any immediate risks or areas of concern outside of the scope of the contract that are identified while undertaking our consultancy services will be reported to the person to whom the quotation is addressed and to the relevant CES Technical Account Manager (unless instructed otherwise), who will provide assistance to discuss and/or enable any required remedial action to take place without delay.

Unless otherwise stated in our quotation, our report will be issued via email in pdf format to the person named (unless instructed otherwise) above, in the format agreed.

Category 6. Training services

It is your responsibility as the duty holder/responsible person to:

- To assess the training needs and requirements of their own staff (possibly in conjunction with CES where required);
- To complete regular reviews of own staff training records (possibly in conjunction with CES where required);
- To complete regular competence assessments for specific tasks and identify further training requirements and format, e.g., theory, practical, etc.
- To determine if the content of any training offered meets the requirements.

When CES provides you with a quotation for training services, the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

a. Please ensure the following is made available to us prior to the training date:

- ✓ Name and contact details of the training organiser;
- ✓ Name and contact details of all attendees from the organisation;
- ✓ Payment for the agreed training services is made at least 14 days prior to the training date.

Unless otherwise stated in our quotation, all courses will be delivered in a classroom using a PowerPoint presentation, supported by printed course materials. Attendee participation will be encouraged, and all attendees must complete a written assessment to complete the course.

Unless otherwise agreed, you will be responsible for the provision of a suitable training venue, equipment and facilities. All training certificates will be issued via email in pdf format to the person named (unless instructed otherwise) above, in the format agreed.

Category 7. Legionella monitoring services

It is your responsibility as the duty holder/responsible person to:

- Have a risk assessment, water safety plan and/or written scheme of control in place, which may include a Legionella sampling programme and to make this available upon request
- Provide sufficient information to enable CES to design an appropriate sample plan
- Make systems available and ensure safe access for sampling
- Participate in the review process
- Provide notification and any necessary instruction on known risks and safety requirements in the areas the LCA member will be working e.g. access to your asbestos register

When CES provides you with a quotation for legionella monitoring services, the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

- Please ensure the following is made available to us prior to, or during our site visit:
 - ✓ Name and contact details of the statutory duty holder and designated person;
 - ✓ Name and contact details of the Authorised or Responsible Person;
 - ✓ Your water safety plan and/or written scheme of control and/or Water Safety Plan, and copies of all related records, including evidence of ongoing control (log books, sample results, etc);
 - ✓ Training & competence records for all persons involved in legionella control;
 - ✓ Previous risk assessment reports, schematic drawings and log book;
 - ✓ A competent person with knowledge of the water system(s);
 - ✓ Safety induction, permit to work, permission to take photographs, etc as applicable;
 - ✓ Unhindered access to all parts of the water system.

CES will ensure the following:

- All samples are taken, stored and collected in accordance with the British Standard (BS 7592:2022)
- All samples are analysed at an appropriately accredited laboratory

Should you have any specific site safety and other requirements, please inform our business support or account management team prior to booking the survey. Should there be any unavoidable omissions as a result of the information or access provided to our assessor, the outcome of the legionella monitoring services may be affected, and we may need to make additional visit(s) or require further information as evidence to support our report (additional charges may apply). Any immediate risks or areas of concern outside of the scope of the contract that are identified while undertaking our legionella monitoring services will be reported to the person to whom the quotation is addressed and to the relevant CES Technical Account Manager (unless instructed otherwise), who will provide assistance to discuss and/or enable any required remedial action to take place without delay.

Unless otherwise stated in our quotation, our legionella monitoring/sampling plan or certificates will be issued via email in pdf format to the person named (unless instructed otherwise) above, in the format agreed.

Category 8. Plant and equipment services (design, installation, servicing/maintenance and refurbishment)

It is your responsibility as the dutyholder/responsible person to:

- Consider that any changes to the system may alter the Legionella risk and therefore, require a review of risk assessment, associated control scheme and records. This may result in:
 - a reassessment of the legionella risk
 - an update of the written scheme of control / water safety plan
 - a revised schematic diagram
 - a revision of the record keeping system
- Make appropriate notification under the requirements of the Water Supply (Water Fittings) Regulations 1999.
- Ensure the necessary trade effluent discharge consent is in place for any effluent generated from any equipment installed.
- Ensure any preparatory work you are responsible for is completed prior to commencing plant and equipment work.
- Ensure any equipment is operated & maintained safely and correctly.

When CES provide you with a quotation for Plant and equipment services (design, installation, servicing/maintenance and refurbishment), the following conditions apply and are assumed to be accepted upon receipt of a formal instruction to proceed:

- a. Please provide the name(s) and contact details for site representatives so we can arrange our visits in advance. Any cancelled or aborted visits at no fault of CES, or where we are unable to sufficiently access the required parts of water system to complete works, may result in additional charges – chargeable by half day or full date rates (see our Terms & Conditions for further information; copies available for download on our company website).
- b. Please ensure the following is made available to us during our site visits:
 - Access to the site log-book and/or monitoring records;
 - A competent person with knowledge of the water system(s);
 - Safety induction, permit to work, permission to take photographs, etc as applicable;
 - Unhindered access to all parts of the water system, as required.

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Any immediate and significant risks identified during our visit will be reported to the person to whom the quotation is addressed and the relevant CES Technical Account Manager (unless instructed otherwise) who will provide assistance to discuss and/or enable any required remedial action to take place without delay.

Churchill Environmental Services (CES) Standard Terms & Conditions:

Please note that a copy of our standard terms & conditions is available on our company website for viewing or download. Unless otherwise agreed or specified, these will apply to all products and services set out within our quotations, and all subsequent orders received thereafter.