

PURPOSE OF THE STANDARDS

The standards set out the minimum requirements for the delivery of the services listed below related to the control of legionella bacteria in water systems. The standards together with this guide should be read in conjunction with the LCA Buyer's Guide (*LCA/BYG*). All these standards can be downloaded from the LCA website www.legionellacontrol.org.uk.

It is not the role of the LCA or these standards to prescribe particular techniques or technologies for the control of legionella bacteria in a risk system, however, whatever method is employed, the overall programme should be capable of delivering the desired outcomes. These outcomes may be dependent on the nature of the water, the system being treated, the service user's expectations and performance specification, if any.

LCA STANDARDS

- Legionella Risk Assessment Services
- Water Treatment Services
- Hot and Cold Water Monitoring and Inspection Services
- Cleaning and Disinfection Services
- Independent Consultancy Services
- Training Services
- Legionella Analytical Services
- Plant and Equipment Services
- Facilities Management Services

Each standard contains the following sections:

A) SCOPE OF SERVICE DELIVERY

This section contains a definition of the service provided and sets out the extent and limits of each service in such a way as to be flexible enough to accommodate legitimate variation and exacting enough to ensure the service is sound.

B) KNOWLEDGE AND SKILL OF SERVICE PROVIDER STAFF (INCLUDING SUB-CONTRACTORS)

The service providers should confirm and be able to prove to others that all members of their staff are competent to carry out the required tasks.

In cases where the service delivery may involve a number of skill areas, e.g., surveyor, technician, chemist, etc., these are identified in each standard. The level of knowledge and skill required to carry out different aspects of the services may vary and the service provider should identify the knowledge and skills required for the relevant task, provide appropriate training and assess the competence of the operatives to carry out assigned tasks.

Guidance regarding the knowledge and skills required to carry out specific tasks is outlined in the LCA Knowledge and Skills Matrix (*LCA/MAT*).

In addition, the service provider staff attending site should have general health and safety awareness and capability appropriate to the tasks being undertaken. They should have the ability to carry out their work in a safe, efficient and effective manner and have knowledge of: carrying out pre-work safety checks/work-task risk assessments; PPE, its role and uses; portable appliance inspection; confined space entry; lone working ability and awareness; safe use of ladders and steps; procedures for permit to work; and health and safety requirements for asbestos, and other health and safety matters, where relevant.

The service provider company, as required by the LCA, should maintain training records and separate competence assessment records for individuals for each task they perform in delivering the services. These should be made available to the service user on request.

Information on understanding competence, and how to develop and assess it, is described in the LCA Competence Guide (*LCA/COM*).

C) SERVICE DELIVERY

To enable the service provider company to deliver the specific legionella control service in an appropriate and safe manner, the LCA expects the company to have in place procedures to cover and manage the following (where applicable):

- Defining the scope of service
- System survey (information acquisition)
- Programme design
- Programme initiation, execution and management

D) SERVICE USER: DUTIES AND RESPONSIBILITIES

This section details the service user commitments and responsibilities regarding the delivery of the specific services by the service provider. There are certain issues that the service user should address that apply to all services offered. The service user should:

- provide a copy of any existing legionella risk assessment, details of control targets, e.g., temperatures, biocide levels, the written scheme including escalation procedures, written control schemes/procedures, etc.
- provide notification and any necessary instruction on known risks and safety requirements in the areas the service provider will be working, e.g., access to the asbestos register, site induction, etc.
- provide safe access and egress
- provide contacts for communication and escalation

LCA STANDARD FOR THE DELIVERY OF CLEANING AND DISINFECTION SERVICES

A) SCOPE OF SERVICE DELIVERY

This service standard is for those providing services in the cleaning and disinfection of any water system associated with the control of legionella bacteria including but not limited to systems containing cooling towers, evaporative condensers, dry/wet cooling systems, plume abatement cooling towers, spa pools and whirlpool baths, hot and cold down services and mains water services, humidifiers, softeners, fire and deluge systems, vehicle wash systems, misting systems, water features, engineering and machining systems, paint preparation systems, fume scrubbers, hose pipe and sprinkler systems, emergency showers and industrial processes.

B) KNOWLEDGE AND SKILL OF SERVICE PROVIDER STAFF (INCLUDING SUB-CONTRACTORS)

There are two main roles in the delivery of these services:

- Carrying out the cleaning and disinfection tasks (i.e., the role of the Technician)
- Surveying and planning the work, including selection of appropriate cleaning and disinfection technique and fill pack cleanliness assessment and appropriate method of cleaning (i.e., the role of the Surveyor).

The knowledge, experience and training required for each role is similar, however the Surveyor requires additional abilities. Please refer to Section C below and the Guide to the LCA Standards for Service Delivery at the beginning of this document.

C) SERVICE DELIVERY

To enable the Service Provider to deliver cleaning and disinfection services in an appropriate and safe manner the LCA expects the company to have in place procedures to cover and manage the following:

1. Definition of scope

Detailed clarification is required of the scope of the services to be supplied. Specifically:

- the premises and/or buildings involved
- the identification of the systems to be cleaned and disinfected
- service users' and/or others' responsibilities, e.g., access, removal of pack, tenting, etc.
- responsibility and cost liability for the removal and lawful disposal of wastes, e.g., disinfectant and cleaning agents, scale, sludge, fill pack, drift eliminators, etc.
- the time available to carry out the task
- an order from the service user defining the above

2. Survey

Before conducting a survey a preliminary work-task site-specific risk assessment should be completed. During the survey, all required information should be obtained including:

- a current system condition appraisal
- waste disposal options
- restrictions imposed by equipment manufacturers, e.g., chlorine tolerance, etc.
- location and isolation points for dosing, control or sensitive equipment where applicable
- copies of system schematic diagrams to identify: dead legs, redundant pipe-work or equipment, outlets, etc.
- relevant site-specific requirements
 - induction procedures
 - access permits and permits to work
 - reporting emergencies
 - security

(NB: In the case of open evaporative cooling systems, specific reference to system assessment, cleaning and disinfection methods and service user's responsibilities as detailed in the section of HSG274 Part 1 on inspection, cleaning and disinfection procedures are recommended.)

3. Design and selection

The following are required:

- The selection of an appropriate cleaning and disinfection method or technique
- A job-specific method statement based on the survey information and risk assessment including specification of:
 - PPE
 - waste disposal routes
 - isolation of any equipment
 - other special precautions
 - site requirements, etc.

4. Initiation

The following are required:

- Assessment of the technicians' competence/capability to carry out the task
- Details of all that will be issued to the technicians carrying out the tasks including:
 - job-specific method statement/work instruction
 - required PPE
 - equipment
 - chemicals
 - work-task risk assessment
 - pre-work safety assessment/check
 - emergency procedures
 - associated check records

5. Implementation

This should include:

- a pre-work safety check in addition to the original work-task risk assessment, noting any variations
- PPE and equipment checks
- records required (observations, measurements, deviations, completion, etc.)
- job-specific method statement/work instruction for the service user's information
- records of all required actions, monitoring, etc.

D) SERVICE USER: DUTIES AND RESPONSIBILITIES

- In the case of evaporative cooling, or similar systems, it is the responsibility of the dutyholder/responsible person to maintain the entire system in a clean condition and to facilitate inspection to determine if the system is clean or not.
- It is also the responsibility of the dutyholder/responsible person to make systems available for cleaning and disinfection if required (i.e., to arrange for them to be taken out of use for the required time, with users informed, and appropriate safeguards put in place) with adequate notice to enable the service provider to plan and execute the service.
- Dutyholders/responsible persons should also adhere to the agreement regarding definition of scope.

FOR AND ON BEHALF OF THE LEGIONELLA CONTROL ASSOCIATION