

Zeta Compliance Services: Water Division (Case Study)



Proactive Legionella Risk Management Using Innovative Information Technology Solutions

Executive Summary

A well known high street bank was required to carry out legionella risk assessments across its estate of circa 1500 branches and 126 major employment sites.

Traditionally this was carried out as a paper driven exercise which proved problematic. In 2007, an initiative was undertaken to develop an innovative, technology-based solution for these assessments with specialist risk assessment provider Zeta Compliance Services Limited and the bank's Facilities Management (FM) partner.

A web-based compliance tool, ZetaSafe®, was developed by Zeta Compliance Services and was integrated into the facilities management company's own online property asset management system.

Zeta Compliance Services utilised barcode enabled Personal Digital Assistants (PDAs) during their risk assessment surveys to uniquely and permanently identify assets and associated non-compliances and risk reduction opportunities.

This information was then sent directly from site via the PDA to ZetaSafe® allowing real-time communication of any matters of evident concern.

Work orders were then raised on the facilities management CAFM software web system generating instructions to service providers for remedial actions.



The Facilities Management Company was then able to ensure that the works were satisfactorily carried out with the CAFM system providing the bank with summary performance information about the service providers.

Over 500 properties have now been surveyed in this way and the project has been a resounding success achieving:

- Enhanced compliance
- Clear and real time visibility of any risks
- Protection of the banks brand, employees and customers
- Clear and effective information on where to focus investment and a strategic approach to risk

assessment both for now and in the future

- Real engagement process with service partners
- Immediate access to data and centralised library
- Green credentials

Requirement

Legionella is a bacteria that can be found naturally in environmental water sources and many purpose-built hot and cold water systems. If conditions are favourable the bacterium may grow creating conditions in which the risk from legionnaires' disease is increased.

All organisations, including those with retail portfolios, have legal duties under the Health & Safety Commissions (HSC) Approved Code of Practice (ACoP) L8 'The Control of Legionella Bacteria in Water Systems' which is enforced by the Health & Safety at Work Act and Control of Substances Hazardous to Health (COSHH).

There is a statutory requirement to carry out a legionella risk assessment of each property in the portfolio whereby there is a duty of care to employees and visitors to the premises including the general public. This includes the inspection of assets such as water tanks, showers, sinks and taps.

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The ACoP requires the risk assessments to be continually reviewed, at least every two years, or if there are major changes to the building's water systems or usage. Traditional paper based systems which managed this process meant that the time taken from field identification of risks to eventual remediation would often take many months.

There were other drawbacks to the paper systems, including:

- Storage – physical space, cost and vulnerability to loss and damage.
- Availability – difficult to access and share information with others, impossible to do so remotely and time consuming to manage.
- Accuracy – out of date information and more opportunity for error in the process from work done to storage.
- Analysis – difficult to use data to identify trends and present management information.
- Environment – hidden cost of paper and environmental impact.
- Scalability – these issues all magnify as the scale of the operation increases.

A long term strategy was required to identify and remove/lower risk but also to provide a practical and cost effective solution for the bank's estate moving forward.

Compliance and risk reduction would need to be enhanced whilst spending would need to become more effective and targeted – this would result in an overall lower 'cost of ownership' for the estate over several years.

The business case required a partnership approach between the Facilities Management provider, the bank's property Managing Agent, and Zeta Compliance Services, a specialist provider of risk assessment services.

The solution would provide true system integration that would allow work processes for risk assessments to interface electronically via the FM provider and Zeta Compliance Services own IT systems which would allow the bank to more effectively manage its responsibilities.

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Technology Solution

A web based e-portal solution offers the benefit of anytime/anywhere access by a whole range of individuals via the internet. Hence, managers and supply partners can view the same information simultaneously wherever there is internet access.

Central to the management of the bank's property estate is the FM provider's web-enabled property asset management system. Over 800 individuals responsible for delivering property management services to the bank have access to and use the FM provider's CAFM system.

These include the service suppliers, property helpdesk operatives, compliance managers, facilities managers and customer service managers.

Therefore, it was vital that the IT solution for legionella risk assessments could interface with the CAFM system.

ZetaSafe® is an on demand compliance system for capturing, storing and analysing data obtained from the statutory inspection of assets. ZetaSafe® focuses on 'dumb' assets which do not lend themselves to automated data collection via sensor technology i.e. assets that require physical interaction or inspection by a competent person.

Zeta Compliance Services surveyors use a Personal Digital Assistant (PDA) incorporating a barcode scanner during the course of their legionella risk

assessment surveys to label and compile an asset register and then identify non-compliances and opportunities for risk reduction.

The surveyor then synchronises the information with the ZetaSafe® web servers whilst still on site, which allows real-time communication of any matters of evident concern.

Reports of high risk non-conformances are also automatically e-mailed from ZetaSafe to key staff at the FM providers in spreadsheet format on a weekly basis helping to ensure awareness.

Non-compliances recorded on ZetaSafe® all have a unique "Issue ID" and jobs are raised on the FM provider CAFM web system (which generates work orders to the service providers to rectify these faults) referencing this number.

The FM Provider is then able to ensure that the works are satisfactorily carried out and the CAFM system provides the bank with summary performance information about the service providers.

These issues are also tracked to completion via the ZetaSafe® system as 'outstanding defects', referenced to the CAFM job number – this "close looping" of identified issues is a fundamental and critical aspect of any Health & Safety matter.

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A definitive asset register of the water systems in any given property is compiled on site during the risk assessment and barcode labels are affixed to the assets to clearly identify the testing and inspection points required for ongoing compliance monitoring.

In many other software systems (for example, preventative planned maintenance software) this level of detail is rarely achieved.

In partnership with the FM provider and the bank, actions are classified by ZetaSafe® into three main category areas namely:

Immediate Risk Reduction – actions that must be taken within days to reduce any acute risks such as increasing hot water vessel storage temperatures, cleaning and disinfecting grossly contaminated cold water storage tanks or identification of infrequently used showers which would require removal or regular flushing.

The implications of not acting on these findings as quickly as possible could be catastrophic as issues such as these could directly impinge on the health of the

building users including possible legionella infection.

Remedial Actions – actions which could be considered as minor works or refurbishment that should be completed within a few weeks to adhere to best practice or Health & Safety Executive guidance.

Reengineering Solutions – actions which could be taken to design out the risk as a project providing a longer term, lower risk option.

Traditionally there would be a prolonged time lag between the site visit and the production of the report and within this time the risk could have escalated in some instances with severe consequences representing a business critical liability.

Formal risk assessment reports are compiled and a PDF report is then uploaded to the secure document storage area of ZetaSafe® - the controlled document reports are then available to view if authorised from any web enabled PC. No paper reports are issued which saves on management time and has a lower environmental impact.

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These work processes and systems were implemented in July 2007 and to date over 2000 property visits have been carried out in this way.



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The major high street bank has considered this project to have been a great success in providing an innovative solution to its regulatory compliance needs. The key benefits have been:

- **Expert service partners who give more than just a service**
Although these requirements affect every large estate, the service provided by Zeta Compliance Services and the service provider offers added value through the use of Information Technology.
- **Compliance**
The technology allows the bank to make use of the data being collected to make management decisions in order to ensure reasonable and practicable robust measures are in force throughout its supply chain.
- **Clear and real time visibility of the risks**
The ultimate objective can often be lost in operationally discharging statutory inspection responsibilities but the ZetaSafe® and CAFM systems allow the bank to actually act quickly on risks uncovered – in this case to protect employees and visitors to premises including the general public.
- **Effective monitoring of supplier performance in responding, rectifying and closing down work orders and risk reduction.**
Clear closed loop protocol in force
The technology solution employed ensures that supply chain and service providers are performing and minimising business risk and protecting the banks brand, employees and customers.

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- **Provides clear and effective information on where to focus investment and a strategic approach to risk assessment both now and in the future**
The ability to summarise and categorise the information gathered in the bank's estate allows the bank to go back to program and invest in the building network and to 'design out' risk and create a sustainable long term risk assessment and maintenance strategy.
- **Green credentials**
The bank is committed to 'green' FM and the elimination of heavily paper driven processes is often understated.
- **Long term appointment/commitment breeds stability into the process.**
- **Real engagement process with service partners**
The systems allow the bank to engage with its service partners at a central level across a national building portfolio.
- **Immediate access to data and centralised library**
The use of e-portal web-based solutions gives the bank accessibility to data without the need to be tied to desks and provides a centralised library of statutory inspection/ risk assessment information.



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- Smart tool for management of regulatory health, safety and environmental issues
Although in this application a particular regulatory issue needed to be addressed, the technology solutions and work processes used is readily extensible into other regulatory/statutory checking such as lift inspections, fire safety, gas appliances.

- Investment in technology achieves efficient service provision
The technology definitely provides a rapid return on investment in terms of reduced management time and effective targeting of resources with respect to risk reduction. Also the Technology allows more effective policing of service providers which will deliver better value for money.

Customer Feedback:

" Our engagement with Zeta Compliance Services and our service provider not only delivers compliance, but in committing to technology, drives a dynamic approach to water hygiene management, which delivers an intelligent and truly visible end-to-end process."

Supplier Relationship
Manager, Major High Street
Bank

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