

Zeta Compliance Services:
Water Division
Managed Pub Case Study



Managed Pub Case Study

These case studies are designed to help you understand how real business issues are solved by Zeta's service offering.

We look to illustrate some of the practical challenges facing customers in the management of water and air hygiene and how those challenges were solved through our unique service offering and evidence to substantiate the claims.

This case study explores Zeta Services' work with the managed pub sector, specifically how Zeta have:

- fulfilled statutory requirements-ensuring complete peace of mind.
- addressed issues of concern specific to pub estates to lower potential risk which has led to us developing a specific solution for this sector.
- self enabled managed pubs to deliver ongoing controls which ultimately reduces costs.

• used web based technology for the management of information which has enabled us to deliver a cost effective and innovative service.

Pub Industry:

Zeta Services specialise in the management of legionella on large and multi site organisations. Over the last few years we have built a portfolio of large property customers that have experienced the quality of our service. Included in this list of customers are two of the largest pub chains in the UK, who between them have over 1,200 managed pubs.

With the duty of care residing with the pub operating company, the legislation that applies for the management of water hygiene namely ACoP L8 and more recently the corporate manslaughter act 2007 (which has serious impacts for senior managers) has increased the urgency to more effectively manage compliance.



The risks associated with poor control of water hygiene can be catastrophic and penalties (under the new Health and Safety Offences Act 2008) for serious breaches will receive higher fines and now even the possibility of imprisonment.

There is also the potential damage to the hard won reputation of any commercial organisation or public body.

Zeta Services provides a Total Risk Solution and Service that meets all the requirements of The Health and Safety at Work Act of 1974 and the revised HSE Approved Code of Practice (ACoP L8) that enable us to deliver complete peace of mind to our clients.

The managed pub industry can potentially be a high risk industry with many managed pub properties having accommodation for both the general public and staff. This ultimately means that the potential for exposure to any legionella bacteria in showers etc is increased and needs to be effectively managed.

Having managed the water hygiene for two of the UK's largest pub chain properties, Zeta Services have developed a unique service offering for legionella management and control tailored for the public house industry. Our Total Risk Management solution (fig one) shows the current services offered to our managed pub customers.



Total Risk Management

Figure One: Total Risk Management Solution showing the current services offered to our managed pub customers



1) Risk Assessment: Zeta Services carry out the two yearly statutory risk assessments in accordance with HSE ACoP L8

2) ZetaSafe®: During the initial risk assessment survey an asset register is compiled in the ZetaSafe web based logbook and barcodes affixed to key assets for subsequent monitoring by pub managers and by Zeta staff during audits using PDAs

3) Training: Pub managers are trained about controlling risk in their establishment at the end of each of our visits and left with a simplified briefing note. Relevant members of the central and regional property management team undergo CIBSE CPD accredited Legionella awareness training including assistance in the identification and training of duty holders and responsible persons.

4) Control: Pub managers carry out regular weekly and monthly checks with Zeta Services carrying out quarterly showerhead disinfection works, six monthly Cold Water Tank checks and annual inspections.

5) Audit: Zeta audit each property dependant on risk on either a quarterly basis (typically hotels) or an annual basis to ensure compliance



Self Delivery

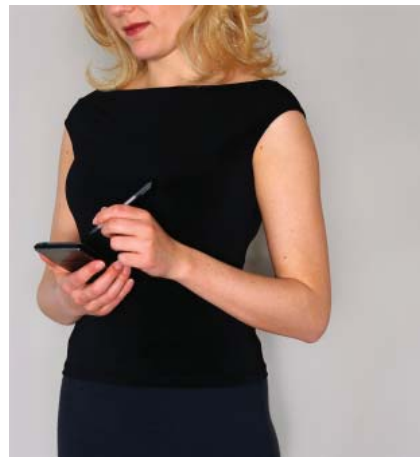
Zeta Services' Total Risk Management Solution delivers on the high quality standards our customers are used to and is also cost effective as we often enable organisations to self deliver where possible. For example we have equipped our pub customers with UKAS accredited calibrated temperature probes for managers to take the temperatures of their own assets on site.

By understanding clients operation, we understand that managers are often conducting temperature tests for food hygiene requirements. In addition to this and as part of our risk assessment delivery we have set up control processes and trained managers on

- How to conduct test
- What assets need to be tested
- What frequency that each test needs carrying out

- What is a non-conformance and how to deal with it?

In addition to this, Zeta Services have the capability to equip pub managers/landlords with handheld PDA technology that assists in the monitoring of these assets. The use of technology provides organisations complete peace of mind by enabling them to know where they are with their compliance work at any time with very visible and transparent metrics.



Zeta Services - Water Division



Technology

Our mobile and web based compliance solution (ZetaSafe®) 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.

The use of our innovative solution 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.

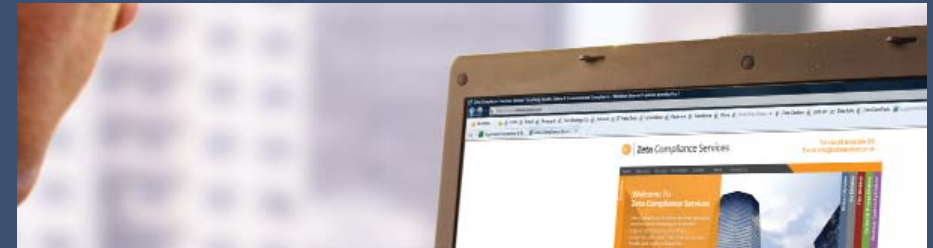
Zeta's use of technology also enables us to work alongside existing supply chains to design out risks. In partnership with existing supply chain contractors and usually during our risk assessments and set up of ZetaSafe® we are able to classify remedial actions into three main category areas namely; 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.



The adoption and use of technology within our service allows us to remove traditional limitations that often occur, including the prolonged time lag between the site visit and the production of the report. Within this time lag the risk could have escalated and in some instances with severe consequences representing a business critical liability.

The use of our technology delivers not only on cost and time return on investment but also delivers several green improvements.

The use of Zeta's services and technology reduces paper use, whilst also reducing carbon emissions as the ability to audit compliance can be carried out remotely reducing the need for travel to individual properties.



Large Estate Portfolio

Zeta Services specialise in the management of legionella in large estates, as a result we have come to know the nature and management problems often faced in managing compliance. Our unique and cost effective service offering delivers complete peace of mind in the knowledge that your water hygiene is safe in our hands.

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