

## Introduction

Technical Services provides technical and building maintenance services in a range of sectors and environments including retail stores, commercial offices, hospitals, warehousing facilities and critical infrastructure. Our footprint and exposure is far reaching and as a result of what we are contracted to deliver, this introduces many risks, which must be controlled. One such area requiring specific management pertains to water.

The purpose of this bulletin is to reiterate the importance of managing water both within our buildings and that of our clients, and outline what actions contract and/or premise leads must take in order to comply with legislative and contractual requirements.

## Protection against Legionnaires' disease

Legionellosis is a collective term for diseases caused by legionella bacteria including the most serious 'Legionnaires' disease'. This is a potentially fatal form of pneumonia and everyone is susceptible to infection.

Legionella bacteria are widespread in natural water systems such as rivers and ponds. However, the conditions are rarely conducive for people to catch the disease from these sources. Instead outbreaks of illness occur from exposure to legionella growing in purpose-built systems where water is maintained at a temperature high enough to encourage growth such as cooling towers, evaporative condensers, hot and cold water systems and spa pools used in all sorts of premises.

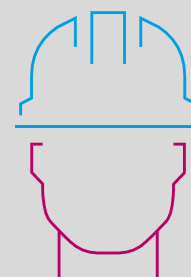
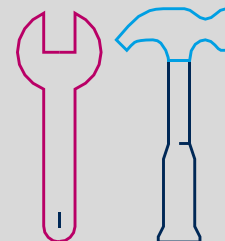
Legionnaires' disease is usually contracted by inhaling small droplets of water, suspended in the air containing the bacteria. Certain conditions increase the risk of from legionella if:

- The water temperature in all or some parts of the system is between 20-45 °C, which is suitable for growth
- It is possible for water droplets to be produced, and if so they are dispersed
- Water is stored and/or recirculated
- There are deposits that can support bacterial growth, such as rust, sludge, scale, organic matter and biofilms

To mitigate against the risk from legionella, all water systems must be subject to a risk assessment and all identified control measures implemented and continually reviewed.

## Useful references

- [Legionnaires' disease – the control of legionella bacteria in water systems](#)



## What do I need to do?

### Step 1 – review the contract...

If you are responsible for managing a contract and/or Mitie premises, review the contract and re-assure yourself of Mitie's obligations in relation to the management of water on site(s) under your control

### Step 2 – allocation of Responsible Person...

Where Mitie have responsibility for managing water on behalf of the client (who in most cases will be the Duty Holder), ensure Mitie have access to a Responsible Person on the contract and/or site

If you do not have a Responsible Person, you need to liaise with the client as they must appoint a competent person to take on the day to day management for controlling any identified risk from legionella bacteria

### Step 3 – what does the Responsible Person need to know?

The Responsible Person (from Mitie) must have sufficient authority, competence and knowledge of the installation(s) to ensure operational procedures are carried out effectively and within a timely manner. S/he should also ensure that those appointed to implement the control measures are suitably informed, instructed, trained and assessed

## How can I get training for my Responsible Person?

If you identify that you have gaps on your respective contract and/or site, and need assistance with getting your Responsible Person trained to ensure that you are fulfilling your obligations on behalf of Mitie, you are to contact the Technical Services Safe Systems of Work team as a priority. You should direct all queries to [mark.bethell@mitie.com](mailto:mark.bethell@mitie.com) in the first instance.