

Service Provider Commitments

1. ALLOCATION OF RESPONSIBILITIES

The Service Provider will:

- 1.1 explain in detail the client's obligations under the legionella legislation
- 1.2 identify those services covered by the contract and those which should be provided by the client to meet all current obligations
- 1.3 formalise a written agreement detailing the respective responsibilities for each requirement
- 1.4 state in the written agreement that the service provider has LCA registration for the service categories being provided.

2. TRAINING AND COMPETENCE OF PERSONNEL

The Service Provider will:

- 2.1 arrange formal training programmes for your personnel associated with the control of legionella bacteria (See current LCA Knowledge Matrix as a guide)
- 2.2 have a system for assessing the competence of your staff, establishing their training needs and ensuring they are kept up to date with current best practice
- 2.3 assist the client to assess training needs of staff and then where requested advise as to how these can be met.

3. CONTROL MEASURES

The Service Provider will:

- 3.1 have a management system to assess the requirements and ensure an appropriate programme of control measures is designed, implemented, monitored and maintained
- 3.2 have a system for verifying that corrective and preventive actions are implemented
- 3.3 ensure the programme of control measures satisfies as a minimum the LCA Standards for Service Delivery.

4. COMMUNICATION

The Service Provider will:

- 4.1 have management procedures to respond appropriately should the system operating conditions deviate from control criteria
- 4.2 agree with the client how the service provider would communicate with the client's nominated personnel in the event of any necessary actions
- 4.3 bring to the client's attention any significant matters affecting the control of legionella of which he has become aware, beyond the responsibilities of the contract.
- 4.4 have a formal staged escalation procedure to ensure that in the event of significant matters of concern that must be raised, these are escalated, as necessary, to the responsible person, the duty holder and, as a last resort, to the relevant enforcement agency.

5. RECORD KEEPING

The Service Provider will:

- 5.1 indicate which records should be kept by both parties and where they will be kept
- 5.2 establish with the client who will be responsible for the maintenance of these records.

6. REVIEWS

The Service Provider will:

- 6.1 establish a programme that will allow both parties to review formally, at least annually, all aspects of the agreement covering system management and the control of legionella.

7. INTERNAL AUDITING

The Service Provider will:

- 7.1 have a management system to ensure that service provider compliance with each of these commitments is self-audited at least once a year and that a formal record is kept
- 7.2 establish a corrective action programme so that any non-compliance identified is corrected in a timely manner.

8. SUB-CONTRACTORS

The Service Provider will:

- 8.1 have a management procedure to ensure that any sub-contractor holds an independent registration under the Code of Conduct (see Definitions for the LCA definition of a sub-contractor); or
- 8.2 where a sub-contractor is not LCA registered, implement additional controls and audits to ensure that all activities carried out are compliant with the Code of Conduct and any relevant legislation; and
- 8.3 regardless of whether the sub-contractor is LCA registered or not, implement procedures and checks as necessary to ensure that the competency of the sub-contract service provider is assessed in relation to the scope of service the sub-contractor is providing.

9. DISTRIBUTION OF THE CODE

The Service Provider will:

- 9.1 have a management system to ensure all clients to whom services are provided, associated with the control of legionella bacteria, receive a copy of the Code of Conduct and Certificate of Registration or are informed that the current documents are available on their website.