

## LCA Member Requirements

It is a requirement of LCA membership that Member Companies must have in place formal written procedures to cover their Legionella control activities and that these procedures are followed in practice and that records are kept. The formal written procedures must be summarised in the form of a "Statement of Compliance" (SoC) that explains how the Member complies with the Code of Conduct. The SoC must be reviewed annually, updated as required and should be referenced back to numbered points of the Code of Conduct below.

### 1. ALLOCATION OF RESPONSIBILITIES

The LCA member will:

- 1.1 Provide guidance to the service user on what they need to do to comply with the [Law in respect of Legionella control](#).
- 1.2 Formalise a written agreement identifying those services covered by the LCA Member and indicate those which should be provided by the service user to comply with the Law, Regulation, ACoP and the LCA standards for service delivery.

### 2. TRAINING AND COMPETENCE

The LCA Member will ensure their staff delivering Legionella control services are competent to do so by:

- 2.1 Having a system to identify initial training needs and arrange training for their staff associated with the control of Legionella.
- 2.2 Having a system for assessing and maintaining the competence of their staff, establishing their ongoing training needs.
- 2.3 Maintaining records of training, competence assessments and annual competence validity checks.
- 2.4 Having a system to ensure that developments in industry standards and good practice are identified and disseminated to all appropriate staff.

### 3. CONTROL MEASURES

The LCA Member will:

- 3.1 Register all Legionella control services they offer with the LCA and state in the written agreement that the LCA Member has LCA registration for the service categories being provided.
- 3.2 Have a management system to gather information, assess the requirements and ensure an appropriate programme of control measures is designed, implemented, monitored and maintained that satisfies as a minimum the LCA Standards for Service Delivery.
- 3.3 Have a system for checking that any recommended corrective, preventive and improvement actions are completed and effective.
- 3.4 Have a calibration and validation procedure to ensure that any testing equipment used in the field is operating correctly.

### 4. COMMUNICATION

The LCA member will:

- 4.1 Agree with the service user who the appropriate contacts are for routine and emergency communication and who the duty holder and responsible persons are.
- 4.2 Have procedures to communicate appropriately when non-conformance from normal control limits or safe operation is identified.
- 4.3 Bring to the service user's attention any matters affecting the control of Legionella of which they have become aware beyond the responsibilities of their service provision.
- 4.4 Have a staged escalation procedure to ensure that significant matters of concern 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 LCA Member will have procedures to:

- 5.1 Identify what records need to be maintained to provide evidence of Legionella control.
- 5.2 Agree with the service user in writing which records should be kept by each party, where and how.
- 5.3 Maintain their own records, including all detail recorded in site records, for a minimum of five years following delivery of service provision and make them available to the service user.

### 6. REVIEWS

Where the LCA Member delivers onsite, ongoing Legionella control services they will have procedures to:

- 6.1 Review formally, at least annually, all aspects of the service provision with the service user.
- 6.2 Assist the client to assess training needs of staff and then, where requested, advise as to how these can be met.

### 7. INTERNAL AUDITING

The LCA Member will have a procedure to:

- 7.1 Audit their own management system to ensure it complies with the requirements of the LCA Code of Conduct and Service Delivery Standards and keep a record of that audit.
- 7.2 Audit a representative sample of output / records to ensure the management system is effective and being correctly applied. This should include auditing records of all aspects of service delivery (internal processes and on-site activity), training records, competence assessments, sub-contractor performance, survey information, quotations, service delivery reports, reviews, etc., and keep a record of that audit.
- 7.3 Establish a corrective action programme so that any non-compliance identified is corrected in a timely manner including addressing procedures where failings are systemic.

### 8. SUB-CONTRACTORS

The LCA Member will:

- 8.1 Check that every non-LCA registered sub-contractor has procedures to carry out adequate task Risk Assessments and produce suitable Method Statements that comply with the LCA service delivery standards.
- 8.2 Review the competence assessments of those staff working on behalf of the LCA Member (LCA registered companies are required to carry out competence assessments and provide them on request and would be subject to the complaints procedure where these cannot be readily provided).
- 8.3 For instances where a non-LCA registered sub-contractor cannot provide records of staff competence assessment for the work being carried out the LCA Member is to conduct a documented assessment of the sub-contractor's capability to carry out the work and the competence of their staff who will be carrying out the work. This is to be validated annually or at any point where there is reason to doubt the sub-contractor's performance.
- 8.4 Include sub-contractor activity in the evidence examined in their internal audits under commitment 7 to ensure that all aspects (scoping, quotation and delivery) are compliant with the LCA Code of Conduct and Service Delivery standards.

### 9. PROMOTING AWARENESS OF THE LCA

The LCA Member will ensure:

- 9.1 A copy of the LCA Code of Conduct and proof of Registration are made available to all Legionella control service users. This can be achieved either by providing them with hard copies, electronic copies or making them available as downloadable files from their website or links to the LCA website.