

**SERVICE PROVIDER COMMITMENTS**

Urban Environments Limited hold registration number 2009/1979 with the Legionella Control Association and audited annually to provide the following accredited services:

- (1) Legionella Risk Assessment Services;
  - 1.1 Hot and Cold Water Services
  - 1.3 Process and Other Systems
- (3) Hot and Cold Water Monitoring and Inspection Services;
- (5) Independent Consultancy Services;
- (6) Training Services;
- (7) Legionella Analytical Services;
  - 7.1 Sampling
  - 7.2 Laboratory Analysis
  - 7.3 Interpretation of Analysis

- c. Maintaining registrations with Health and Safety associations such as CHAS, Safecontractor and Constructionline.
- d. Review of internal quality processes as part of our continuous improvement programme covering staff training, service procedures, client compliance reporting and performance monitoring.

**Our Service Responsibility to you:**

*Site Services (Risk Assessment, Monitoring and Inspection)* - Urban Environments hold responsibility for delivery of all site-level and associated administrative services. These services are delivered by directly employed staff monitored by senior technical site and office-based managers.

*Training and Consultancy* – Urban Environments acts as an independent consultant and training advisor on compliance awareness, legislation and code of practice relating to Management and Control of Legionella.

*Legionella Analytical Services* - Urban Environments is responsible for managing logistics handling and interpretation of analysis in conjunction with a UKAS accredited laboratory partner.

*Sub-Contracted Services* – From time to time Urban Environments may use sub-contractors for indirect services such as remedial works. All such sub-contractors are fully scrutinised for competency and controlled through documented approval and monitoring processes within our ISO9001/2015 accredited quality systems.

*Distribution of the Code* – Urban Environments are required to ensure that the Code of Conduct and Certification of registration is distributed to clients under its’ service commitment to the LCA (also available for download from our website [www.urbanenvironments.co.uk](http://www.urbanenvironments.co.uk))

**Your Responsibilities as a Client:**

To carry out the obligations under the Legionella Legislation as detailed in the accompanying documentation (refer to separate attachment Client Responsibilities).

**Legionella Services Contracted by the Client:**

- |                              |                              |
|------------------------------|------------------------------|
| (1) <input type="checkbox"/> | (6) <input type="checkbox"/> |
| 1.1 <input type="checkbox"/> | (7) <input type="checkbox"/> |
| 1.3 <input type="checkbox"/> | 7.1 <input type="checkbox"/> |
| (3) <input type="checkbox"/> | 7.2 <input type="checkbox"/> |
| (5) <input type="checkbox"/> | 7.3 <input type="checkbox"/> |

**Our Service Commitment to you:**

We will commit to maintaining our compliance and quality standards in accordance with the LCA requirements for the services provided above by –

- a. Mandatory external auditing to LCA and BSI ISO9001/2015 quality standards.
- b. Internal review processes to ensure delivered services are continually aligned to (ACoP L8) approved standards.

