

Service Provider Code of Conduct

1. Allocation of responsibilities The service provider will:

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

2. Training and competence of personnel The service provider will:

- arrange formal training programmes for service provider personnel associated with the control of legionella bacteria (See current LCA knowledge matrix [click here](#) as a guide)
- have a system for assessing the competence of service provider staff, establishing their training needs and ensuring they are kept up to date with current best practice procedures.
- 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:

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

4. Communication and management The service provider will:

- have management procedures to respond appropriately should the system operating conditions deviate from control criteria
- agree with the client how the service provider would communicate with the client's nominated personnel in the event of any necessary actions.
- bring to the client's attention any significant matters affecting the control of legionellosis of which he has become aware, beyond the responsibilities of the contract.

5. Record keeping The service provider will:

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

6. Reviews The service provider will:

- 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 legionellosis.

7. Internal Auditing The service provider will:

- 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
- establish a corrective action programme so that any non-compliance identified is corrected in a timely manner

8. Sub-contractors The service provider will:

- have a management procedure to ensure that any sub-contractor holds an independent registration under the Code of Conduct
- and/or maintain additional controls and audits to ensure that all activities carried out by this third party are compliant with the Code of Conduct and any relevant legislation

9. Distribution of the Code The service provider will:

- have a management system to ensure all clients to whom services are provided, associated with the control of legionella bacteria, are supplied with a copy of the Code of Conduct and certificate of Registration