

# How to ensure that your water is safe before your business reopens: A practical guide for building owners

# FAQs

- Is this session being recorded? Yes, we will send a link to watch and share after the session.
- Can I get a copy of the slides? Yes, we will send a link to download them after the session.
- How can I ask questions? All lines are muted so please use the Q&A function, if we run out of time we will follow up with you separately.

# Agenda

- Introductions
- About Ecoprod and The Water Retail Company
- Why you need to think about water quality before you reopen your building
- Steps to take before reopening
  - Be aware of the problem
  - Protect your staff
  - Think about all the water in your building
  - Develop a water plan
  - Take action
  - Liaise with your water supplier, retailer and regulators
- Questions

# Introductions

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# About Ecoprod



# About The Water Retail Company

- We offer highly competitive pricing for water and sewerage services for large and multi-site customers
- Water efficiency is at the heart of our business
- We work with clients to develop a strategic efficiency plan that uses technology and innovation to drive down bills through reduced water usage, reduced effluent discharge and reduced surface water drainage

# The hidden risk of water contamination

- When water is not flowing in plumbing systems for a long period it becomes stagnant
- Stagnant water is a breeding ground for bacteria, biofilm and other waterborne diseases such as Legionella
- Legionnaires' disease occurs when Legionella bacteria enters the lungs

# Be aware of the problem

- Water contamination can kill
- Employers and landlords have a legal duty of care for employees and tenants
- Duty to control the risk of exposure to legionella
- A clear water management plan needs to be put in place before you reopen your buildings
- Check your insurance to see what actions you need to take in order to ensure you're covered when your building reopens

# Protect your staff

- Staff should be warned of the danger
- Staff cleaning and checking water systems prior to reopening need appropriate PPE including masks to reduce risk of legionella entering the lungs
- Open all outlets slowly to reduce risk of splashing
- Be aware that the symptoms of Legionella are very similar to those for Covid-19

# Identify all the water sources in your building

- Not all of these are obvious
- Boilers and hot water systems
- Internal mains pipework
- Water coolers, coffee machines, kettles
- Fountains and water features
- Cooling towers
- Swimming pools, hot tubs & spas
- Drains and traps
- Water reuse systems
- Safety equipment
- Hoses, outside taps, sprinklers and irrigation equipment

# Develop a water plan

- Complexity depends on the nature of the organisation
- Needs to be reported to senior management
- Once everything is checked this needs to be reported to staff so they know that preventative steps have been taken

# Take action

- 24 hours before reopening you should check and clean your water systems
- Flush your cold water and hot water systems
- Clean all beverage appliances even if they are not attached to the mains
- Clean all water leisure facilities and water features
- Don't forget other water systems

# Liaise with your water supplier

- Check for any local water pressure or quality issues
- Tell your retailer when you're planning to reopen
- If you are discharging large amounts of water to sewer and you have used flushing chemicals, or you think it may be contaminated then you must apply for a temporary trade effluent license
- If you are disposing of water or ice to a surface water drain or to fields, you should be careful of contaminating any local water courses and if you are unsure you should contact your local environment agency

# Summary of key points

- Don't reopen your business until you have checked water safety
- Fire up your boiler to over 60 degrees C
- Flush all your water systems
- Check your water coolers, drinks machines etc
- Wear PPE whilst flushing your systems
- Liaise with your water retailer
- Take care when disposing of wastewater
- Use this as an opportunity to review your water systems

# Questions?

# Thank you very much

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