


Vacman Cleaning Ltd	
Environmental Management System	

Procedure Title: Water Management		Procedure No: 16
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ISO 14001 reference: 4.4.6		
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Related procedures:	<ul style="list-style-type: none"> ▪ Procedure 19 - Maintenance of Register of Applicable Legislation and Other Requirements ▪ Procedure 11 - Purchasing in-house ▪ Procedure 15 - Waste Management ▪ Procedure 5 - Energy Management ▪ Procedure 4 - Emergency response 	

1. Purpose


- 1.1 To provide an overview of the responsibilities relating to the provision of water services, maintaining water hygiene, controlling consumption and ensuring appropriate discharge to sewer systems.

2. Scope

- 2.1 This procedure covers the management of all systems for the storage and distribution of water, the provision of quality water services, and the maintenance of a safe and appropriate wastewater discharge system.
- 2.2 This procedure covers the environmental issues associated with:
- water storage, distribution and consumption
 - water treatment
 - wastewater collection
 - wastewater discharge

3. Definitions

- 3.1 Water services - all hot and cold water facilities.
- 3.2 Legionellosis – or *Legionnaires disease* - a form of pneumonia that may affect organs other than the lungs, resulting from the intake of *Legionellae* organisms (which survive and multiply in water).
- 3.3 Trade effluent – any effluent discharged from premises used for the purpose of trade or industry, other than surface water and domestic sewage.
- 3.4 Sewage – any liquid that is or has been in a sewer.

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- 3.5 Surface water – rainwater run-off from buildings, car parks and land.
- 3.6 Recording – documenting dated meter readings with identification of the individual taking the reading.
- 3.7 Monitoring – analysing the meter readings, calculating the consumptions, and identifying and accounting for consumption trends (e.g. increases, decreases, large, gradual, etc.).
- 3.8 Reviewing – comparing actual consumption against targets and taking appropriate subsequent actions.

4. Responsibilities

- 4.1 Site Supervisors/Managers have overall responsibility for ensuring that the procedure is followed and for reporting any detected non-conformance.
- 4.2 Site Supervisors /Managers are responsible for overseeing the supply of water that is fit for purpose, and the discharge of wastewater in compliance with all statutory requirements.
- 4.3 Site Managers are responsible for monitoring water consumption, keeping records and reporting data to the Managing Director.
- 4.4 The Managing Director is responsible for consolidating water consumption data from each site into data for the company and for monitoring progress against targets.
- 4.5 Site Supervisors / Managers are responsible for implementing appropriate remedial actions if targets are not being met.
- 4.6 The Managing Director is responsible for providing advice and information to Site Managers, as appropriate.
- 4.7 It is the responsibility of all employees to ensure that they comply with the provisions of this procedure so far as they relate to matters within their control.

5. Procedure

- 5.1 Water conservation
 - 5.1.1 All employees will take reasonable measures to conserve water.
 - 5.1.2 Plant and equipment shall be selected and maintained for water-efficient operation.
 - 5.1.3 Water conservation measures will be employed to optimise water usage and to reduce wastewater generation, where appropriate. Such measures may include:
 - urinal flush controls

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- spray taps
- low volume flush toilets
- sub-metering of water for major end users.

5.1.4 Appropriate notices, posters and stickers will be displayed throughout buildings to remind all users to conserve water.

5.1.5 Detected or suspected leakage or wastage will be reported to the Site Supervisor/ Manager as soon as possible. The Site Manager will investigate all such incidences and document the findings. Prompt remedial actions (i.e. within 24 hours) will be initiated where it has been established that significant water waste is occurring, or is likely to occur. Such examples include, but are not restricted to:

- running taps that cannot be turned off
- leaks or suspected leaks, especially in the mains pipe-work
- meter readings that indicate an inexplicable rise in consumption.

5.2 Wastewater discharge

5.2.1 No wastewater other than that classifiable as domestic sewage and surface water run-off will be discharged to the sewerage or surface water system, respectively.

5.2.2 No prohibited substances will be stored on site or released to the drainage systems (e.g. The Red List Substances – see Appendix 1).


5.2.3 Contact with, or access into the sewerage system should be approached with care as microbiological pathogens may be present on equipment and the pipework system will be contaminated by sewage. Access will be restricted to authorised personnel only. Particular attention is drawn to the risk of Leptospirosis (or Weil's disease) when working in sewers.

5.2.4 The Site Supervisor / Manager shall ensure that prior to any operative working in confined spaces such as sewerage access holes, a permit to work is obtained, and the operative is issued with appropriate personnel protective equipment (PPE), including gas detection equipment.

5.3 Water treatment

5.3.1 An approved Specialist Contractor will monitor on a regular basis the dosage of water systems (e.g. boilers, heating and chilled water systems) with appropriate treatment chemicals (e.g. softeners).

5.3.2 Water systems will be inspected and tested annually in order to ensure water hygiene is maintained at levels suitable to control the risk of legionellosis and other microbiological pathogens. Records of work

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carried out and monitoring test results should be maintained in the site's EMS Manual Volume 3.

- 5.3.3 Site Supervisors Managers are responsible for ensuring that all water systems at risk of becoming contaminated with legionella have been identified.
 - 5.3.4 Water systems shall be maintained in accordance with the latest Health Service Guidance with respect to the control of legionellosis and also with Guidance from the Health and Safety Executive.
 - 5.3.5 In the event that legionella bacteria are found in any water system the nominated person must be informed and the system immediately isolated, cleaned and chlorinated in accordance with the latest Health Service and/or Health and Safety Executive Guidance.
- 5.4 Water system alterations
- 5.4.1 Any alterations to water systems must be carried out in compliance with the statutory requirements.
- 5.5 Water monitoring
- 5.5.1 Water consumption based on actual meter readings shall be recorded on a weekly basis, using an appropriate log sheet (see attached example). The date that the reading was taken, the units of measurement, meter factors and calculated weekly consumption will be indicated on the log sheet. The log sheet will be retained in the site's EMS Manual Volume 3.
 - 5.5.2 All log sheets and related records will be retained on-site for a period of five years. All records will be retrievable within five working days.
 - 5.5.3 Site based water consumption data will be reported monthly.
 - 5.5.4 Water consumption will be monitored, at least on a monthly basis, and preferably weekly. Significant changes in consumption trends will be investigated and accounted for.

6. Further References

None.

7. Record Forms

Water Consumption Log sheet

WATER CONSUMPTION LOGSHEET

Meter N°/Ref (taken from meter):				
Units of measurement (taken from meter):				
Date of Reading	Meter Reading (include all digits)	Consumption (current – previous reading)	Running Total (sum consumption)	Signed
Total				

APPENDIX 1

The UK Red List

Aldrin
Atrazine
Azinphos-methyl
Cadmium and its compounds
DDT (including metabolites of DDD and DDE)
1,2-dichlorethane
Dichlorvos
Dieldrin
Endosulfan
Endrin
Fenitrothion
Hexachlorobenzene
Hexachlorobutadiene
Gamma-hexachlorocyclohexane
Malathion
Mercury and its compounds
PCB's
Pentachlorophenol
Simazine
Trichlorobenzene (all isomers)
Trifluralin
Tributyltin compounds
Triphenyltin compounds