

ADEY Statement of Compliance to the Legionella Control Association Code of Conduct

ADEY are proud to offer Legionella and associated Microbiological analysis from the ADEY Research Centre (ARC) based in Sittingbourne, Kent. Analysing domestic water samples for over 5 years; ADEY are able to provide UKAS accredited testing for a broad portfolio of chemical and microbiological tests with MALDI-ToF confirmations. Our accreditation extends to Corrosion Testing, Scaling Tendency and Compatibility with non-metallic materials which is to CIAS BuildCERT standards.

Members of the Closed System Control Association and under our scope of accreditation ADEY are able to offer customers the provision of sample containers, analytical testing and refrigerated collections from sites, offices and drop-off locations and only.

1) Allocation of Responsibilities

- 1.1) **ADEY procedure [ADY-SOP-OP-023 Adey Commercial Water Testing Process](#) outlines the responsibilities of the clients under the Legionella legislation. This is confirmed by our standard quotation document which is produced from our LIMS.**
- 1.2) ADEY provide customers with analytical services only under our contractual agreement. These services are requested on the sample submission record (either paper based or electronic) and must be submitted with the analytical samples. **The ADEY submission form can be found in [ADY-SOP-OP-023 Adey Commercial Water Testing Process](#) or the ADEY website.**

It is the responsibility of the customer to supply ADEY with the appropriately filled and dosed sample container along with a completed sample submission form, either electronic or paper based, to instruct the laboratory to complete the required analytical testing.

ADEY arrange, when requested, for all samples to be collected and transported to our analytical laboratory to comply with the appropriate transportation guidance and, where possible, to avoid conflicting against the UKAS deviating samples guidance.

- 1.3) **As outlined in ADEY Procedure [ADY-SOP-OP-023 Adey Commercial Water Testing Process](#) the contract is deemed to be our quotation together with a clients work instruction. When a sample is received by ADEY it is registered on our Laboratory Information Management System (LIMS) which provides a unique job and sample(s) number(s) for the testing requirements. The customer service team acknowledge the order within 24 hours of receipt and the completed analytical report is issued when all testing is completed. This is then sent to designated email addresses in a .pdf format as standard.**
- 1.4) Confirmation of our Legionella Control Association (LCA) membership is stated on our formal quotations at the start of any enquiry and is visible on the ADEY website.



ADEY Statement of Compliance to the Legionella Control Association Code of Conduct

2) Training and Competence of Personnel

- 2.1) All laboratory staff who are involved in the analysis of Legionella are trained in line with ADEY procedure **AQM-05.02 PERSONNEL**. The analysis of water samples for the presence of Legionella bacteria by method **AMM004 Isolation and Detection of Legionella** is in line with ISO11731.
- 2.2) All laboratory staff who are involved in the analysis of Legionella are trained and checked as competent in line with ADEY procedure **AQM-05.02 PERSONNEL**. **This is recorded on ADY-Form-080 Training Assessment Form**. This ensures analysts deliver the method in a repeatable and reproducible way and is one of our ways to monitor competence. In addition the team also undertake external proficiency testing schemes in line with **ADY-AQM-05.09 Assuring the Quality of Test Results**. **Where required the Laboratory Manager updates the staff with any changes in current best practice.**
- 2.3) In instances where ADEY receive samples in a poor state of compliance to our procedures our customer service team raise this with our customer to identify a training need. At this time, ADEY do not provide training.

3. Control Measures

- 3.1) To ensure continued compliance with UKAS and the LCA requirements ADEY routinely analyse both blank samples and spiked samples as per ADEY procedure **AMM004 Isolation and Detection of Legionella**.
- 3.2) In accordance with ADEY procedure **AQM-04.11 CORRECTIVE ACTION** should a sample fail the ADEY quality procedures then a full investigation is undertaken in an effort to find the root cause of problem and rectify the matter moving forwards. The investigation can lead to a range of actions which target completion within 1 month (or quicker if required) in an effort to ensure ongoing compliance.

By maintaining our participation in external proficiency schemes, undertaking routine quality control and complying to our written UKAS accredited methods ADEY can be confident that every effort has been made to control the quality of the testing we undertake. These steps are also a strong indication of our analytical staffs performance standards.

- 3.3) ADEY confirm the LCA standards for Service Delivery for “Legionella Analytical” are met where appropriate by our internal audits and the annual LCA audit process.



ADEY Statement of Compliance to the Legionella Control Association Code of Conduct

4. Communication

- 4.1) ADEY provide customers with .pdf analytical reports and positive notifications for the requested analytical services.
- 4.2) All reports are emailed through to the pre-agreed contact. This information is acquired at the account activation stage as outlined in **ADY-SOP-OP-019 Adey Commercial Water Testing Process** when the client completes **ADY-Form-118 – Laboratory Account Form**.
The reports are sent to customers throughout the working day. Any positive Legionella notifications are sent within 2-hours of the confirmation throughout the working day 08.30 – 17:00, this and all other Legionella reporting is covered in ADEY procedure **ADY-AQM-05.10 Reporting of Results**.
- 4.3) Not applicable to the analytical process.

5) Record Keeping

- 5.1) As outlined in ADEY Procedure **ADY-SOP-OP-023 Adey Commercial Water Testing Process** uses the standard quotation to advise the customer of what records need to be kept and where. ADEY store all analytical records for a minimum of 5 years. The control of records is confirmed in ADEY procedure **ADY-AQM-04.13 CONTROL OF RECORDS**. Requests for any data that has been archived takes a minimum of 5 working days to be completed.
- 5.2) As outlined in ADEY Procedure **ADY-SOP-OP-023 Adey Commercial Water Testing Process** uses the standard quotation to advise the customer that they are responsible for the maintenance of all the records.
All analytical data is stored by ADEY on the LIMS and archived in the ADEY document archive. All records are held in confidence to the client in a secure archive with access limited to the appropriate staff. Data stored on the **ADEY** electronic system has password and personal account restricted access.

6. Reviews

- 6.1) All clients are contacted, as a minimum, once per annum to ensure that our service levels are attaining the high standards we expect. This is undertaken by our Customer Liaison team. Any significant issues are raised to be resolve accordingly via the non-conformance process as outlined in **AQM-04.11 CORRECTIVE ACTION**. This would result in a full investigation which would be closed out with the client.



ADEY Statement of Compliance to the Legionella Control Association Code of Conduct

7. Internal Auditing

- 7.1) ADEY perform an annual audits of our LCA Statement of Compliance and procedures. This is undertaken in line with ADEY procedure **ADY-AQM-04.14 INTERNAL AUDITS**, using ADEY form **ADY-Form-TBC – LCA Internal Audit Form**.
- 7.2) Any non-conformances or corrective actions required following findings in the internal audits follow ADEY procedure **AQM-04.11 CORRECTIVE ACTION**. All actions have a target completion within 1 month (or quicker if required) in an effort to ensure ongoing compliance.

8. Subcontractor Process

- 8.1) ADEY do not routinely subcontract any part of the Legionella testing process to a 3rd party.

In a disaster recovery situation, ADEY have a thorough approved supplier procedure and system that we expect all suppliers to adhere to. The acquisition of these services follow ADEY procedure **AQM-04.06 PURCHASING**. An approved supplier list is maintained with evaluation of required standards, i.e. ISO17025. The status of each supplier is reviewed annually.

9. Distribution of the Code

- 9.1) The LCA Code of Conduct is available on the ADEY website (www.adey.com/lab) and is referenced in all quotations as per ADEY procedure **ADY-SOP-OP-023 Adey Commercial Water Testing Process**. The ADEY LCA certificate is available on our website.

