



## CASE STUDIES



Water Hygiene



Water Treatment



Air Hygiene



Mechanical & Electrical



Pre-Commissioning  
& Commissioning



Training  
Services

## WHO WE ARE

### The best national provider...

Rock Compliance has taken the best regional players and integrated them into one national platform. Together, we embrace the can-do culture of our roots through all that we do.

We focus on three key principles – **minimising risk, delivering compliance** and **making it simple** – to deliver water hygiene, air hygiene, water treatment, flushing and commissioning, and M&E compliance services that we believe are unrivalled in the industry. By offering everything under one roof, we can give a holistic, integrated solution. We have national coverage and over 200 service engineers. This means that we are there when you need us, where you need us.

With our customers at the heart of our activities, Rock Compliance has taken the market-differentiating approach of supporting our clients to reduce the whole-life cost of compliance. They tell us that this unique approach engenders a spirit of reliability and trust as we share with them knowledge and proposals that are in their best interest.

### ...and the best place to work

Our people are central to the success of our business. We are united and driven by a belief that we can create innovative solutions to our clients' problems.

To ensure we always give the best service, we only employ the best people. We are extremely proud of our team, and are always looking for ways to engender the sense of unity and working towards a common goal that brings us together to deliver outstanding customer service. Most importantly, we always listen to our staff and value their input.

We celebrate our workforce and the commitment every person brings to the company. One way we do this is by encouraging and supporting charity initiatives suggested by team members. We also offer many ongoing opportunities for staff training and development.

### Together, we are Team Rock



## WATER HYGIENE

- A full range of Legionella-related services
- Remote temperature monitoring
- Secondary disinfection options including Copper and Silver Ionisation and Chlorine/Chlorine dioxide
- Legionella and Pseudomonas risk assessments
- Remedial work to resolve compliance gaps
- Legionella training options



## WATER TREATMENT

- Cooling tower water treatment
- Steam boiler water treatment
- Closed system protection
- Aqua Manager web-based logbook
- Unique chemistry, blended at our manufacturing facility
- Closed system innovations including Hevasure intelligent corrosion control and recommissioning
- Asset protection systems such as side stream filtration and CPC cleaning



## COMMISSIONING & PRE-COMMISSIONING

- Healthcare critical ventilation, validation and verification
- Cleanroom, commissioning, validation and particle counting
- HEPA and ULPA filter DOP integrity testing
- Balancing and testing of closed water and ventilations systems
- HVAC condition surveys and validations
- Seasonal commissioning
- Pre-commission cleaning and dynamic flushing to latest BSRIA guidance
- Closed loop pre-treatment cleaning (CPC)



## MECHANICAL & ELECTRICAL

- Design, installation & maintenance of:
- Gas and oil fire heating and hot water systems
  - All types of HVAC systems
  - Gas and oil systems including G20 natural gas and G30 LPG systems to IGEM and gas safe standards
  - Air conditioning systems including VRV and VRF systems
  - All types of ventilation systems
  - All types of electrical systems (including periodic testing)



## AIR COMPLIANCE

- Fire damper drop testing
- Ventilation inspection and duct cleaning
- Indoor air quality monitoring
- LEV testing
- Kitchen extract cleaning
- AHU filter changes
- Pressure testing and validation



## TRAINING

- Level 2 Award in Legionella Awareness (Cooling Towers & Evaporative Condensers) (RQF)
- Level 2 Award in Legionella Awareness (Hot & Cold Water Systems) (RQF)
- Level 3 Award in Legionella Control for Responsible Persons (RQF)
- Ventilation Systems Risk Awareness
- Bespoke Onsite Training

# EPIC STREAMLINES TMV TESTING



**SERVICE**  
Water Hygiene



**SECTOR**  
Housing Associations

## The Project

A major provider of social housing was carrying out thermostatic mixer valve (TMV) testing in-house. Documentation was paper-based, with little or no way of recording when remedial actions were being carried out or coming due. This made it very hard to keep track of the status of jobs and the condition of the TMVs.

## The Solution

Working closely with the customer, we replaced the housing association's old system with our EPIC online management tool. Each month, we issued quotations for the TMV services due. The TMVs were listed onto EPIC, so when the servicing was completed, we could track the TMVs that needed remedial action. When the remedial actions were carried out, the non-compliance report was completed.

## The Outcome

Thanks to EPIC and the support provided by Rock Compliance, the housing association no longer has to rely on an in-house team, noting 'works completed' on photocopied sheets. Instead, it has clear and detailed electronic copies of its TMV servicing, supported by clear photos, and a much better handle on the compliance of the TVs in its asset portfolio.

The housing association is so pleased with EPIC that it has introduced it across its sites, from Aberdeen to Plymouth!

## Key Objectives Met

**Minimising Risk** - We ensured all equipment was maintained correctly, with up-to-date records easily available.

**Delivering Compliance** - With EPIC, all assets are now monitored and tracked efficiently so any issues with compliance are addressed quickly.

**Making it Simple** - The burden of keeping paper records has been replaced with a much more modern, accurate, alternative.



*EPIC is our bespoke compliance management tool. It's hugely popular with everyone who uses it because it streamlines time-consuming jobs and improves efficiency. It is a single, easy-to-use, virtual space for managing important legionella and other compliance tasks. We love the way it simplifies things for our clients!*



**Rock Compliance**

# WATER HYGIENE FOR A SAFER SCHOOL



**SERVICE**  
Water Hygiene



**SECTOR**  
Schools, Colleges & Universities

## The Project

At a residential school for children with profound autism, busy maintenance staff knew that regular water temperature checks were essential to make sure the water system was kept free of legionella. However, it was very difficult to access the pipework, which was often hidden behind panels.

In addition, it was not possible to move lessons to different classrooms while work was being done, as many of the children attending the school would find the experience unsettling and upsetting.

## The Solution

In order to control the growth of legionella bacteria in hot and cold water systems, water temperatures need to be kept outside the growth range of 20°C-45°C. Regular water temperature checks monitor whether this is being achieved, thereby minimising risk and ensuring compliance with all relevant legislation.

Rock Compliance engineers attended the school and installed remote temperature monitoring to sentinel outlets and plant, as well as additional sensors in student residential areas.

## The Outcome

Moving forward, the water temperatures would be monitored remotely, without causing any disruption to the day-to-day running of the school or the students' wellbeing. Thanks to Team Rock, maintenance staff now have one less thing to worry about.

## Key Objectives Met

**Minimising Risk** - Maintenance staff were freed-up to undertake more urgent works.

**Delivering Compliance** - All monthly temperature monitoring tasks are now taken care of by the newly installed equipment.

**Making it Simple** - Reports are monitored remotely, eradicating the need for monthly contractor visits.



*The temperature could be monitored remotely without causing any disruption to the day-to-day running of the school or the students' wellbeing.*

**Rock Compliance**

# LEGIONELLA SERVICES FOR A MAJOR RETAIL CHAIN



**SERVICE**  
Water Hygiene



**SECTOR**  
Hospitality & Retail

## The Project

Rock Compliance was brought in to carry out legionella servicing, remedials and water sampling for a large grocery retail chain with around 1,400 UK stores.

## The Solution

We were asked to provide a bespoke reporting system that could be adapted to suit the client's needs, ensuring it was able to fulfil its legionella and water compliance requirements across all stores.

For this particular project, the fact that we are a national provider was very important - having offices throughout the UK means we can always maintain a consistent level of works across any number of sites, delivering a high quality service at local rates.

## The Outcome

Rock Compliance first started working with this client back in 2017, when there were just 300 stores, all in the South West. There are now 1,440 stores located in six regions.

Our size and wide scope of services has enabled us to continue providing the necessary support, including using our EPIC software system. And with national coverage and over 200 engineers, Team Rock is always ready to turn up wherever needed!

## Key Objectives Met

**Minimising Risk** - We removed the non-conformance items, which in turn reduced the risk of legionella.

**Delivering Compliance** - Regular meetings and a high level of communication ensured standards are met.

**Making it Simple** - Our EPIC platform software portal created one central place for detailed reporting on service visits, risk assessments and sampling analysis.



*For this particular project, the fact that we are a national provider was very important.*



**Rock Compliance**

# LEGIONELLA SERVICES FOR A LARGE COSMETICS CHAIN



**SERVICE**  
Water Hygiene



**SECTOR**  
Hospitality & Retail

## The Project

Rock Compliance was brought in to carry out legionella servicing, remedials and water sampling for one of the UK's largest cosmetics retailers with stores across the UK.

## The Solution

We were asked to provide a bespoke reporting system that could be adapted to suit the client's needs, enabling it to fulfil legionella and water compliance requirements across all stores.

As has often been the case with clients of this size that have many sites, the fact that we are a national provider was very important in making us the right team for job. We have national coverage and over 200 engineers, so we are ideally placed to maintain a consistent level of works across any number of sites, delivering a high quality service at local rates.

## The Outcome

Work with this client started in 2021, initially covering just legionella risk assessments and sampling. However, since then we have completed remedial works to minimise the risks at the sites. We have also continued with legionella training and delivered water compliance services and risk assessments.

## Key Objectives Met

**Minimising Risk** - We removed the non-conformance items, which in turn reduces the risk of legionella.

**Delivering Compliance** - Regular meetings and a high level of communication ensured standards were met.

**Making it Simple** - Our EPIC platform software portal created one central place for detailed reporting on service visits, risk assessments and sampling analysis.



*Rock Compliance has national coverage and over 200 engineers.*



**Rock Compliance**

# WATER HYGIENE PPM AT 21 POLICE STATIONS



**SERVICE**  
Water Hygiene



**SECTOR**  
Local Council & Community Buildings

## The Project

A large construction company went out to tender to find a company to manage all the planned preventative maintenance (PPM) for its customer, a regional police force. The contract was to run for a three-year fixed period.

They required the chosen contractor to work proactively with the estates team in driving down and managing any non-conformances, ensuring a high standard of compliance.

## The Solution

Rock Compliance looks after blue light services across the country, so was the perfect fit and succeeded in winning the tender.

## The Outcome

Our water hygiene team now carries out all planned preventative maintenance works for 21 sites, comprising approximately 50 buildings of varying complexity. This includes legionella control and remedial works for closed system water management.

We hold regular meetings with the estates team to manage any non-compliances and spot any gaps in compliance.

A large number of remedial works have been carried out, including management of water systems where legionella bacteria were reported.

## Key Objectives Met

**Minimising Risk** - We proactively identified areas of risk and investigated root cause, seeing through to remediation.

**Delivering Compliance** - Any gaps in compliance were reported and acted on in a timely manner.

**Making it Simple** - Team Rock provided regular succinct and simple reports.



*We are very proud of the positive relationships we build with clients. We achieve this by offering an outstanding service. In this project, we were very proactive in managing all aspects of the contract in a timely manner and maintaining a close relationship with the customer.*



**Rock Compliance**



LC1K Dual Copper Silver Ionisation System for C


  
**ROCK**  
 COMPLIANCE

# WATER COMPLIANCE AT AN NHS TRUST



**SERVICE**  
Water Treatment



**SECTOR**  
Healthcare

## The Project

When a large NHS Trust in the South West first wanted to install an additional system to support its existing water compliance control scheme, Rock Compliance recommended Copper and Silver Ionisation. Seven years later, this is now the method used successfully across the site.

## The Solution

Initially, Team Rock engineers installed an 8kg Copper and Silver Ionisation system in the main plant room to feed the softened cold water storage tank. Work was carried out swiftly and the ionisation unit was installed without any disruption to the site's water services.

## The Outcome

There was a marked improvement in water quality in the system and the correct levels set out by HSE HSG 274 were maintained. The Trust then approached Rock Compliance again to repeat this success by installing two more 8kg Copper and Silver Ionisation units to feed the cold raw water services to both the main site and the women's hospital.

## Key Objectives Met

**Minimising Risk** - The rate at which the ions are released was automatically maintained by the reliable and easy-to-operate control unit.

**Delivering Compliance** - The ultrasonic flow meter provided the means of dosing proportionally, meeting the requirements of HSG 274 part 2 and HTM 04-01.

**Making it Simple** - With the unique EPIC platform software system, we provided detailed reporting on service visits, maintenance and sampling analysis.



*The system has been used successfully over the last seven years, and at the dosing point it supplies the correct Copper and Silver levels as per HSE HSG 274 for the control of Legionella. I have always found Rock Compliance engineers to be reliable, and we programme all visits in advance. The engineers are polite and knowledgeable with good technical back-up from their office.*

**Hospital Head of Estates**

# COPPER/SILVER IONISATION AT AN NHS TRUST



**SERVICE**  
Water Treatment



**SECTOR**  
Healthcare

## The Project

An NHS Trust wanted to add a secondary disinfection method to treat the entire site's hot and cold water services to the main hospital, Maternity unit and staff accommodation.

Various water treatment options were considered, but the method chosen was Copper and Silver Ionisation, which stands out as an alternative option to chemical methods of controlling waterborne pathogens.

## The Solution

The project was put out to tender, and Rock Compliance, which offers experience, a high specification of product, and a full support and maintenance consultancy, submitted the winning bid. Our water treatment team installed a 32kg Cooper and Silver Ionisation System in the main car park, feeding the whole site. In addition, we provided a service contract for the system's maintenance, sampling and consultancy.

## The Outcome

The Copper and Silver Ionisation Unit has proved to be very effective, continually producing the copper and silver levels set out in HSE HSG 274 and successfully controlling legionella and pseudomonas levels in the water system.

## Key Objectives Met

**Minimising Risk** - The rate at which the ions were released was automatically maintained by a reliable and easy-to-operate control unit.

**Delivering Compliance** - The ultrasonic flow meter provided the means of dosing proportionally, meeting the requirements of HSG274 part 2 and HTM 04-01.

**Making it Simple** - With the unique EPIC platform software system, we provided detailed reporting on service visits, maintenance and sampling analysis.



*We are continually seeing good levels coming into the incoming supply to site, which is distributing through the hot and cold-water system. We are happy with our decision to choose Rock Compliance to provide ongoing maintenance and monitoring of the Copper and Silver Ionisation System.*



**Hospital Compliance and Sustainability Manager**




Rock Compliance is a progressive company in the compliance market. We have three fundamental values: **minimising risk, delivering compliance** and **making it simple** for our clients. We achieve this by continually reducing actual risk through investigating root cause and taking the necessary action on the back of all non-conformances.

## The result?

- An ongoing reduction in the number of non-conformances
- Low risk, compliant systems
- Minimised and predictable spend
- Highly satisfied customers who trust Rock Compliance with all their compliance needs



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