



**WCS Group**

Safe Efficient Compliance

MARLOWE Critical Services



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# WCS Group

## The perfect formula for water management across the life cycle

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## WCS Group are water management specialists working across the complete water lifecycle.

We provide technical consulting, water treatment, chemical supply and dosing, UKAS water testing and laboratory analysis, water hygiene, Legionella control, ACoP L8 compliance, air hygiene, testing and quality, training, water engineering and engineering-out noise. We help customers reduce water, chemical and energy usage safely and reliably. We tailor risk assessment, chemical dose, monitoring and water management solutions to each and every plant configuration.

### At a glance



800+ staff



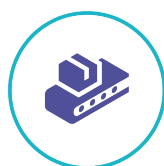
900+ schools  
and 63+ UK  
universities



7,000+  
customers



30% of all UK  
commercial  
swimming  
pools



3,000+ major  
industrial sites



300+ food  
& beverage  
manufacturers



13+ sports  
stadia



8+ UK airports



2,500+ NHS  
sites and care  
homes



2,000+ hotel  
sites



250,000+  
residents in  
social housing



900+ cooling  
towers

## What do we do?

We facilitate new and better water treatment and process control improvements. Our customers receive outstanding system risk management and processes to protect against scale, corrosion and bacteria which can impact on plant reliability and performance over time. We advise on water chemistry, bacteria and microbiology in water, water purification, water re-use, waste-to-energy solutions, water re-use and discharge to minimise environmental impact and ensure demonstrable safety and compliance.

- Closed heating and chilling systems
- Cooling tower specification, cleaning, maintenance, replacement
- Steam boiler management and optimisation
- Chemical cycle, dosing, supply and monitoring
- Water testing and laboratory analysis (deposit analysis, metallurgical analysis, sophisticated chemical and corrosion analysis, biocide screening etc)
- Risk assessments – water, air, asbestos, noise
- Asset management, upgrade, replacement
- Water purification, water recovery and re-use, disinfection
- Secondary disinfection and Water Safety Plans
- Legionella control and ACoP L8 compliance
- ACoP L8 awareness training - Basic, Advanced and specialist Healthcare infection control
- IOSH and Ofqual training (nationwide and on your site)
- Troubleshooting on site – boiler, cooling, effluent, Legionella, heating, water disinfection and safety, process water management
- Health and Safety compliance and building compliance
- Auditing and continuous improvement
- Remote monitoring (asset management, temperature, water and energy usage, building management)
- Swimming pool and spa testing and support

## Introducing SafeCare

SafeCare is our risk assessment consulting service which operates over water, air and noise risk management. Over 100 experienced Legionella and specialist consultants cover every UK postcode and Ireland. Each has undergone extensive internal and external training and continuous professional development. In this way, we can respond robustly and consistently across single-site briefs and more challenging, complex large estate needs including major hospitals, NHS Trust portfolios and national retail chains for example.

# SafeCare

### Relevance:

- Water Hygiene Audits and Audit Reviews
- Legionella Risk Assessments
- Fire risk assessments
- Air Quality Assessments and Testing
- Kitchen Extract Assessments
- Noise Risk Assessments and Control Measures to Engineer-Out Noise
- Policy and Procedure Development
- Independent Auditing
- Demonstrable Health & Safety Compliance

## An introduction to our Training and Training Academy

We have trained over 10,000 delegates over the last five years at our public training courses or via dedicated, on-site training at their site.

*"Very informative – I now feel more confident with the procedures"*

*"Good refresher and reminder of responsibility"*

*"Excellent Legionella workbook exercise and take home information"*

*"Was impressed by the facts and excellent presentation"*

*"Great mix of context and bacterial control – correct level for audience – well done"*

*"The best and most informative course I've attended"*

*"Real eye opener"*

*"Made what can be dull very interesting and thought provoking"*

*"Thorough explanations of the laws and regulations – exceeded what I was expecting"*

### Choose from courses covering:

- Bacteria in Water
- CAT A Asbestos Training
- Closed Circuit System Awareness
- Closed System Monitoring and BSRIA
- COSHH Awareness
- Emergency First Aid
- Healthcare – Control of Waterborne Infections
- IOSH Legionella Approved
- IOSH Managing Safely
- IOSH Working Safely
- Legionella Awareness (Hot, Cold Water Systems + Cooling Towers)
- Legionella Control for Responsible Person
- Legionella for Managers
- Water Microbiology
- Water Chemistry
- Other – Bespoke course content tailored to you

## Demonstrable safety and compliance

We ensure compliance with ACoP L8, Cooling Tower and Evaporative Condenser Regulations, HTM04-01, Closed Heating and Chilled Systems Guidelines, Swimming Pool and Hot Tub Guidelines, environmental standards including water discharge and Regional Protection Zones. We ensure adherence to the Control of Asbestos Regulations, Confined Spaces Regulations, Environmental Protection Act, HSG274, COSHH, REACH and Control of Noise at Work Regulations, BSRIA BG29 and BG50.

## Who do we service?

Our customers are single and multi-site operators, FM service providers and M&E companies requiring specialist water services. Customers are private and public sector encompassing organisations across education, leisure and hospitality, food and beverage, petrochemicals, pharmaceutical, building management, healthcare, heavy industry, metallurgy, chemicals, transport and logistics, textiles and other manufacturing, energy and power generation, waste and recycling. They include Facilities, Plant, Maintenance, Production, Operations, Health & safety, Head Engineer and 'Hard' Services Buyers.

## How we work

Over 800 staff work from a network of offices, in regional teams, providing a local service to customers across every UK and Ireland postcode. Specialist service delivery staff work in dedicated healthcare, security, petrochemical, food and beverage service delivery teams. National teams cover water engineering, waste-to-energy and wastewater, risk assessment and training.



## Why WCS Group?

- The H2O experts who manage water throughout the lifecycle
- Independent asset and risk health check
- Full remedial water engineering offer from testing, bacterial control, softening, disinfection of water and secondary disinfection
- We manufacture, toll blend and supply our own chemicals
- Technical consulting and problem-solving will bring new levels of plant efficiency
- Optimised water treatment, chemical and water engineering solutions tailored to YOUR site(s)
- Deep sector knowledge that enhances your in-house knowledge and understanding
- Demonstrable safety and compliance

## Our commitment to you

- We will independently audit your site to help you better understand asset and cycle risk and create start-point improvements
- We will explain risk management simply and clearly, without drama
- We will recommend and implement robust Legionella control and ACoP L8 compliance
- We will tailor chemical solutions and dosing to your site specifically in line with your business priorities and KPIs
- We will introduce tech-enabled solutions where appropriate to improve decision-making, transparency and reduce operating costs and carbon footprint
- Outstanding customer service, system improvement and operating efficiencies

## Our values – do we align?



### Respect

We work hard to earn and retain trust. We always deliver on our promises



### Integrity

From speed of response, access to technical insights and information, we have utmost consideration for other people, your business and the environment.



### Accountability

We value the ability of our staff and company to honour commitments to customers and each other and to continually learn and improve.



### Reliability

We are dependable not only for solutions we provide, but also for how we carefully manage the relationships we develop.

## Tech-enabled solutions

Improve decision making and transparency.



### GENOX Generator producing NEUTHOX®

A cost effective, safe and powerful biocide for large and small systems. Primary and secondary water disinfection. Potable and process water. DWI Approved. Safe alternative to  $\text{ClO}_2$ .

### Chlorine Dioxide Production PureOx 3500

WRAS Approved. Production of low concentration, high purity  $\text{ClO}_2$  for water purification up to 4,800m<sup>3</sup> per day



### Remote Monitoring

Smart asset management and dashboard to manage Legionella compliance, Food Processing compliance, Security monitoring, Environmental air quality, Critical asset monitoring, energy monitoring, water metering and sub-metering, energy control, key operating and health and safety controls.

### Demineralisation

The removal of nearly all dissolved salt and mineral ions from water to create ultrapure water. Applications include boiler feed water, steam generation, Refineries, Petrochemical, Food and Beverage, Electrocoating ...



## A Marlowe Critical Services company

WCS Group is the 'Water Treatment and Hygiene' division of the Marlowe Critical Services Group owned by parent Marlowe plc.

Marlowe plc provides one access point for specialist 'highest standards' across;

**'Compliance & Facilities Software', 'Health and Safety Compliance', 'Retained HR, Employment Law & Health and Safety',  
'Occupational Health Services', 'eLearning and Training Services', 'Fire Safety & Security Services',  
'Water Treatment & Hygiene Services', 'Air and Ventilation Compliance', 'Asbestos Management Services'.**

All nine divisions can be accessed singularly or in combination.

The Group shares many common customers and collectively employs 2,200+ specialists, servicing around 30,000 customers.

**Compliance. Assured.**

## WCS Group core services



### WATER TREATMENT

Cooling Tower Systems  
Evaporative Condensers  
Steam Boilers  
Low and Medium Pressure Heating Systems  
Chilled Water Systems  
Pre-commission Cleaning  
Pre-Treatment Plant, Dosage, Chemical  
Cycle and Control  
Remote data logging  
Web-based electronic log book  
Swimming pools and Spas



### WASTEWATER

Water Recycling  
Water and Wastewater equipment  
supply and service  
Wastewater Treatment plant design /  
supply / install  
Wastewater equipment hire  
Industrial Effluent monitoring and  
optimisation



### WATER HYGIENE

Legionella Risk Assessment and  
Water Hygiene Surveys  
Monitoring / Inspection Contracts with  
Log Book Management  
Remote temperature monitoring  
Cleaning and Disinfectant Works  
Remedial Works  
Asbestos Risk Assessment



### AIR HYGIENE

Air Hygiene Risk Assessment Survey  
Indoor Air Quality Monitoring  
Cleaning and Treatment of Air Handling  
Equipment



### TRAINING SERVICES

eLearning  
Legionella Control Training  
WCS Group / IOSH / City & Guilds /  
COSH training  
On-site training for bespoke needs



### WATER ENGINEERING

Design and specification for  
water treatment  
Installation  
Reverse Osmosis plant  
Cooling Tower maintenance  
Plumbing and remedial works  
Installation of water softeners  
Pre-treatment plant  
Closed system chemical cleaning  
Waste water management  
Re-purposing and harvesting of water



### ASBESTOS

Asbestos Surveys  
Air Monitoring and 4 Stage Clearance  
Asbestos Bulk Sampling and Analysis  
Fire Risk Assessment  
CDM  
Principle Designer  
Construction Site Safety Audits  
Contractor Assessment

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For a full list of our accreditations please visit: [www.wcs-group.co.uk/accreditations-respository](http://www.wcs-group.co.uk/accreditations-respository)