

**WCS Group**

Safe Efficient Compliance

MARLOWE Critical Services



# HOTEL

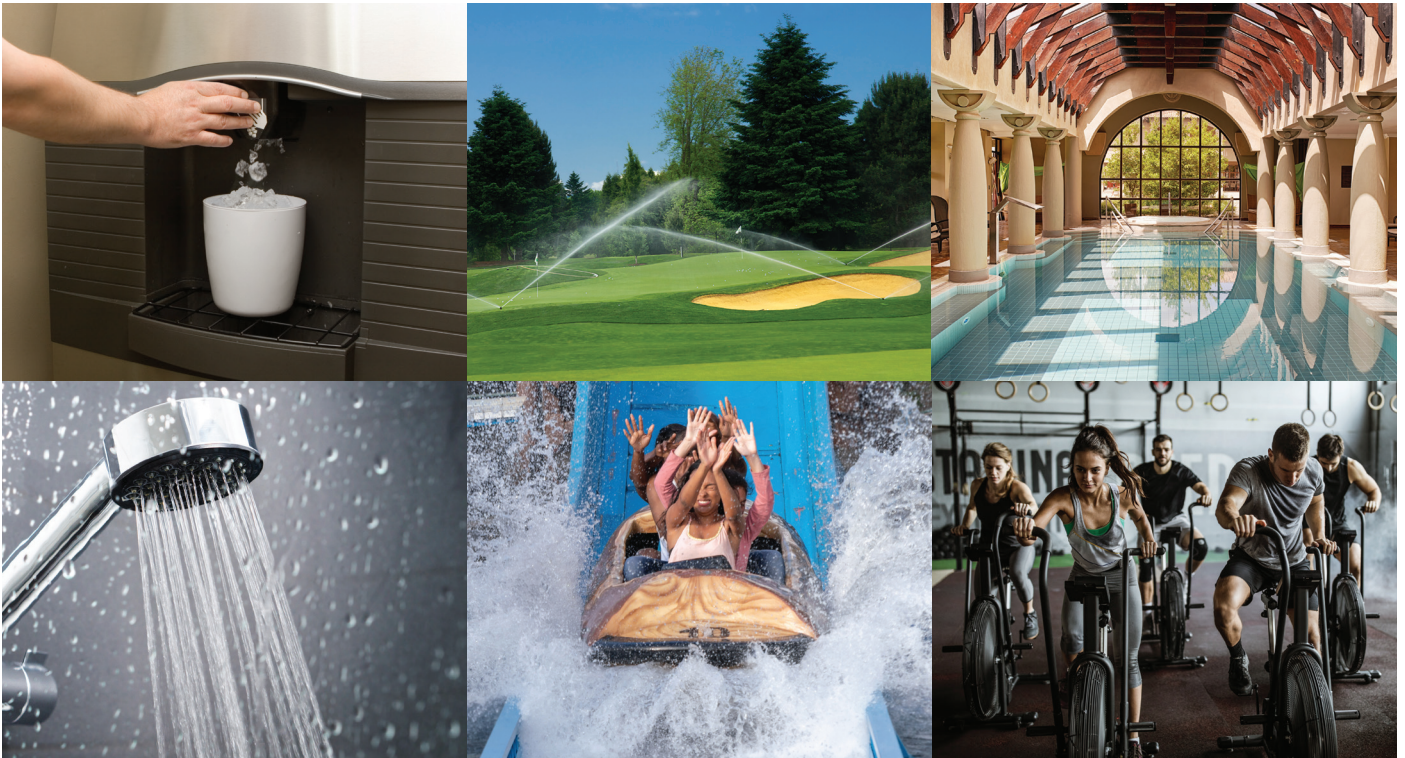


---

Outstanding guest experiences and  
standards of hygiene through  
**intelligent water management for  
hospitality and leisure operators**

---

## An unrivalled guest experience



WCS Group are experts in water testing, water management, water safety and compliance in the hospitality and leisure sector. We are focused on helping to ensure outstanding water quality, hygiene and safety which enhances the guest experience. We also manage water, energy and chemical usage to help lower operating costs and help you meet your environmental objectives.

### At a glance - we manage:



33%+ of all UK commercial swimming pools



13+ sports stadia



8+ UK airports



2,000+ hotel sites




1,400+ leisure centres



900+ cooling towers

# How we enhance guest satisfaction, lower operating costs and ensure demonstrable compliance

Issue	Approach	How
<b>Water safety</b>	A WCS Water Management and Legionella Control plan can ensure clean, safe water and manage system, asset and operating risks.	<ul style="list-style-type: none"> <li>• Water Testing and UKAS Certification</li> <li>• Risk Management (Water Safety Plan, Water Quality Monitoring, Sub-Metering, Leak Detection, Data Management)</li> <li>• Cleaning &amp; Disinfection, Emergency Remediation</li> <li>• Pathogen Analysis &amp; Water Testing</li> <li>• On-going Control (Secondary Disinfection, Point-of-Use Water Filters)</li> </ul>
<b>Water features</b>	Smart automation, monitoring, water testing, chlorination to maintain clean, safe, sanitary water features.	<ul style="list-style-type: none"> <li>• Management of water levels, chemistry, circulation</li> <li>• Filtering</li> <li>• Pump replacement</li> <li>• Water safety and Legionella control</li> </ul>
<b>Cooling water systems</b>	Specification, management, maintenance of cooling towers and closed cooling systems.	<ul style="list-style-type: none"> <li>• Significant water and energy savings</li> <li>• Operational savings</li> <li>• Solid chemistry technology offering environmental benefits</li> </ul>
<b>Air handling hygiene</b>	HVAC solutions designed to reduce energy consumption and improve guest comfort. Good air quality enhances guest satisfaction and loyalty.	<ul style="list-style-type: none"> <li>• Air Duct Cleaning &amp; Monitoring</li> <li>• Dust Deposit Analysis</li> <li>• Improved airflow and air quality</li> </ul>
<b>Closed loops</b>	Optimised treatment, flushing and management of closed loops ensures operational efficiency, asset protection and on-going energy savings. Our Hevasure system helps you see what is happening within closed systems.	
<b>Guest experience</b>	Secondary disinfection of potable and drinking water.	<ul style="list-style-type: none"> <li>• Water Purification and Softening</li> <li>• Generation of chlorine and chlorine dioxide solution on-site</li> <li>• Effective secondary disinfection of your domestic water</li> <li>• WRAS-approved</li> </ul>
<b>Pool &amp; spa</b>	Water testing, water hygiene, smart maintenance to reduce evaporation and leaks and reduce how often water needs to be topped up.	<ul style="list-style-type: none"> <li>• Pool control to maintain quality, taste, hygiene</li> <li>• Chlorine and pH dosing</li> <li>• Reduce water loss and topping up</li> <li>• Plant &amp; Maintenance</li> <li>• Water Testing, Legionella control</li> <li>• Training</li> </ul>
<b>Domestic water pipes</b>	Tackle the underlying causes of system fatigue, corrosion, microbiology and health of water distribution system.	<ul style="list-style-type: none"> <li>• Mechanical solutions</li> <li>• Operational solutions</li> <li>• Water chemistry and microbiology</li> </ul>
<b>Water heating and steam</b>	Heating and steam solutions that save energy and water, improve heat transfer and quality, reduce operating costs and extend asset life.	<ul style="list-style-type: none"> <li>• Safe production of heat</li> <li>• Asset protection from corrosion and scale</li> <li>• Energy reduction (better heat transfer and reduced blowdown)</li> <li>• Full toolkit including softening and Reverse Osmosis</li> </ul>

## Comprehensive solutions for the leisure and hospitality industry

### Water Softeners

Hard water can be a problem by detracting from the guests' sense of luxury and increasing your operating costs. Hard water causes stains, soap scums in bathrooms, increases laundry operating costs and requires extra polishing work for glasses, cutlery and potential limescale build-up in assets, taps, showers heads.....SOLUTION – custom specified softening.



### Ultra Violet Systems (UV)

Unlike filtration, UV systems emit UV light destroying the DNA of up to 99.99% of all waterborne pathogens it comes in to contact with. UV systems are clean, safe, easy and cost effective in treating your water. Especially underground storage tanks for sports stadia where large volumes of water are stored for irrigation.



### Swimming Pool Controller

Smart automation systems enable pool operators to maintain full control over their pool / spa ecosystem from pool pumps, heating, sanitising, water chemistry, dosing, lighting and more. These systems can optimise operating costs and help demonstrate safety and compliance.



### GENOX

A safe alternative to  $\text{ClO}_2$ , GENOX Generators produce low hazard  $\text{HOCl}$  biocide NEUTHOX<sup>®</sup> for primary and secondary water disinfection. DWI approved, the systems cost as little as 4 pence per  $\text{m}^3$  of treated water and come in 9-400L / hour system options.



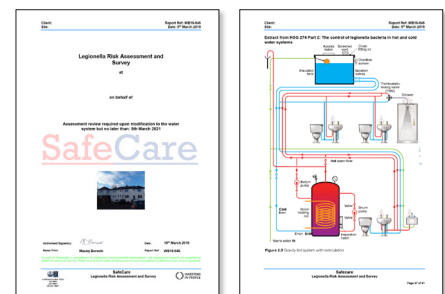
## Chlorine Dioxide Generators

New generation  $\text{ClO}_2$ IX generators deliver high quality, safe Chlorine Dioxide generation with an instant 700 PPM of 95% purity on-demand on-site without the need for storage or transport. Treating anywhere up to 4,500m<sup>3</sup> of purified water per day.



## SafeCare Legionella Risk Assessments

SafeCare is our risk assessment consulting service for water, air and noise risk management. Thorough, comprehensive, independent asset and risk control ensures appropriate control and demonstrable risk management.



## Water Sub-Metering and leak detection software as a service

High accuracy metering and sub-metering with data collection dashboard software as a service. Uses advanced data pattern recognition to help identify waste, save water by flagging leaks.



## Ultralox

DWI approved HOCL the active form of chlorine that works as a biocide. It breaks down biofilm. Use for flushing, one-off disinfections and secondary disinfection.



## Water chemistry in swimming pools and spas done right

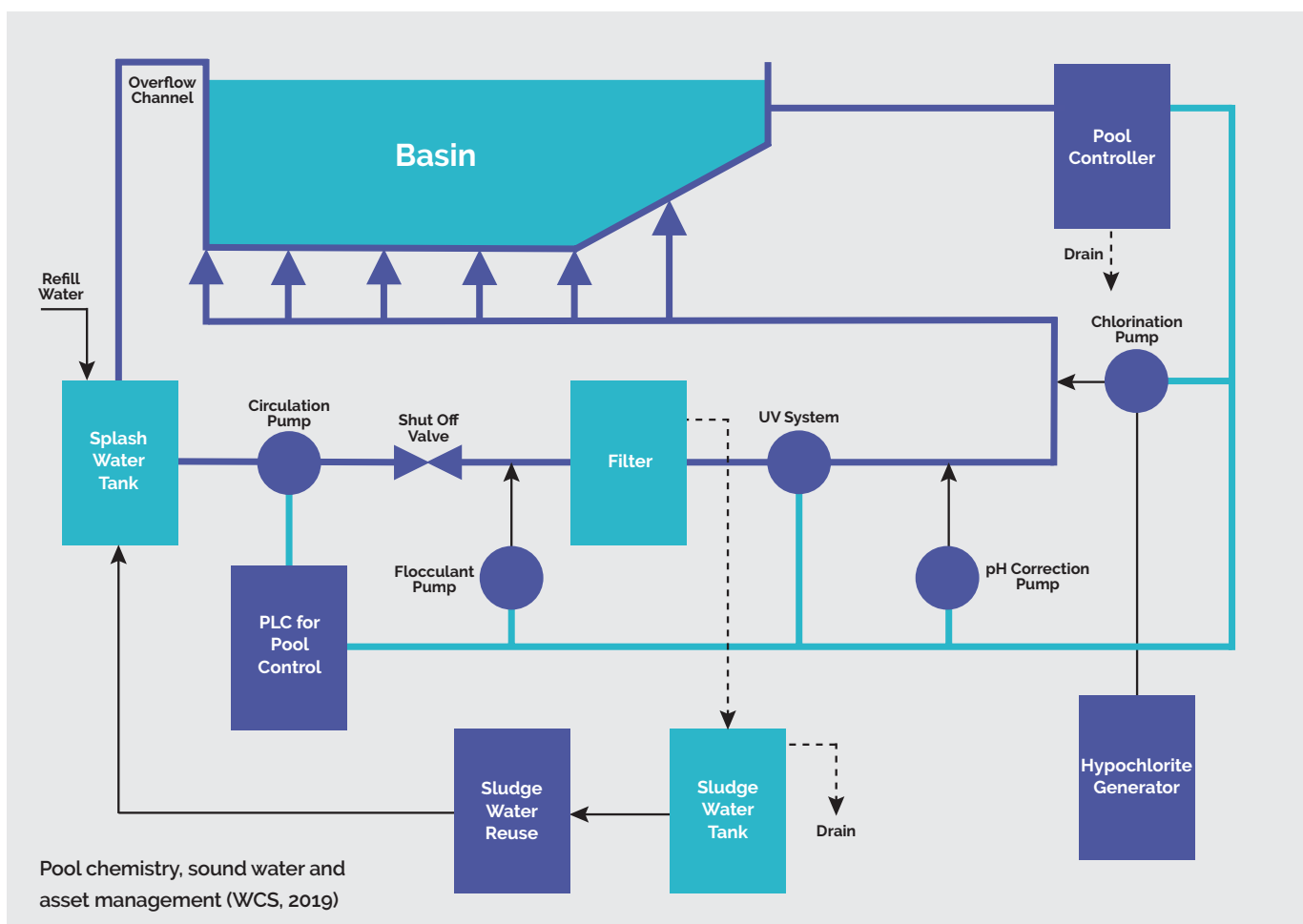
Swimming pools and spas represent unique operating and human health risks, also becoming contaminated by sweat, urine, faeces, hair, skin flakes etc. Active management prevents dirt build-up, the flourishing of microbes and renders organic matter inactive.

Active management prevents dirt build-up, the flourishing of microbes and renders organic matter inactive. By maintaining excellent water quality, focusing on pool lifecycle management, asset management and hygiene, operators can ensure reduced water loss, lower energy operating usage, reduced risk to human health and a better visitor experience.

WCS Group and the water division manage over 33% of all commercial swimming pools and spas in the UK.

### Some of our top tips:

- Total dissolved solids (no more than 100mg above the source of water content)
- Sand filters should be pressured and backwashed weekly or ideally daily
- Check calibration of dosing and monitoring equipment atleast every week
- Continually monitor for pH and chlorine and combined chlorine (should be zero ideally and never exceeding 1mg/L and always less than half the free chlorine)
- Manage the pollution in the surface layer via filtration, coagulation, controlling bather load (ie apply a multi-barrier approach)
- Inspect daily for leaks, water clarity, chemical levels in storage tanks, pressure gauges and flow meters
- Check all operating and maintenance staff have regular training including WCS Group Pools & Plant training for Leisure Operators, Swimming Pool / Spa Testing and Water Management, Legionella Awareness (for Leisure Operators).



### Whole of life water management for visitor attraction



#### Situation

A UK charity managing massive biomes housing the largest rainforest in captivity and vast community and education projects, required a water safety specialist to advise, specify and ensure a safe environment for visitors.

#### Result

We have provided a belts and braces approach to water safety, Legionella control, water management and re-use across the entire site. Safe, clean potable water is maintained through additional secondary disinfection and water purification. Temperatures are closely monitored alongside weekly flushing, meticulous tank inspections and cleaning and a SafeCare Legionella Asset Management programme. For over 15 years, we have ensured efficient, safe water and management of water on site for this vast facility and tourist attraction.

### On screen delight



#### Situation

A major independent cinema operator with over 120 screens all over the UK, required a national water hygiene specialist who could reliably implement a Legionella control plan.

#### Result

For over 15 years, we have managed sites across the UK ensuring a no compromise approach to complying with ACoP L8. We ensure safe, clean water and robust Legionella control through comprehensive Water Hygiene Risk Assessments and asset management, domestic system support, sampling, chlorination and cleaning of water tanks, pipes and systems and the monitoring of water used by staff and hundreds of thousands of cinema-goers nationally.

### Championship water safety for football fans



#### Situation

A large FC with arena and training grounds required on-going water hygiene, water treatment, swimming pool and leisure water management and full compliance with HSG274 and ACoP L8 for water systems, related assets, water storage and water spray systems.

#### Result

This sports facility operator gets the same water management safety, monitoring and water re-use expertise we apply to many Champions and Premier League stadia operators from Scotland to Brighton. We provide robust water hygiene and Legionella control for the training ground and main stadium. Water testing, pool and spa sampling, chemical control, water treatment, on-going monitoring and practical solutions for water recovery, water re-use and safety are designed to ensure optimum asset management, heating, energy use and efficient water management.

### Unparalleled pampering and luxury



#### Situation

A large chain of health clubs and luxury spa operator wanted to diversify their operating risk by collaborating with a second water management, swimming pool testing and HSG 274 and 282 specialist with a brief to oversee water testing, domestic systems, Legionella control and water management across all systems and assets across over 30 sites nationally.

#### Result

We reviewed water safety policy and testing regimes. We challenged current practices and recommended a more robust water safety programme. Legionella failures are less than 1% positive and the portfolio enjoys pure, safe, clean water and predictable safety and exacting compliance.

### Enhanced water quality outdoors



#### Situation

A leisure company with many outdoor hot tubs had a sampling regime that didn't adequately represent water quality or risk to human health. They required a more robust strategy.

#### Result

We introduced a robust water testing programme designed around maintaining outstanding water quality and an excellent guest experience. Water treatment training and changes to the chemistry management of spa water enabled the operator to significantly improve water quality and drive new standards which have been shared nationally.

### Water programme goes swimmingly



#### Situation

A large UK pool operator was self-testing water in what had become something of a tick-box exercise. They were not able to robustly defend water management practices or water hygiene and asked for a more robust programme designed to be self-financing.

#### Result

We reviewed all water testing, sampling and reporting and devised a new water management strategy with optimised frequency designed to truly capture operating risk right across the estate. This influenced sampling frequency, water management, energy usage, water usage and has enabled an improvement in water quality, customer experience and lower related operating costs.

### Five star water management



#### Situation

This leading UK hotel group wanted to consolidate water management to achieve a national water hygiene and ACoP L8 compliance strategy ensuring demonstrable compliance and predictable, 'best in class' customer experience across all sites.

#### Result

We started by prioritising a portfolio of 15+ problematic sites to set benchmarks for water system performance, energy usage, water usage and water purification. Comprehensive water hygiene risk assessments, temperature monitoring, asset performance management, chlorination and distribution system cleaning, together with secondary disinfection programmes ensure optimal water hygiene, energy use and a customer experience across all UK sites, nationwide.

### Historic monuments can rest easy



#### Situation

This UK charity manages over 400 historic monuments, buildings and places. Water was handled by multiple suppliers with mixed results. They wanted a more standardised water hygiene solution through a water treatment and L8 specialist to co-ordinate a joined-up, predictable water safety and Legionella control programme encompassing water hygiene, water treatment, corrosion control, microbiology, management of steam and heating systems, water testing and water re-use across the entire lifecycle.

#### Result

ONE water management strategy is used to manage water safety, purification and water re-use to exacting standards tailored to individual site needs across prehistoric sites, medieval castles, Roman forts and country houses.

## 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 Hospitality and Leisure experience includes:



[www.wcs-group.co.uk](http://www.wcs-group.co.uk)

Enquiries: +44 (0)845 094 4300  
[alex.winter@wcs-group.co.uk](mailto:alex.winter@wcs-group.co.uk)

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