



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 12 regional offices and over two hundred 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
- Legionella 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



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. I love the way it simplifies things for our clients!



Rock Compliance

M&E REPAIRS AT A TEACHING HOSPITAL



SERVICE
Mechanical & Electrical



SECTOR
Healthcare

The Project

A large NHS hospital known for its outstanding teaching and research was having problems with its gas distribution system. Two gas leaks had been detected and needed urgent attention. In addition, the fuel oil system was due for its quarterly testing.

The Solution

On investigation of the gas distribution system, Rock Compliance engineers identified a total of six issues. Remedial action was carried out, including the isolation of the incoming gas pipe to allow replacement of a faulty gas isolation valve. A gas-to-air purge was then carried out, followed by an air-to-gas purge to reenergise the gas system.

The Outcome

Completion of the direct air-to-gas purge showed G20 gas at 9% in line with IGEM Guidelines. Test certification was issued, the system was put back into operation, and the site was cleared.

Our engineers also carried out the quarterly fuel oil system testing, providing the client's FM company with a proposal and costings for any remedial works required.

Key Objectives Met

Minimising Risk - Issues were identified before they had time to become serious.

Delivering Compliance - Check ensured the gas system was operating in line with IGEM guidelines.

Making it Simple - In addition to investigating and repairing the gas system, Team Rock engineers provided quarterly fuel oil system testing.



We provided the client's FM company with a proposal and costings for any remedial works required.



Rock Compliance

DUCTWORK CLEANING AT SENSITIVE SITES



SERVICE
Air Hygiene



SECTOR
Local Council & Community Buildings

The Project

A dirty extract system presents a serious fire risk. Moreover, poor maintenance can severely impact system efficiency. A large government department with operations throughout the UK brought in Rock Compliance to carry out ductwork and extract cleaning of the air handling units (AHUs) and ventilation systems at nearly 50 of its sites in the South East, when its existing air hygiene provider was unable to cover the region.

The Solution

We carried out full maintenance of the ventilation system at each site, installing additional access doors when required, cleaning all components in line with BS EN 15780:2011 and BESA TR19 and Table 8 of the BESA 'Guide to Good Practice Internal Cleanliness of Ventilation System' TR19 (Air). We were also asked to carry out preferred vacuum testing (PVT) following cleaning.

As this is a critical government facility, everyone on the project had to be mindful of the additional responsibilities that accompany working on a sensitive site.

The Outcome

This was a huge project, with all work to be completed within a very tight timeframe and in a live, working environment. Team Rock engineers pulled out all the stops to fit six months of work into the client's two month timeframe, working overtime to make sure deadlines were met. Some of the sites visited were bigger and more complex than expected, so schedules had to be flexible enough to accommodate changes at short notice.

Key Objectives Met

Minimising Risk - Correct maintenance ensured the ventilation system was fully operational.

Delivering Compliance - All work was carried out by skilled engineers and in line with relevant guidelines.

Making it Simple - National coverage enabled us to respond quickly and effectively.



We were very happy the work done by Rock Compliance, and are looking at bringing the company in to carry out more work at our many sites.



Head of Projects

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

HVAC TESTING FOR A BUSY UNIVERSITY



SERVICE

Pre-Commissioning & Commissioning



SECTOR

Schools, Colleges & Universities

The Project

A fully-functioning HVAC system is essential to provide a comfortable indoor environment. When a university had concerns about the complex HVAC system in one of its largest and newest research and teaching facilities, Team Rock was brought in to carry out pre-commissioning, testing and commissioning while building work was still underway on other parts of the building.

The Solution

To ensure the proper functioning of the HVAC system, the university's facilities management provider approached Rock Compliance. We proposed a comprehensive testing and commissioning plan that included a thorough examination of the HVAC system's performance and efficiency.

The Outcome

After the testing and commissioning process, the HVAC system was found to be functioning optimally. In the university's Post Seasonal Commissioning Review, pupils and staff using the building reported increased comfort levels, and the maintenance engineer commented on a noticeable reduction in energy consumption.

Key Objectives Met

Minimising Risk - Supported by maintenance carried out by Rock Compliance, the building's HVAC system has been instrumental in creating a healthy indoor environment, with improved air quality and consistent temperature control.

Delivering Compliance - We worked closely with the construction and M&E teams to ensure that all tests were performed correctly and that any necessary adjustments were made.

Making it Simple - Dealing with just one specialist contractor streamlined communications.



We employed Rock Compliance to undertake the balancing and commissioning works on this project as we always receive professional service and great support. A particular challenge for this project was to ensure correct laboratory conditions via the ventilation strategy, despite a late specification change to original requirements.



Managing Director of Building Services

SECONDARY DISINFECTION 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/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 hygiene team installed a 32kg copper/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 ionisation unit has proven to be effective and has continually been producing the copper/silver levels as set out in the HSE HSG 274, 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**

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 11 regional offices and 1,500 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

CORROSION RECTIFIED IN OPERATING THEATRES



SERVICE

Pre-commissioning & Commissioning



SECTOR

Healthcare

The Project

Following pipework failure and high levels of corrosion in a critical cooling system supplying neurological theatres, an NHS Trust carried out a thorough investigation into the reasons behind the problems. Rock Compliance was brought in to carry out this multistage project requiring investigation into the source of the issues and remediation.

The Solution

We started by carrying out a temporary health check using our Hevasure water and corrosion monitoring technology, designed for closed-circuit HVAC systems. Faults are discovered by continuously and remotely monitoring conditions that can be indicative of corrosion. Once the issues are identified, Hydrosphere cleans the system back to acceptable levels while allowing it to remain live, thus preventing any theatre downtime.

The Outcome

The data generated by Hevasure identified that when water in the chilled system was in standby, pressure dropped, and oxygen levels spiked. We were able to determine that there was an issue with the pressurisation unit and faulty AAVs.

Once these faults were rectified, the dissolved oxygen dropped from 7ppm to 0.4ppm. The system was cleaned, bringing the total iron from 56ppm to 0.2ppm, with no water discharge or downtime. None of these issues could have been detected using traditional sampling.

Key Objectives Met

Minimising Risk - We prevented catastrophic failure of the system, which could have happened during surgical procedures.

Delivering Compliance - We ensured the system was returned to the condition recommended in BG50/2021.

Making it Simple - All analysis was carried out remotely, with email alerts to any changing parameters.



Hevasure allowed us to identify faults that sampling couldn't, and Hydrosphere allowed us to keep the theatre open whilst we cleaned the system. We are so impressed we are looking to roll Hevasure out across all 27 systems in the Trust.



Hospital Estates Manager

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 11 regional offices and over 150 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 11 regional offices and over 150 engineers.



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/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/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/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/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

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




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



 0800 862 0458

 info@rockcompliance.co.uk

 www.rockcompliance.co.uk

 [rock-compliance-limited](https://www.linkedin.com/company/rock-compliance-limited)

For a full list of accreditations, please visit: www.rockcompliance.co.uk/accreditations

Head Office - Unit 2, 10 Tything Road West, Arden Forest Industrial Estate, Alcester, Warwickshire, B49 6EP