



SSI Compliance

The SSI compliance division comprises two market-leading businesses: Omega Red Group (Omega) and IWS Water Hygiene (IWS WH). Driven by the ever increasing regulatory and insurance demands of customers for compliance, both businesses have continued to build their market reputation, resolute in their safety-first commitment, delivering high quality solutions across lightning protection, power earthing, height safety, air hygiene, water hygiene and water treatment.

The compliance businesses are being integrated to form a platform of increasing scale from which to deliver the highest quality compliance services that customers need. The overarching ambition being to support customers in meeting their regulatory obligations and insurance demands, keeping their people, property and customers safe and compliant with current legislation.

With around 600 directly employed staff and branches strategically located in Bristol, Edinburgh, London, Manchester and Nottingham, the compliance division has the scale to provide coverage that is truly national while at the same time being able to resource and deliver at a local level. The division's geographic coverage allows us the provision of solutions for a wide range of customers and market sectors, from power generation and transmission, utilities, industrial, facilities management, through to social housing and local government, no matter how big or small their requirement is.

Strategy and performance

The division has continued to implement its road map and strategy, harmonising processes across both businesses and with further investment in systems planned, to make it easier and simpler for customers to work with both businesses.

The roadmap will support customers through streamlined service delivery and access to a wider range of services from a single point of contact; flexibility and choice of services tailor made to customers' requirements; a unified approach for enquiries, updates and support to deliver an excellent customer experience; and the adaptability to offer new services that meet the changing demands of customers and their compliance requirements.

The division has continued to deliver safe, profitable growth across both businesses, securing significant contract wins and maintaining a strong forward order book well into the coming financial year and beyond. A strategic decision to limit exposure to the general construction sector throughout the year has insulated the business to a high degree from the market volatility experienced in the housing sector, with more stable returns being delivered from a focus on sectors such as power, critical grid infrastructure, government, retail, social housing, hotel and leisure, and higher education.

With significant commonality across both businesses in terms of customer base and markets served, the ability to offer customers the choice of being a multiple service provider is further supporting and underpinning organic growth.

Omega Red is supporting the UK's transition to a low carbon economy, deploying its knowledge and specialist high voltage electrical earthing skills to help deliver the transformational infrastructure that will make this a reality. Key projects in the year include working as an integral part of EDF's team, delivering their flagship Hinkley Point C project, comprising two nuclear reactors, the first of a new generation of nuclear power stations in Britain providing zero carbon electricity for around six million homes.

The Omega team is also proud to be associated with the onshore element of the Dogger Bank offshore wind farm located off the northeast coast of England. When completed this will be one of the world's largest offshore wind farms. Involved with all three phases of this multi-billion-pound investment, it will ultimately have an installed electrical generation capacity of 3.6GW.

Similar to the Dogger Bank project, the Omega team has continued to work with Ørsted and their delivery partners on the various phases of their record breaking Hornsea offshore wind farm project, currently under construction off the east coast, in the North Sea.

IWS WH continues to be a leading supplier of choice across the UK, providing legionella compliance services and products, water hygiene risk assessments, air hygiene, water treatment, maintenance and remedial works to industrial, local authority, social housing and educational establishments, along with numerous commercial customers, large and small.

As a Legionella Control Association (LCA) Member, the company complies with the LCA Code of Conduct and LCA Service Standards and is committed to helping customers prevent Legionellosis and keep their water systems safe. Rigorous independent third-party audits by the LCA, together with the many accreditations held, further build trust and confidence with customers in ensuring the professional services and products provided are fully compliant and always to the highest standard.



Water hygiene Legionella risk assessments remain critical for the generation of customers' written scheme of control, as mandated by Health and Safety Executive Approved (HSE) Code of Practice (ACOP) L8 and necessary to keep both them and their customers safe and fully compliant. Risk assessments are undertaken at customers' premises by our trained teams using our own in-house, bespoke mobile working solutions, to collect the necessary data to ensure compliance. Powering our mobile solution is our own software which has been specifically set up and customised to meet the requirements of ACOP L8 and fundamental to our membership of the LCA.

Water hygiene maintenance remains a core function, with IWS WH providing routine monitoring on customer sites in line with ACOP L8 guidelines. Temperature monitoring, sampling, and water tank inspections are examples of the type of work completed under the maintenance contracts IWS WH has with many institutional clients, namely councils, housing associations, facilities management companies, schools and universities, as well as many blue-chip customers. Many of these customers have had long relationships with IWS WH. Testament to this is the high levels of retained and repeat business we continue to secure, often because of a competitive tender process, to ensure our services are regularly benchmarked for their cost effectiveness and value.

All aspects of remedial water treatment work are undertaken, including water sampling, replacement or cleaning and disinfecting of tanks, disinfection and cleaning of the internals of cooling towers, fitting of thermostatic mixing valves blending valves, and the removal of dead legs and redundant pipework.

A full design, installation and maintenance project service is required for the more complex aspects of water treatment such as dosing systems (traditional and solid chemical), industrial boilers, reverse osmosis and water softening systems.

One such example of the social housing sector in which we operate is the partnership forged with HC One, working across their 270 care homes. We're proud to deliver water treatment and Legionella services for the 13,000 residents who live in their homes, encompassing dementia care, nursing, residential and specialist care, keeping residents safe and allowing HC One to remain focused on providing the positive and personalised care they need.

Safety and our people

The Compliance division is highly regarded in the industry, and will continue its focus on safety, reputation and customer satisfaction, focused on the principles of protecting people, buildings and assets, protecting customers' brands and reputations, and providing independent advice and guidance to aid compliance.

The division's approach will remain centred around a safety-first culture that is deeply engrained in DNA, from the onboarding of apprentices through to the Senior Leadership Team. Teams are empowered to prioritise safety above all else and have the authority to halt any job if they believe it cannot be done safely, always challenged in collaboration with customers to finding an alternative and safe way of implementing the job in hand. This safety-focused approach is supported by investments in training, equipment and personal development.

Regular audits, along with cross-business employee safety committees, not only help in identifying existing safety risks but also proactively address potential issues before they escalate. This is further supported by the proactive investigations undertaken regarding our highest risk activities to ensure that 'work is done as imagined'.

The company values the growth and development of its employees, often promoting from within to provide opportunities for progression. Many senior roles have been fulfilled by individuals that have progressed from having been first appointed as an apprentice.

Over the last year, the company has embedded a consistent competency matrix for field staff roles, important in resourcing works with the correct skills and experience, as well as providing opportunities for training and career progression. Within the IWS Water Hygiene business, investment in new training facilities at each of our regional locations, ensures both new recruits and experienced team members are furnished with the skills and competencies needed to furnish customers' needs.

Looking ahead, the business will add new and additional modules to its Institute of Leadership and Management (ILM) accredited Future Leaders Programme, aimed at developing both their soft and strategic knowledge-based skills. This initiative reflects a forward-thinking approach and underpins a commitment to foster home-grown leadership talent.



Water hygiene services at King's College London

King's College London (King's) is a public research university located in London. The university is split across five campuses and also has two IT Services centres based in Newquay, Cornwall.

King's was established by royal charter in 1829 under the patronage of King George IV and the Duke of Wellington. In 1836, King's became one of the two founding colleges of the University of London.

In September 2023, Integrated Water Services Water Hygiene (IWS WH) was selected via a successful tender process and awarded a five-year contract at King's. The contract, commencing October 2023, includes a range of water hygiene services including water sampling, TMV servicing, tank cleaning and calorifier inspections across all campuses.

Challenges

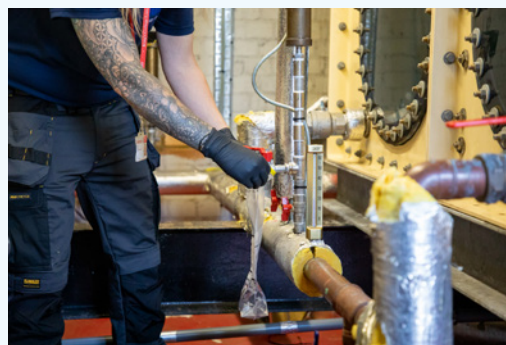
Due to the nature of research taking place across the campuses, from behavioural science units to a variety of clinical and laboratory spaces, access can sometimes be limited for the team to carry out services.

There were some challenges during the early phase of the contract where we were establishing the ways of working together. This has led to the strengthening of the partnership with the client.

Delivery

We have successfully mobilised and deployed the team to ensure we are meeting the standards set by King's. We are currently ten months into the contract and building strong working relationships with the King's team. As a result, the contract has been extended to include steam boiler treatment as part of the service package.

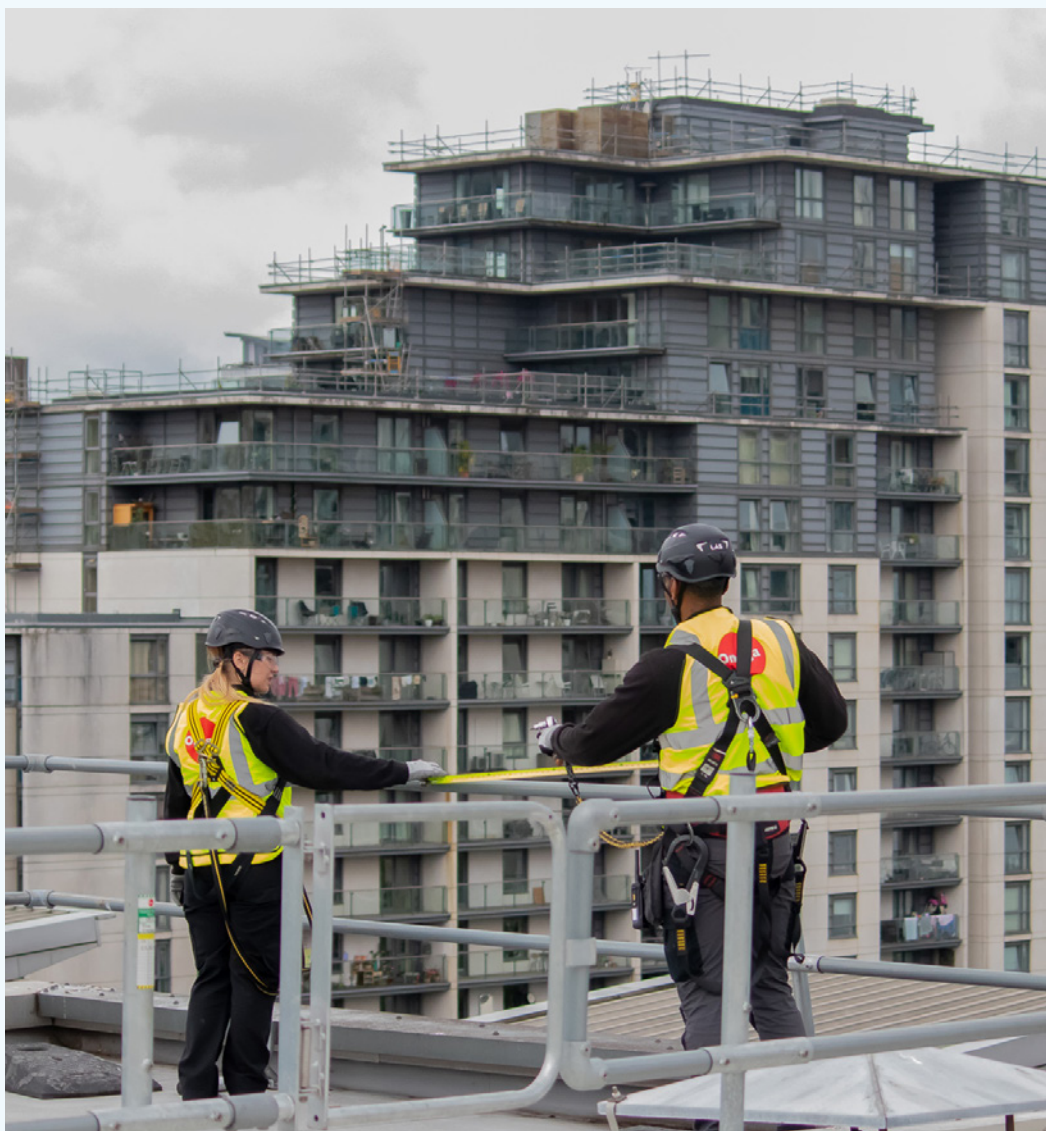
IWS WH is also looking at additional offerings we can provide to King's as our understanding deepens of the system issues the client has faced.



Why IWS WH

King's selected IWS WH following a tender submission with feedback being received that this was, in part, due to our open approach during the bid process and our willingness to work in partnership, adapting our methods to help solve long standing problems.

King's has trust and faith in our service delivery and work with us to maintain satisfactory water quality and hygiene across a varied estate, due to age, complexity and infrastructure.



Height safety and lightning protection at The Mailbox, Birmingham

Services | Lightning protection maintenance and height safety solutions including edge protection, fall protection systems, abseil anchors and a full replacement of its Building Maintenance Unit (BMU)

Background

The Mailbox in Birmingham is one of the city's most prestigious mixed-use developments, combining luxury residential spaces, high-end retail, offices and a vibrant social scene. Given its iconic status and the complex demands of its operations, maintaining the safety and integrity of the building's infrastructure is paramount. Mitie FS (UK) Limited, a trusted partner for facility services across the UK, manages the comprehensive maintenance of The Mailbox.

Initially Omega Red Group (Omega) was asked to review a working at height consultant's report, with most assets that had previously passed inspections by other contractors being deemed non-compliant and unsafe for use.

Following a review, it was identified that these assets were not suitable and alternative methods were required to ensure robust safe systems of work were in place for the ongoing maintenance at The Mailbox.

Challenges

The Mailbox presented several challenges, typical of high-rise, multi-use buildings:

- **Complex architecture** | The building's unique design includes multiple roof levels, extensive glazing, and significant external surfaces, all of which require meticulous maintenance and protection.
- **Safety at height** | Regular maintenance, cleaning and repairs necessitate working at height, involving potential risks that must be managed through robust safety systems.
- **Environmental exposure** | As a prominent structure, The Mailbox is exposed to harsh weather conditions, increasing the need for reliable lightning protection and resilient safety systems for personnel working at height.
- **Prestige and reputation** | Maintaining the aesthetic and operational integrity of such a high-profile location requires solutions that are not only effective but also discreet and non-intrusive.

Our approach

Understanding the requirements

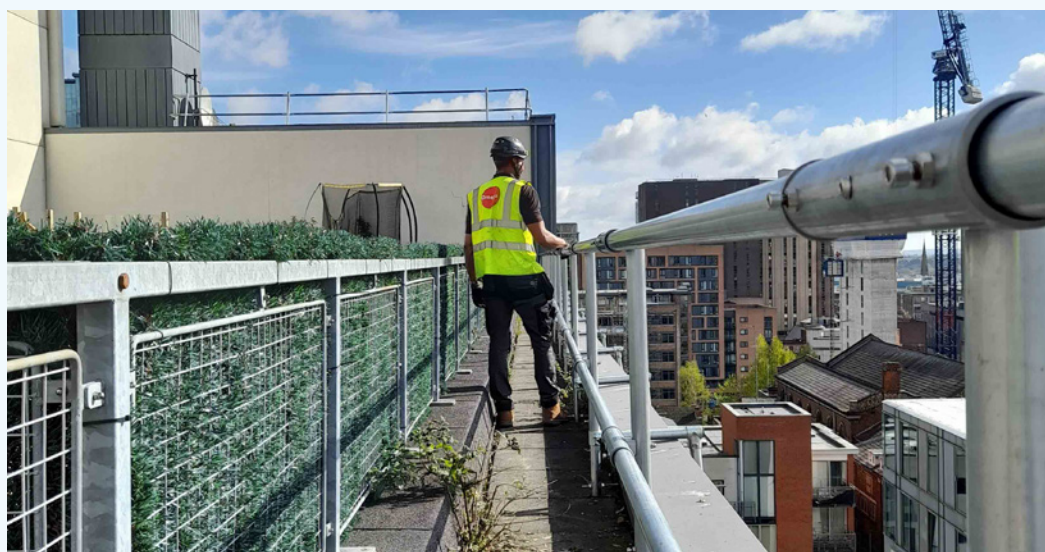
We began by undertaking a deep review of the consultant's report with the client to determine the full working at height requirements and most practicable solutions. Taking time to understand the client's needs meant that we could offer the most suitable and cost-effective solutions for access and safety.

Installation plan

Working closely with the client, we planned the installation works in phases to collaborate with the required ongoing maintenance of the structure. The most important tasks were the replacement of the BMU cradle unit and installation of guardrail across various roofs and terraces to enable cleaning and structural repairs around the entire building envelope.

Robust maintenance programme

Introducing a five-year maintenance plan with the client made sure they understood when all assets required the next inspection and meant we could effectively plan works to increase efficiency. A regular programme of asset inspection and maintenance ensures they comply with the relevant standards as well as the manufacturer's guidelines.





Why Omega Red

After reviewing the consultant's report, The Mailbox lost confidence with its original contractor. Having established a successful partnership with Mitie FS (UK) Limited, on recommendation The Mailbox sought Omega's technical expertise to address the identified shortcomings.

Following these consultations, and with its reputation as a trusted partner to organisations across the UK, Omega was chosen as the preferred supplier to undertake the necessary work.



South Staffordshire Plc

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infrastructure deliver for customers, clients and our planet

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