



STRAVICA

COMPANY POLICY | WATER HYGIENE & LEGIONELLA CONTROL

Quality Policy

Right First Time. Accurate Records. Continual Improvement.



Document Control

Item	Detail
Document Title	Quality Policy - Water Hygiene & Legionella Control Services
Organisation	Stravica Ltd (Company No. 16756638)
Registered Address	20-22 Wenlock Road, London N1 7GU
Document Reference	STR-POL-QA-001
Version	1.0 (first issue)
Issue Date	24 October 2026
Next Scheduled Review	October 2027, or earlier following a significant non-conformance, a change in standards or client requirements, or a significant change to Stravica's services
Policy Owner	Adeola Olanrewaju, Director and Quality Lead
Approved By	Adeola Olanrewaju, Director, on behalf of the Board of Stravica Ltd
Distribution	Directors, staff, delivery partners, laboratories, suppliers, clients and contracting authorities; published at www.stravica.uk
Classification	Public

Revision History

Version	Date	Summary Of Change	Approved By
1.0	24 Oct 2026	First issue. Establishes Stravica Ltd's quality management framework for water hygiene and Legionella control services, including quality objectives, contract quality plans, delivery partner performance management, service quality standards, data and report quality, complaints, non-conformance and corrective action, audit, management review and contract exit.	A. Olanrewaju, Director

Related Stravica Policies

This policy should be read with the Legionella & Water Hygiene Management Policy (STR-POL-LEG-001), which sets the technical standards that this policy assures, and with the Health & Safety, Environmental, Data Protection & GDPR, Equality & Diversity, Modern Slavery & Human Trafficking, Anti-Bribery & Corruption and Whistleblowing policies.

Contents

1. Introduction And Purpose	5
2. Scope	6
3. Standards And Frameworks	6
4. Quality Policy Statement	6
5. Quality Objectives	7
6. Governance And Responsibilities	7
7. Quality Management System	8
8. Contract Quality Plans	9
9. Delivery Partner Quality Management	9
10. Service Quality Standards	10
11. Data And Record Quality	10
12. Risk Assessment Quality Assurance	11
13. Laboratory And Equipment Quality	11
14. Reporting Quality	11
15. Client Focus And Satisfaction	12
16. Complaints Handling	12
17. Non-Conformance, Corrective And Preventive Action	12
18. Document And Record Control	13
19. Competence	13
20. Audit Programme	13
21. Management Review	14
22. Continual Improvement And Innovation	14
23. Contract Exit And Transition	14
24. Key Performance Indicators	14
Appendix A - Contract Quality Plan Contents	16
Appendix B - Delivery Partner Performance Scorecard	16

Appendix C - Non-Conformance Classification	17
Appendix D - Report Quality Checklist	17
Appendix E - Annual Management Review Agenda	17
Appendix F - Glossary	18

1. Introduction And Purpose

1.1 About Stravica Ltd

Stravica Ltd is a UK prime contractor specialising in water hygiene and Legionella control. We deliver Legionella risk assessments, water hygiene monitoring, Legionella and water sampling, water tank cleaning and disinfection, water system remedial works and planned water hygiene maintenance to housing, healthcare, education, local authority, transport and commercial clients. Stravica holds contractual accountability to each client and delivers through vetted specialist delivery partners, under Stravica's contract management and assurance.

1.2 Purpose

This policy sets out how Stravica Ltd plans, delivers, checks and improves the quality of its services. It explains what quality means for a water hygiene contract, how Stravica assures the quality of work delivered by its partners, and how clients can hold Stravica to account.

1.3 What Quality Means In Water Hygiene

In water hygiene, quality is not a matter of presentation. A missed monitoring visit, an inaccurate temperature reading, a late sample or an unclear report can leave a client unaware that their water system is out of control, and leave vulnerable people exposed to Legionella. For Stravica, a quality service is one that is:

Quality Dimension	What It Means
Compliant	Delivered to ACoP L8, HSG274, the relevant British Standards and the client's written scheme
Complete	Every scheduled task done, every outlet covered, every gap explained
On time	Within the required interval, every time
Accurate	Records reflect exactly what was found and done
Clear	Reports a non-specialist Responsible Person can understand and act on
Responsive	Adverse findings escalated immediately; queries and complaints answered promptly
Respectful	Delivered with care for residents, patients and building users

1.4 Prime Contractor Accountability

Stravica remains fully accountable to each client for the quality of every service delivered under its contracts, whoever carries out the work on site. The client has a single point of accountability, and Stravica's quality system is designed to give Stravica the oversight it needs to stand behind every task.

2. Scope

- All services delivered under Stravica contracts, from bidding and mobilisation to delivery, reporting, review and contract exit.
- All Stravica personnel, delivery partners, laboratories and suppliers whose work affects service quality.
- All Stravica contracts across England, Scotland and Wales.

3. Standards And Frameworks

Standard Or Framework	Relevance
ISO 9001:2015 Quality Management Systems	Stravica's quality management system is structured to align with the principles and process approach of ISO 9001. Stravica does not currently hold ISO 9001 certification, and gives preference to delivery partners who do.
HSE ACoP L8 and HSG274	Define the technical standard for Legionella control services
BS 8580-1, BS 8580-2, BS 7592, BS 8558, BS EN 806	Define the standard for risk assessment, sampling and water system work
HTM 04-01, SHTM 04-01, WHTM 04-01	Healthcare water safety requirements
Legionella Control Association Code of Conduct	Service standards for Legionella control providers, required of all delivery partners
ISO/IEC 17025 and UKAS accreditation	Required for all laboratories analysing samples on Stravica contracts
Procurement Act 2023	Contracting authorities set and publish key performance indicators for larger public contracts and assess supplier performance against them
Housing Ombudsman Complaint Handling Code	Statutory complaint handling standards for social landlords in England, which Stravica supports on housing contracts
Client contract specifications and written schemes	Contract-specific requirements, which take precedence where stricter

4. Quality Policy Statement

Stravica Ltd is committed to delivering water hygiene services that are compliant, complete, on time, accurate and clear, so that our clients can trust their records and their water systems, and the people who use their buildings are protected.

Stravica Ltd will:

- Understand each client's requirements fully and plan every contract to meet them.
- Deliver every service to the technical standards in the Legionella & Water Hygiene Management Policy.
- Select delivery partners for competence and quality, and manage their performance actively.
- Get things right first time, and put them right quickly when they go wrong.
- Keep accurate, complete and verifiable records.
- Report clearly, promptly and honestly.

- Listen to clients, residents and building users, and act on their feedback and complaints.
- Set measurable quality objectives, monitor performance and continually improve.
- Provide the resources needed to achieve this policy.

Policy Approval

- Signed on behalf of Stravica Ltd by Adeola Olanrewaju, Director.
- Date of approval: 24 October 2026.
- This statement is issued to every delivery partner and published at www.stravica.uk.

5. Quality Objectives

Quality objectives are set at the annual management review. The current objectives are:

Ref	Objective	Measure	Target
Q-01	Deliver every scheduled task on time	Monitoring and PPM tasks completed within the required interval, excluding documented access failures	100%
Q-02	Escalate adverse findings without delay	Adverse results and significant risks notified within the required timescales	100%
Q-03	Provide accurate records	Records passing data integrity checks and spot re-measurement	At least 98%
Q-04	Report promptly	Completion records within five working days; risk assessment reports within agreed timescale	At least 95%
Q-05	Get it right first time	Tasks completed without rework or client rejection	At least 95%
Q-06	Satisfy clients	Client satisfaction score at contract reviews	At least 4 out of 5
Q-07	Handle complaints well	Complaints acknowledged and responded to within timescale	100%
Q-08	Close non-conformances	Corrective actions closed by their due date	At least 90%

6. Governance And Responsibilities

Role	Quality Responsibilities
Director (Quality Lead)	Accountable for quality across all contracts. Approves this policy and quality objectives. Approves contract quality plans and delivery partner appointments. Reviews performance. Leads management review. Single point of accountability to clients.
Compliance & Procurement Administration	Maintains document control, the non-conformance and complaints logs, delivery partner records and KPI data. Prepares monthly reports.
Delivery Partner Contract Manager	Delivers to the contract quality plan. Allocates competent operatives. Checks work before submission. Reports performance data, non-conformances and complaints to Stravica.

Role	Quality Responsibilities
Delivery Partner Supervisors	Point-of-work checks. Supervision and coaching. Rework where needed.
Operatives and Risk Assessors	Work to method. Record accurately. Check their own work before leaving site. Raise problems straight away.
Laboratories	Analyse to accredited methods. Report on time. Notify adverse results promptly.

7. Quality Management System

7.1 Process Approach

Stravica's quality management system follows the Plan, Do, Check, Act cycle and treats each contract as a series of linked processes, each with defined inputs, outputs, controls and owners.

Process	Key Quality Controls	Output
Bid	Requirement analysis; compliance matrix; honest, verifiable content; delivery partner capability check	Compliant, deliverable tender
Mobilise	Information gathering; gap analysis; contract quality plan; programme set-up; operative induction	Agreed baseline and programme
Deliver	Approved RAMS and methods; competent operatives; calibrated equipment; point-of-work checks	Tasks completed to standard
Record and report	Time-stamped digital records; report quality checks; escalation timescales	Accurate, timely records and reports
Review	KPIs; audits; client reviews; complaints; non-conformance and corrective action	Improvements
Exit	Complete record handover; transition support	Smooth transfer

7.2 Documentation

1. Policies, including this policy and the Legionella & Water Hygiene Management Policy.
2. Contract quality plans.
3. Procedures, method statements and RAMS.
4. Forms, templates and checklists.
5. Records: monitoring data, certificates, laboratory reports, audits, non-conformances, complaints and reviews.

8. Contract Quality Plans

Every contract has a quality plan, agreed during mobilisation and shared with the client on request. It translates the client's requirements into a practical delivery framework. Its contents are listed in Appendix A, and include the scope, standards, programme, named personnel, escalation routes, reporting formats, KPIs and the assurance activities Stravica will carry out. The plan is reviewed after the first full monitoring cycle and at least annually.

9. Delivery Partner Quality Management

9.1 Selection

- Current Legionella Control Association membership for the services concerned.
- Use of UKAS ISO/IEC 17025-accredited laboratories.
- Evidence of quality management, with preference for ISO 9001 certification.
- Competent, trained and supervised workforce.
- Calibrated equipment and digital recording systems.
- Verifiable references from comparable contracts.
- Compliance with all Stravica policies.

9.2 Onboarding

New delivery partners are briefed on the contract quality plan, Stravica's reporting formats and escalation timescales, and the client's requirements. The first month of delivery on a new contract is subject to increased checking.

9.3 Performance Management

Each delivery partner is measured monthly against the scorecard in Appendix B. Performance is discussed at contract review meetings. Where performance falls below target, a performance improvement plan is agreed with specific actions and dates. Persistent underperformance leads to reduced allocation of work, or replacement. Stravica maintains access to alternative approved delivery partners so that service continuity is protected.

9.4 Recognition

Good performance is recognised. Delivery partners who consistently meet or exceed targets, and who raise problems openly, are prioritised for future work.

10. Service Quality Standards

Service	What Good Looks Like	Quality Checks
Legionella Risk Assessments	Complete survey; accurate asset register and schematic; evidence-based, prioritised recommendations; clear report on time	Technical review of a sample; client feedback; report checklist (Appendix D)
Water Hygiene Monitoring	Every task on time; actual readings recorded; deviations escalated; access failures explained	Completion tracking; data integrity checks; spot re-measurement
Legionella & Water Sampling	Correct method and sample points; full chain of custody; on-time laboratory delivery; results reported exactly	Laboratory reconciliation; chain of custody review; turnaround tracking
Water Tank Cleaning & Disinfection	Effective clean; verified disinfection; safe discharge; before-and-after evidence; certificate	Photograph review; verification results; client sign-off
Water System Remedial Works	Work to specification and Water Regulations; snagging closed; as-fitted information provided	Completion inspection; photographs; recommendation close-out
Planned Water Hygiene Maintenance	Tasks on schedule; to method; recorded	Completion tracking; sample inspections

11. Data And Record Quality

Clients rely on Stravica's records to demonstrate their own compliance, so record quality is treated as critical.

Quality Attribute	Control
Accuracy	Readings captured at the point of work with calibrated equipment; spot re-measurement; data pattern checks
Completeness	Every scheduled task accounted for as completed, not accessed (with reason) or rescheduled
Timeliness	Records submitted the same day; completion records issued within five working days
Integrity	Time-stamped digital records; audit trail of any correction; no back-dating
Traceability	Each record linked to the asset, location, operative, equipment and written scheme requirement
Security	Controls in the Data Protection & GDPR Policy

12. Risk Assessment Quality Assurance

- Risk assessments are carried out by assessors whose competence has been verified.
- Each report is checked against the report quality checklist (Appendix D) before issue.
- At least one in ten risk assessments each year is subject to a detailed technical review by a competent person not involved in the assessment. The review checks the accuracy of the survey, the quality of the schematic, the risk scoring and whether recommendations are proportionate.
- Findings are fed back to the assessor and delivery partner, and recurring issues lead to further training or method changes.
- Clients' questions about reports are answered within five working days.

13. Laboratory And Equipment Quality

13.1 Laboratories

- Every laboratory is UKAS-accredited to ISO/IEC 17025 for the analyses required, and the accreditation schedule is checked before use and annually.
- Laboratories are expected to take part in recognised external quality assessment or proficiency testing schemes.
- Turnaround times and the prompt notification of positive results are monitored.
- Every sample taken is reconciled monthly with a laboratory result.

13.2 Equipment

- Thermometers and probes are calibrated against a traceable reference at least annually, and checked before use.
- Chlorine and biocide test kits and photometers are in date and used according to the manufacturer's instructions.
- Equipment that fails a check is withdrawn until repaired or replaced, and any results it produced since its last good check are reviewed.

14. Reporting Quality

- Reports are written in plain English for a non-specialist Responsible Person.
- Every report states clearly what is compliant, what is not, and what action the client needs to take.
- Results are presented against the relevant standard, with exceptions highlighted.
- Monthly reports show performance against KPIs, trends, outstanding actions and access failures.
- Reports are issued within the agreed timescales and checked before issue.
- Where a client uses its own reporting system or format, Stravica reports in that format.

15. Client Focus And Satisfaction

- Stravica's Director is the client's single point of contact and escalation.
- Contract review meetings are held monthly for the first three months and then quarterly, or as the contract requires.
- Client satisfaction is measured at each contract review on a five-point scale covering reliability, quality of records, reporting, responsiveness and conduct.
- Feedback from residents and building users, received directly or through the client, is recorded and acted on.
- Where the client reports performance against contract KPIs under the Procurement Act 2023, Stravica provides accurate data promptly and works with the client to address any underperformance.

16. Complaints Handling

Complaints are valuable information about where the service can improve. Stravica handles them promptly, fairly and openly.

Stage	Action	Timescale
Receive and acknowledge	Log the complaint and acknowledge it, explaining what will happen next	Within two working days
Investigate and respond	Investigate, respond in writing with the findings and any remedy, and explain how to escalate	Within 10 working days
Escalation review	Review by the Director if the complainant is not satisfied	Within 20 working days of escalation
Learn	Identify root cause; agree corrective action; share lessons	Following closure

On housing contracts, Stravica supports the client's compliance with the Housing Ombudsman Complaint Handling Code, provides information promptly for the client's complaint responses, and follows the client's procedure where the complaint is made to the landlord. Complaints about the conduct of an LCA member delivery partner may also be raised with the Legionella Control Association.

17. Non-Conformance, Corrective And Preventive Action

17.1 Identifying Non-Conformances

A non-conformance is any failure to meet a requirement of the contract, this policy, the technical standards or the law. Non-conformances may be identified through audits, data checks, client feedback, complaints, incidents or self-reporting. Self-reporting is encouraged and treated positively.

17.2 Classification And Response

Each non-conformance is classified as critical, major or minor, as set out in Appendix C, and assigned an owner and a deadline.

17.3 Corrective Action

1. Contain: put right the immediate problem and protect anyone affected. For example, re-visit missed outlets, re-take samples or inform the client.
2. Investigate: identify the root cause, not just the symptom.
3. Correct: agree actions that remove the root cause.
4. Verify: check that the actions have worked.
5. Close: record the closure and any lessons.

17.4 Preventive Action

Trends in non-conformances, complaints and audit findings are reviewed quarterly to identify risks before they cause failures. Preventive actions are applied across all contracts and delivery partners, not only where the problem arose.

18. Document And Record Control

- Controlled documents carry a reference, version, issue date, owner and review date.
- Superseded versions are withdrawn from use and archived.
- Delivery partners use the current Stravica-approved versions of forms, methods and reporting templates.
- Records are retained as set out in the Legionella & Water Hygiene Management Policy and the Data Protection & GDPR Policy, and for at least five years for compliance records.

19. Competence

Quality depends on competent people. Stravica verifies the training, qualifications and experience of every delivery partner operative, risk assessor and supervisor before deployment, in line with the Health & Safety Policy and the Legionella & Water Hygiene Management Policy. Audit findings and non-conformances related to competence lead to targeted training, supervision or removal from Stravica contracts.

20. Audit Programme

Audit Activity	Frequency
Data integrity checks on monitoring records	Quarterly per contract
Unannounced spot checks with re-measurement	At least quarterly per contract
Technical review of risk assessments	At least 10% each year
Laboratory reconciliation	Monthly
Delivery partner management system audit (competence, calibration, RAMS, records)	Annually
Internal review of Stravica's compliance with this policy	Annually

Audit findings are recorded, classified and managed through the non-conformance process. Stravica cooperates fully with client and third-party audits.

21. Management Review

The Director reviews quality performance monthly at contract level and quarterly across all contracts. A formal management review is held annually, covering the agenda in Appendix E. Outputs include updated quality objectives, resource decisions and improvement actions, and are recorded.

22. Continual Improvement And Innovation

Stravica seeks continual improvement in the quality, efficiency and value of its services. Areas of focus include:

- Digital monitoring: wider use of remote temperature sensors where appropriate, to provide continuous data and earlier warnings.
- Data analytics: trend analysis of temperature and sampling data to predict where control is likely to fail.
- Reporting: clearer dashboards for clients, showing compliance status at a glance.
- Root-cause removal: using risk assessment findings to help clients remove dead legs, redundant outlets and oversized storage, reducing future risk and cost.
- Learning: sharing lessons from non-conformances, complaints and incidents across all delivery partners.

Improvement ideas from clients, delivery partners and operatives are welcomed and recorded.

23. Contract Exit And Transition

At the end of a contract, Stravica supports a smooth transition to protect continuity of control. Stravica will:

- Provide a complete handover of all records, including risk assessments, written schemes, asset registers, schematics, monitoring data, sampling results, certificates and outstanding actions, in an agreed, usable format.
- Provide a handover report summarising compliance status, open risks, outstanding remedials and the next due dates for every task.
- Continue delivering to full standard until the final day of the contract.
- Cooperate with the incoming provider and the client, including joint site visits where requested.
- Return or delete client personal data as instructed, and confirm this in writing.

24. Key Performance Indicators

KPI	Target
Scheduled tasks completed within interval (excluding documented access failures)	100%
Adverse results and significant risks notified within timescale	100%
Access failures reported within one working day	100%
Completion records issued within five working days	At least 95%
Risk assessment reports issued within agreed timescale	At least 95%
Records passing integrity checks	At least 98%

KPI	Target
First-time right tasks	At least 95%
Client satisfaction score	At least 4 out of 5
Complaints acknowledged within two working days	100%
Non-conformance actions closed by due date	At least 90%
Delivery partners with current LCA membership	100%
Laboratories with current UKAS accreditation for the analyses used	100%

Appendix A – Contract Quality Plan Contents

Section	Content
Contract overview	Client, sites, services, term and key requirements
Standards	Technical standards, client policies and written scheme references
Roles and contacts	Client Duty Holder, Responsible Person, Stravica Director, delivery partner contract manager and supervisors, with escalation and out-of-hours contacts
Programme	Task schedule by site and frequency
Methods	Approved method statements and RAMS
Competence	Named operatives and their verified training
Equipment	Calibrated equipment and laboratory arrangements
Escalation	Timescales for adverse results, significant risks and access failures
Reporting	Formats, frequencies and recipients
KPIs	Contract KPIs and targets
Assurance	Audits, data checks, spot checks and reviews
Resident and occupant arrangements	Notices, accessibility, vulnerability and safeguarding arrangements
Review	Quality plan review dates

Appendix B – Delivery Partner Performance Scorecard

Measure	Target	Weighting
Tasks completed within interval	100%	25%
Adverse results and risks escalated on time	100%	20%
Record accuracy (integrity checks and spot re-measurement)	At least 98%	20%
Completion records on time	At least 95%	10%
First-time right	At least 95%	10%
Complaints and conduct	Zero upheld complaints	10%
Health, safety and environmental compliance	Zero incidents; audits passed	5%

A weighted score below 85% triggers a performance improvement plan. Any failure to escalate an adverse result, or any falsification of records, is treated as a critical non-conformance regardless of the overall score.

Appendix C – Non-Conformance Classification

Category	Definition	Examples	Response
Critical	A failure that has put, or could immediately put, people at risk, or that involves dishonesty	Adverse result not escalated; falsified records; unsafe discharge; statutory monitoring missed for vulnerable occupants	Immediate containment and client notification; investigation started within 24 hours; actions closed within 5 working days
Major	A significant failure to meet a contract or technical requirement	Monitoring frequency missed across a site; wrong sampling method; report materially incorrect	Containment within 2 working days; actions closed within 10 working days
Minor	An isolated lapse with no significant impact	Late completion record; minor report error; missing photograph	Corrected and actions closed within 30 days

Appendix D – Report Quality Checklist

1. Correct client, site, date and reference.
2. Scope stated, including any areas not accessed and why.
3. All required sections present.
4. Results presented against the correct standard, with exceptions highlighted.
5. Recommendations evidence-based, prioritised and with timescales.
6. Plain English, with technical terms explained.
7. Photographs show assets only and are clearly labelled.
8. No personal data beyond what the client requires.
9. Schematic and asset register current.
10. Assessor or operative named, with competence confirmed.
11. Checked by a second person before issue.
12. Issued within the agreed timescale.

Appendix E – Annual Management Review Agenda

1. Actions from the previous review.
2. Performance against quality objectives and KPIs.
3. Client satisfaction and feedback.
4. Complaints and their outcomes.
5. Non-conformances, corrective actions and trends.
6. Audit results.
7. Delivery partner and laboratory performance.
8. Changes in standards, legislation and client requirements.
9. Resources and competence.
10. Risks and opportunities.
11. Improvement actions and new quality objectives.

Appendix F – Glossary

Term	Meaning
Contract quality plan	The plan setting out how a contract will be delivered and assured
First-time right	A task completed correctly without the need for rework or a return visit
KPI	Key performance indicator
Non-conformance	A failure to meet a requirement
Root cause	The underlying reason a problem occurred
Spot re-measurement	An unannounced check that re-takes readings at outlets recently recorded
UKAS	United Kingdom Accreditation Service

Stravica Ltd

- 20-22 Wenlock Road, London N1 7GU
- info@stravica.uk | www.stravica.uk
- Company No. 16756638