



CONNECT

Compliance and Software News from William Martin

ISSUE 26 | AUTUMN 2023



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WELCOME



To the Autumn Edition of Connect

Our newsletter aims to increase your awareness and understanding of current health and safety topics; we aim to bring you up to date with the latest news and showcase the enhancements we've made to our products and services here at William Martin.

In this edition we lead with an article about the improvements we've made to our head office as well as sharing a case study highlighting the work we've recently done for one of our clients.

We have also included a piece on 'How Prosure360 can support ESG requirements', an article produced by our in-house expert, Scott Anderson, who discusses the importance of ESG within the property management sector.

We hope you find value in the latest edition of Connect and, whether you are an existing client or not yet working with us, please do get in touch if you would like to discuss your compliance requirements.



Phil Jones

Managing Director, William Martin



Culture & Impact

Our People-Focused Approach by Beatriz Shorrock

August was a special month for William Martin, with a new look for Meridian and also the transformation of our head office at Bromsgrove.

Our new office design promotes employee wellbeing and aims to further improve team working and engagement.



In other news, Prosure360 smashed through a milestone of 1,000 service providers - all of which can now demonstrate to potential customers that they operate to the highest standards of health, safety and quality.

Elsewhere in the Marlowe Software, Risk and Compliance (SRC) family, Elogs just launched their [enhanced PPM workflow](#) within Computer Aided Facilities Management (CAFM) - a real time-saver for busy property and facilities professionals. If you aren't already enjoying the seamless integration of Elogs CAFM and Meridian, check out the benefits by clicking on the above link.

Barbour will fully integrate Cedrec Information Services later this month. Becoming part of Barbour will allow Cedrec to offer their 1,000+ clients a substantially strengthened service, making it even easier to master complex legislation.

Finally, we are thrilled to announce that Prosure360 are now proud sponsors of Saltdean United Women FC who have been making waves as they strive towards the National League.

At Prosure360, we believe in the power of people and technology; doing social good is part of what we stand for and that's why we're sponsoring the first team and the Development Squad for [Saltdean United Women FC](#).

We feel that the club aligns with our core values and objectives, particularly in relation to our ESG goals.

If you want to become part of our people-focused culture...

Join us at William Martin: [➔](#)

How we supported Greystar Europe Holdings

by Phil Jones



At William Martin, our key goal with every client is to make a real difference. We believe in taking action and making a tangible impact on every organisation that we work with.

One of our recent clients, Greystar Europe Holdings, was looking for a company who could help them ensure the compliance of all their properties.

Greystar, founded in 1993, strive to provide beautiful living environments and innovative services that enhance the living experience; now, they are an industry leader, managing over \$74 billion worth of assets worldwide.

As a leading international property company, Greystar has always prioritised the safety and well-being of their residents, staff, and visitors.

But they needed our expertise and guidance to ensure they were compliant with the latest industry standards.

After meeting with Greystar and identifying their top priorities and needs, we put a plan together to determine the next steps.

On this project, we felt it was important to spend time understanding their specific requirements; this was an essential part of finding bespoke solutions that were best suited to Greystar.

Once we had some more intelligence surrounding what Greystar were looking for, we were able to offer tailored recommendations which were effective and feasible to implement.

Our consultants worked closely with the Greystar team to:

- Conduct comprehensive risk assessments.
- Identify potential hazards.
- Implement effective control measures.

Through our meticulous approach, we helped Greystar mitigate risks and proactively address safety concerns across the board.

Ultimately, this enhanced the well-being of Greystar's residents as well as improving overall operational efficiency.

“ We recognise that maintaining high health and safety standards across our properties is of utmost importance, and partnering with William Martin has been instrumental in achieving this goal. ”

Laura Bryant -
Director of Operational Risk Management & Health and Safety, Greystar

Given the success of this partnership so far, we will continue to work with Greystar, offering invaluable support and delivering practical and realistic solutions.

VACANCY

Fire Risk Assessors full time, part time - London, England

We are currently seeking to hire full time and part time Fire Risk Assessors to join our team at William Martin. Are you a Fire Risk Assessor who is experienced in working in the residential and commercial property sectors? Do you take pride in delivering comprehensive and pragmatic advice and reports...

[More Details](#)

Supply Chain Management Software



How Prosure360 can support ESG Requirements by Scott Anderson

Sustainability is becoming an increasingly important topic across all business sectors, particularly in the property management industry.

In the context of Environmental, Social, and Governance (ESG) considerations and the global pursuit of net zero emissions, it's vital that property managers demonstrate their commitment to these policies.

ESG principles in property management include:

- Ensuring energy-efficient buildings.
- Reducing waste.
- Conserving water.

In today's climate, it's crucial that property managers put an effective ESG strategy in place to reduce their carbon footprint and improve their ESG score.

This strategy should include a wide range of sustainable activities such as generating renewable energy, setting up building management systems, and reducing waste at every opportunity

To ensure ESG compliance, the supply chain needs to reflect ESG principles at every stage of the property lifecycle.

Prosure360 allows clients to have all their core supply chain documentation in one place; this means they can keep track of and report on goals relating to

supply chain management, net zero emissions and ESG.

Essentially, it all comes down to choosing the right suppliers and contractors who promote sustainability in their practices.

By communicating your exact requirements to Prosure360, you have the power to set the criteria relating to ESG and net zero; this can then be relayed to the supply chain.

With all this data in real time, you can easily access suppliers and contractors that are aligned with your business values, goals, ESG and net zero requirements.

Prosure360 can provide a pre-qualified assessment based on comprehensive pre-qualification questions. These question sets have been developed to reduce the need for suppliers and contractors to answer lots of different questionnaires for each client they work with. They represent a common minimum standard that is recommended by the British Standards Institute (BSI).

The overall aim of Prosure360 is to give you total control of your supply chain, leading to better business outcomes and making your life easier.

That's why Prosure360 offers flexibility, allowing you to create bespoke questions related to your business, particularly around ESG and net zero requirements.

Embracing sustainable practices and fostering strong supply chain relationships will help you contribute to a greener future as well as boosting the performance of your property management business.

By taking control of your supply chain, you'll be able to effectively [measure your ESG and net zero goals](#).

Take control of your supply chain and improve your ESG performance with Prosure360—

[Book a demo today](#)



Risk Management Software



Meridian's Fresh New Look by Leigh Walker

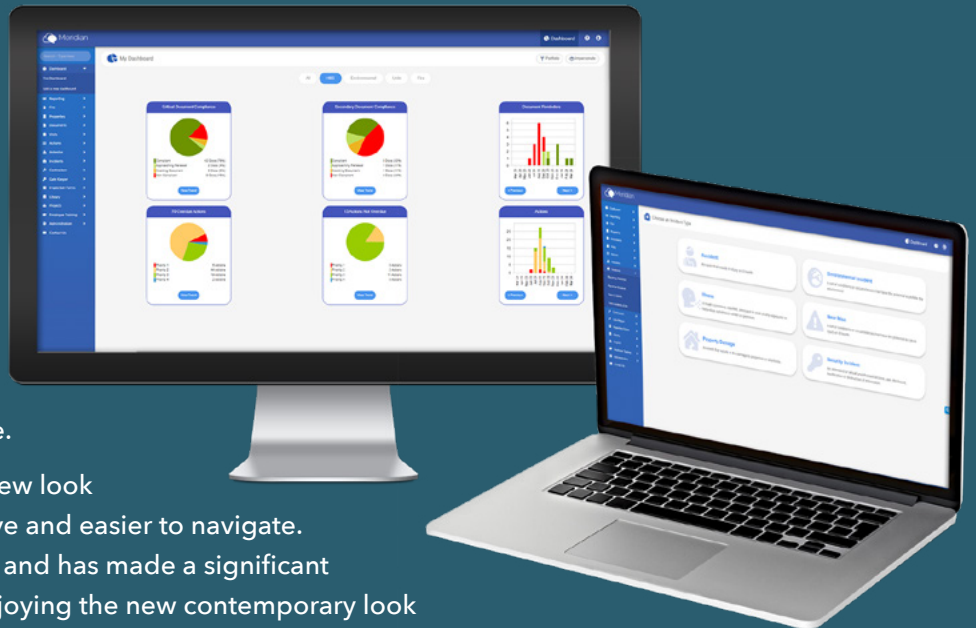
William Martin's risk management platform, Meridian, was initially built to reduce the burden of managing compliance with disparate and multiple stand-alone processes.

Meridian allows you to revolutionise the way you do compliance by allowing you to get all the information you need about your properties at one glance.

We have been working on a fresh new look for Meridian, making it more intuitive and easier to navigate. This revamped Meridian is now live and has made a significant difference to our clients who are enjoying the new contemporary look and feel of Meridian Modules, including dashboards and data grids.

The aim of this project was to enhance user experience and modernise our brand to pave the way for further functional enhancements. One such enhancement is our new 'My Focus' page which we will be releasing in October.

However, the upgrades we are making to **Meridian** will not change its core functionality: we're just making it even easier to track your health and safety compliance risks in real time, and focus on what matters to you and your properties.



Health & Safety Consultancy



At William Martin, our consultants have years of experience and expertise providing health and safety solutions across all business sectors. Our consultants span across:

- Health & Safety
- Fire Safety
- Legionella
- Asbestos
- Accessibility
- Environmental
- Training

Our team of consultants is made up of experts who share our core values and work to build strong relationships with our clients and their colleagues.

William Martin provides me, as a consultant, with the autonomy that I desire, the tools and software to serve our clients well and, an incredible team of knowledgeable consultants who I can always turn to when I need reassurance or to find an answer.

Wendy Nightingale, -
Senior Consultant, William Martin



Asbestos Management



Comply or Die

by Ian Gulliford

In risk management, compliance dashboards, pie charts and flashing warnings have become increasingly popular as a tool for understanding and mitigating risk.

But, in a world where technology is king, are we losing the human touch?

Perhaps we need to focus more on the real hazards at hand and consider the true impact that they have on human life.

The title for this piece, 'Comply or Die', seemed a fitting choice to convey the severity of this matter and provoke discussion around the nature of asbestos management in the UK.

For those working in the commercial and residential property management sectors, we need to ask ourselves: are we really getting to grips with the management of asbestos in the UK?

Although the government and enforcing bodies believe that the current regulatory framework is effective, the view from within the asbestos consultancy industry is very different.

Last year, the Asbestos Testing and Consulting industry body (ATAC) presented an eye-opening report; this analysed over a million individual Asbestos Containing Materials (ACM) data lines, submitted by leading UKAS Inspection Bodies across the UK.

One of the main findings was that a significant proportion of identified ACMs are both high risk and have some element of damage. This is from data captured in just a 6-month period, and the report also showed that much of these ACMs had been in the reported condition for a long period of time.



This begs the question of what 'management' of asbestos means to the people and organisations responsible for mitigating those risks.

Those who are responsible for the management of asbestos take actions such as:

- Procuring a survey.
- Procuring a subsequent reinspection regime.
- Uploading the documents to a portal or risk management compliance platform.

Although these are necessary steps to take, essentially, this is just record keeping.

Effectively managing these risks involves ensuring that ACMs are maintained in a good condition, and ensuring they are not accidentally damaged.

This might be easy to say, but not so easy to robustly implement—particularly across large property portfolios.

However, this is the crux of the 'Comply or Die' conundrum—if no one is at immediate risk then the perception is that any recommendations for action can wait.

But how long can we leave asbestos materials in a poor condition?

To this day, asbestos remains the biggest occupational killer in the UK and the long-term health of building users and occupiers is at serious risk from exposure to asbestos.

Although compliance systems do provide an excellent tool to ensure easy management of statutory documentation and recommended actions, asbestos management extends beyond this.

Among other factors, a successful asbestos management strategy should ensure:

- Adequate training is in place.
- There are suitable procedures for controlling access to buildings.

- The control of works and contractors.
- The flow of information and triggers for further surveying.

Two decades have passed since the introduction of the duty to manage, and we must now look to the next 20 years and how we reduce the human cost of failing to manage asbestos effectively.

At William Martin, we have the experience and expertise to help our clients take a compliance-based view as well as a practical and pragmatic approach to **asbestos management**.

Join us in our proactive approach to managing asbestos



Understanding the Human Impact of Legionella

by Simon Bruce

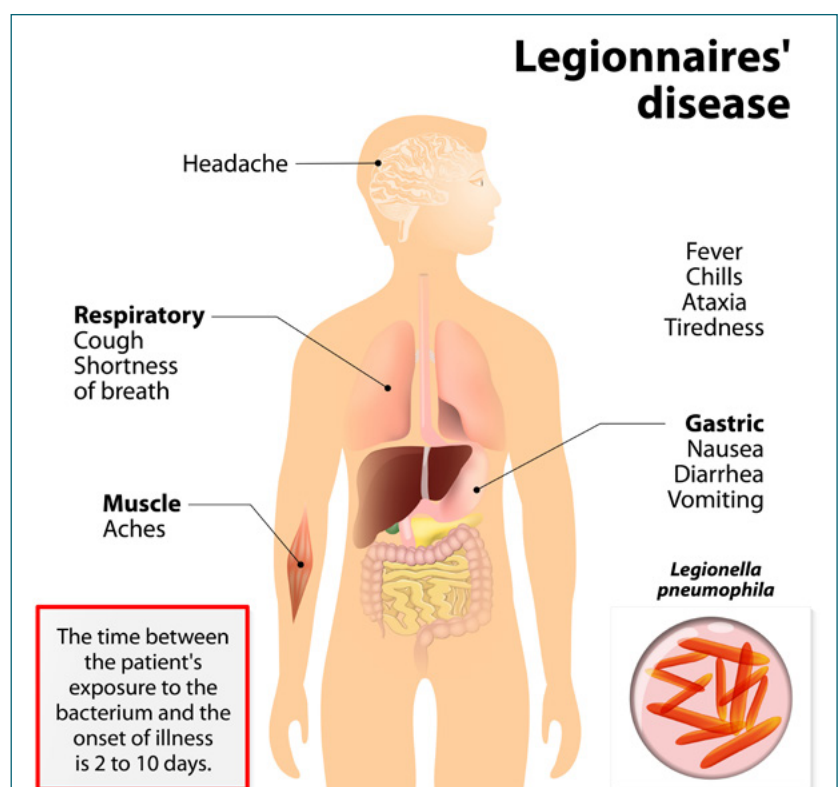


Legionella is a similar problem to asbestos, in that businesses don't often take it as seriously as they should; like asbestos, legionella can cause real harm, and even loss of life, which is why it's vital that building owners and managers mitigate this risk in every way possible.

Slowly but surely, Legionnaires' disease has become more and more prominent—and anyone can be affected no matter their occupation, location, or age.

Subject to various factors, the death rate, as a result of Legionnaires' disease, can be between 40-80% in untreated patients (World Health Organisation, 2022).

Furthermore, data from the European Centre for Disease Prevention and Control (An agency of the European Union) reported in July of this year that Legionnaires' disease has shown a significant surge within the European Union/European Economic Area (EU/EEA) in 2021, with over 10,700 cases reported and 704 known fatalities.





There have also been several recent outbreaks which have put people at significant risk of Legionnaires' disease, most notably the Bibby Stockholm incident which occurred in early August this year.

The Home Office decided to offer asylum seekers accommodation in the form of the Bibby Stockholm barge, only to be evacuated a few days later because legionella was found in the water system ([SHP, 2023](#)).

The results of this oversight could have been devastating which is why it's crucial that proper health and safety checks are carried out to prevent potential legionella outbreaks.

So, what should we be doing to prevent future outbreaks and manage the risk of legionella?

Engineering solutions can be useful in ensuring that:

- Water storage is minimised.
- Pipe runs are as short as possible.
- The system is adequately insulated.
- There is a regular flow throughout all the system.

However, the guidance advises that, where recommended temperatures are not being consistently achieved throughout the system, legionella sampling should be carried out. This is often needed during a hot spell when temperatures rise above guidance levels.

Since COVID, many employers now offer home-based or hybrid working. The result of this is that there is lower occupancy in many office buildings which can have a major effect on managing the risk of legionella.

For example, a building, designed to service 500

people, may now only have 250 people using it. Therefore, there is likely to be an over capacity in water storage which can increase the risk of legionella.

In this instance, the risk assessment should pick up on this and put the necessary measures in place. But, if this assessment was carried out prior to the building's users working from home, this issue could have been missed.

The message we are trying to convey here is that managing the risks from legionella bacteria within your water systems is dynamic and requires you to stay alert and take action when needed.

Managing legionella is not something that can be done sporadically, it should be an on-going process where there's good communication between all involved parties.

All buildings need a [legionella risk assessment](#), from a skyscraper office building to a small security hut on a retail park. William Martin can help you with your water risk management from risk assessments to strategies to support in minimising the seasonal risks.

GET IN TOUCH

Get in touch with one of our experts today



To keep your properties compliant and protect your people.

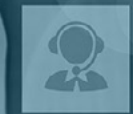
Legislative Changes



LEGISLATION

COMPLIANCE

REGULATION



Fire safety responsibilities under the Building Safety Act 2022 by Paul Coster

Staying up to date on important changes to legislation is essential in ensuring compliance and keeping your buildings, and the people within them, safe.

The Building Safety Act 2022 (BSA) has amended the Regulatory Reform (Fire Safety) Order; it's vital that you understand these amends so you can determine your next steps on how to prepare for the key changes.

Some of these changes will now require all Responsible Persons to:

- Record their completed fire risk assessment (FRA) in full.
- Record the identity (name and organisation) engaged to undertake any or all the FRA.
- Record their fire safety arrangements to demonstrate how fire safety is managed.
- Record contact information and share with other Responsible Persons and residents of multi-occupied residential premises.
- Ensure departing Responsible Persons share all 'relevant fire safety information' with incoming Responsible Persons.

The Act also removes the previous limitations on the circumstances within which you are required to

record both the risk assessment and the fire safety arrangements at your premises.

To assist fire risk assessors, a Publicly Available Specification (PAS 79), was introduced to provide the framework for an FRA. Most fire risk assessment apps now produce some version of the PAS 79 Pro-forma.

DOWNLOAD

To see a comprehensive list of the amendments to the BSA act, **please download** our detailed briefing note.



Although this is a good start, the pro-forma doesn't let you capture some of the nuances which occur in real life. No two buildings are identical, and the variations found within them must be captured and reflected in the report.



A good risk assessment needs a comprehensive template, coupled with its completion by a competent fire risk assessor.

At William Martin we are duty bound to ensure our fire risk assessments meet the criteria of being 'suitable and sufficient' and we view this benchmark as being open to interpretation and debate.

We have continually reviewed and amended our FRA template to reflect legislative changes and our clients' bespoke needs. Our FRA already extends to meet the needs of this new Section 156 requirement (Refer to our recent briefing note).

We ensure that our reports provide clear evidence of all areas assessed, recognising areas of compliance and best practice, along with the necessary actions noted, to improve overall fire safety management of the building.

We are confident that our approach meets and indeed exceeds these requirements and will provide our clients with a meaningful report that's easy to follow. Our report allows our clients to understand what they need to do to ensure the ongoing safety of those living and working in their properties.


Finally, we firmly believe that it is vitally important that our approach in undertaking suitable and sufficient fire risk assessments is subject to a robust and periodic independent review. Hence, we maintain our BAFE Certification.



The BAFE SP205 Scheme includes important criteria to ensure the providers delivering it operate an effective management system to cover all aspects of this service.

This includes establishing the competence of fire risk assessors when first appointed and ensuring that their competence is reviewed in a period not exceeding 36 months.

If the fire risk assessment that you currently use only offers a tick-box audit approach with little supporting clarification of the why, compare our fire approach to your existing consultancy.

Speak to one of our consultants to find out more. 



What Martyn's Law means for Venues and Premises

by Victoria Waddle

Right now, a significant concern for those managing health and safety at large public venues is the risk of terrorism; given the events of the past few years, such as the attack on Manchester Arena, precautions need to be put in place to mitigate risk.

'The Protect Duty', also known as Martyn's Law, is draft legislation which will impose a duty on the owners and operators of certain locations to increase their preparedness for terrorist attacks.

Since producing our guidance, a House of Commons Committee Report on the Bill has been circulated. At the time of publishing this edition of Connect, the Government's response to the Committee's findings was not available.

The proposed legislation will aim to ensure relevant parties are prepared and know what to do in the event of an attack. Based on maximum occupancy, premises will be split into two tiers;

Standard Tier

The standard tier refers to those with a capacity between 100 and 799 individuals; this may include larger retail stores, bars, or restaurants.

Those responsible for these premises will be required to undertake low-cost activities which seek to enhance protective security such as:

- Appropriate terrorism protection training.
- Information sharing and completion of a preparedness plan.
- Embedding practices such as locking doors to delay attackers.

Enhanced Tier

The enhanced tier will apply to locations with a capacity of 800 people and more; this could include locations such as live music venues, theatres, and department stores.

The people responsible for these types of premises will be required to:

- Provide terrorism protection training.
- Keep and maintain a security plan, which must also be provided to the regulator.
- Complete and regularly review their terrorism risk assessment.

Enforcement

The government will establish an inspection and enforcement regime, promoting the requirements for each tier, and issuing sanctions and penalties for non-compliance.

Proposed penalties for standard duty premises include up to a £10,000 fine, whilst the maximum fixed penalty for enhanced premises or qualifying events is £18 million or more.

How to prepare

Although the legislation is still at the draft stage, and has not yet been passed, organisations likely to be impacted should start to prepare now to comply with possible upcoming requirements of the regulations.

1. Understand the threat.

The first step should be to consider factors that may cause your organisation to be targeted indirectly, for example, your proximity to neighbouring organisations.

The Global Terrorism Database and the National Threat Level are useful tools in understanding the threats facing your organisation.

2. Ensure staff are well trained.

Before the Protect Duty comes into place, there should also be staff training on carrying out pre-event checks; this should include checking all security measures are working as expected, such as CCTV, metal detectors and emergency exits.

There are also e-Learning training courses available, that have been developed by Action Counters Terrorism (ACT) Awareness, to provide standardised counter terrorism action across organisations.

3. Review current emergency preparedness.

Ensure procedures and plans and are kept up to date and fully communicated to staff and the wider team within your organisation.

Ensuring that your business is taking every possible precaution to protect your buildings, and the people within them, is essential.

When it comes to keeping people safe, it's important to stay up to date on changing legislation so that you can take the necessary steps to ensure compliance and stay vigilant.



DOWNLOAD

To understand the extent of 'The Protect Duty' and what you need to do to prepare for the draft legislation, please **download** our detailed briefing note.



Get in touch with us today to enhance the compliance of your business.



SURVEY



You ask. We listen.

At William Martin, we are constantly developing our products and services to ensure that they meet client needs and keep up with the current legal landscape. That's why we value your feedback and make improvements based on what you have to say...

We've love to hear your thoughts and particularly on Meridian's new look, so have your say:

Take our Survey





Compliance without compromise

We create next generation building compliance by fusing clever consultancy with cutting-edge technology, so our clients can grow. Our products include:



Consultancy

Unparalleled expertise to safeguard your people and property.



Meridian

Our online compliance and risk management platform gives you total visibility.



Prosure360

Take control of your supply chain, confidently and efficiently.



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Health & Safety • Legionella • Fire Safety • Asbestos • Contractor Management • Accessibility • Environmental • Training

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