



CONNECT

Compliance and Software News from William Martin

ISSUE 28 | AUTUMN 2024

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WEBINAR

1st Oct | 1-2pm GMT

Compliance 2024:

Emerging Trends and Innovative Solutions for Managing Risk

WELCOME



To the Autumn Edition of Connect

Our newsletter aims to increase your awareness and understanding of current compliance and business risk topics; we aim to bring you up to date with our latest news and showcase the enhancements we've made to our products and services.

In this edition we lead with an article about modern slavery in the supply chain as well as sharing some of the key enhancements we've made to our risk management software, Meridian. We have also included a piece on 'The Case for Investing in Risk Management Software', an article produced by our Product Director, Leigh Walker.

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

A Bright Future for William Martin: Thriving with Inflexion

by Beatriz Shorrock

In February 2024, we announced that Inflexion, one of Europe's leading investors, had acquired William Martin to support our next chapter of growth (the acquisition also includes all the other brands in SRC: [Elogs](#), [Prosure360](#) and [Barbour EHS](#)).

So, what does this mean for William Martin and SRC?

In short, it's business as usual and there will be no difference in the service you receive or existing contractual arrangements. It's also important to note that there will be no material changes to our people, organisation, or leadership team.

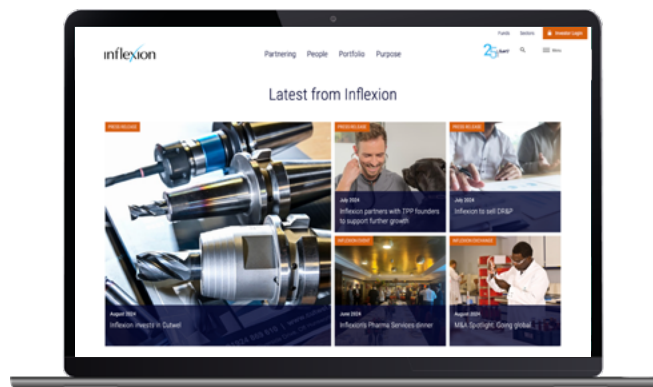
With Inflexion's backing, we are excited to be able to continue to invest and develop our leading software platforms and provide our clients with an excellent service.

Key highlights from the Past Year:

- On the back of record software product growth last year, our customers have continued to seek additional support and products from us in 2024. Many of our customers are now taking advantage of our full ecosystem of products and services.
- Our team continues to grow to meet increased client demand, including our new Account Management Director, Amber Read, who joins our St Ives office. Not to mention, we have also promoted our very own Derrick Milligan as our new Director of Consultancy. We'll continue to shape our teams to ensure that we continue to provide unrivalled service for our clients.
- Our software teams continue to enhance our integrations, saving busy facilities management, property and health and safety professionals significant time and effort. For example, have you seen the [brilliant integration between Meridian and Prosure360?](#)

William Martin and SRC's other brands are in a highly successful period of business growth and technology advancement, especially with the continued integration of our products. With Inflexion's backing, we can continue to accelerate these plans and invest in our valued clients by delivering best in class products and services, that just keep getting better.

Beatriz Shorrock
Chief Executive Officer, SRC





Looking to the Future: Showcasing Our Commitment to ESG

by Ella Samuel



Environmental, Social, and Governance (ESG) has become an important consideration for the modern business. But how can we demonstrate ESG in a meaningful way?

It's sad but true that many businesses merely pay lip service to ESG objectives as a means of looking good. However, we believe that ESG is not just about checking boxes, it's about making a tangible impact.

That's why we work in partnership with Ecologi, the UK's leading climate platform. So, to reduce our carbon footprint and showcase our commitment to ESG, the SRC group have funded multiple sustainability projects all around the world.

At William Martin, we have also made a significant impact with Ecologi, having funded 365 global trees. One of the main planting locations for these trees includes [Madagascar, which is a hotspot for biodiversity.](#)

Although we are extremely proud to have started this journey, this is only the beginning. We plan to do even more going forward and our hope is that our contribution will inspire others and pave the path to a more sustainable future.



SRC Group
505 trees and 2 projects funded

Keep an eye on our progress [HERE](#)





Putting Our People First: The Power of Lifetime Leave by Phil Jones

At William Martin, we believe in the power of people. As part of this initiative, we offer lifetime leave to support our team members as they go through different life events. At the end of the day, it's not about what's important to us, it's whatever is important to our people.

Sam's Story: Making a Stressful Move Simple



I cannot downplay what a huge difference lifetime leave made for me last year.

Sam Estwick -
Software Support Specialist,
William Martin

Sam has been working at William Martin for 10 years as a brilliant Software Support Specialist, but she recently encountered some personal challenges. So, we decided we needed to step in and help Sam out.

Given that Sam's husband is in the Army, he often gets posted in different locations. Since Sam has been with the company, she has already moved to Cyprus twice. So, when they were planning to move back to the UK last year, Sam was making to-do lists and trying to get everything in place to take the smallest amount of leave possible for the move.

There were a few main stress factors here for Sam and her husband. When going through the moving process, the Army keep them on their toes with changing flights and even changing houses at the last minute.



So even with my trusty list, a lot of things are out of our hands.

Sam Estwick -
Software Support Specialist,
William Martin

Not to mention, once Sam and her husband arrive back in the UK, they have the stress of getting everything unpacked and praying nothing was broken during the move. From setting up all the utilities and getting on the internet, to organising new schools for the kids, to registering at doctors and dentists—the list seems endless.

To help, we were able to offer Sam two weeks of lifetime leave.



I had prepared myself for a stressful move and actually ended up with a nice little holiday!

Sam Estwick -
Software Support Specialist,
William Martin

Sam booked in her lifetime leave, feeling relaxed and ready to start the move. Finally, Sam was able to enter holiday mode. There was no need to stress because time was on her side. So, Sam and her husband drove to see family who they hadn't seen in two years and picked up their beloved dog who flew back a week before them.

With all this extra time, it was easy for Sam to sort all the utilities, doctors, schools and even do a shopping trip to make the new house feel like home.

After this relaxing break, Sam then returned to work refreshed and with plenty of leave left for Christmas. According to Sam, *"it was the best company benefit"* she could ever have asked for.

Our people are always our top priority here at William Martin; we want every staff member to feel valued, appreciated, and supported—we are just happy we could make a positive impact on Sam's moving journey.

VACANCIES

Want to work for a company who put people first?

Check out our job vacancies!



The Fight Against Modern Slavery in The Supply Chain

by Scott Anderson

Supply Chain Management Software

360

It's a sad truth that in today's world, where supply chains span across continents, a disturbing reality lurks beneath the surface - the exploitation of human beings through modern slavery.

According to [The Global Slavery Index 2023](#), it is estimated that around 122,000 people are in situations of modern slavery. It goes without saying that any businesses associated with modern slavery will seriously damage their professional reputation, as well as losing clients and investors.

robbed of their autonomy and trapped in cycles of exploitation.

For businesses, the reputational damage resulting from associations with modern slavery can be catastrophic. Consumer trust erodes, brand equity diminishes, and legal and financial repercussions can be severe. Companies that fail to address this issue risk tarnishing their image and losing the confidence of stakeholders, customers, and the broader public.

If modern slavery is connected to your supply chain in any way, there could be serious legal ramifications.

[The Modern Slavery Act 2015](#)

clarifies modern slavery offences and ensure that perpetrators are suitably punished.

How to take action to ensure compliance and ethical practices?

Conduct thorough due diligence

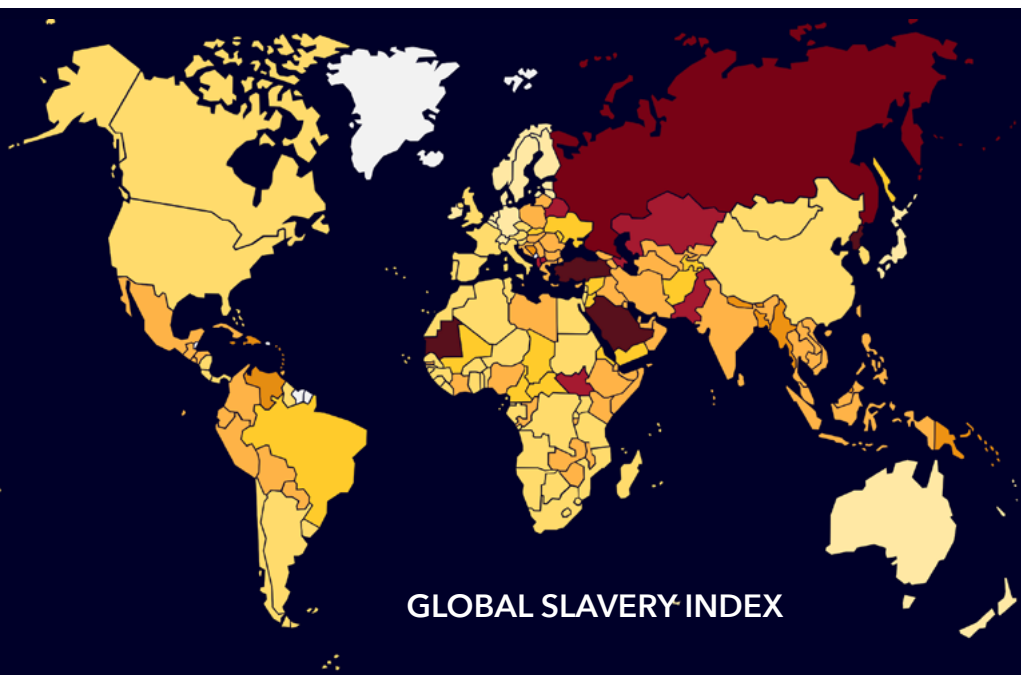
Implement rigorous screening processes to assess potential suppliers and contractors for any links to modern slavery practices. [Prosure360](#), our supply chain management software, allows businesses to carry out pre-qualified assessments. These cover subject matters directly linked

to ESG practices, encompassing the requirements outlined in [PAS91](#), including modern slavery, equality & Inclusion, quality, and sustainability.

This means businesses can guarantee that everyone they work with shares a steadfast commitment to the ethical standards they uphold.

Establish clear policies and codes of conduct

Develop and enforce comprehensive policies that prohibit any form of modern slavery within your supply chain.



GLOBAL SLAVERY INDEX

What is modern slavery?

Modern slavery encompasses various forms of exploitation, including forced labour, human trafficking, debt bondage, and child labour. It strips individuals of their freedom, dignity, and basic human rights, subjecting them to inhumane conditions and often physical and psychological abuse.

What is the impact of modern slavery on people and businesses?

The consequences of modern slavery are far-reaching and devastating. Victims endure unimaginable suffering,

Provide training and awareness

Educate employees on identifying and reporting potential instances of modern slavery in the supply chain.

Collaborate and engage

Work closely with industry partners and stakeholders to share best practices, promote transparency, and drive collective action against modern slavery.

Implement monitoring and auditing systems

Regularly monitor and audit suppliers and contractors to ensure compliance with ethical labour practices and address any identified issues. Prosure360 gives you full control of your supply chain, showing whether your contractors and suppliers meet your specific business requirements.

With real-time data, you can see an up-to-date analysis

of your suppliers and contractors, making it easy to track their performance and view their certifications. Prosure360 offers bespoke questions and pre-qualified assessments which can be tailored to each client's exact needs.

By taking these steps, businesses cannot only mitigate risks but also contribute to the global effort to eradicate modern slavery and promote ethical and sustainable business practices.

DEMO

Curious to find out how Prosure360 could help your business remain compliant?

Book a demo today! 

Risk Management Software



Understanding the Latest Meridian Enhancements

by Leigh Walker

Introducing Meridian's New Automated Compliance Reporting

At William Martin, our clients' needs drive our innovation. One of the most crucial features they seek in a property compliance risk management system is robust, efficient reporting. Responding to this need, we are excited to announce the completion of our new automated compliance report.

Enhanced Reporting Capabilities

Our new automated compliance report is designed to deliver an easy-to-read, clear, and concise summary of your property compliance. Here's what you can expect from this powerful new reporting feature:

- **Versatile Reporting:** Generate reports for any group of properties, whether it's a regional report, client-specific report, team analysis, or an entire portfolio board report.
- **User-Friendly Visuals:** Enjoy clear, easy-to-read graphs and charts that provide a visual overview of your compliance data.
- **Flexible Formats:** Compile reports in both Word and PDF formats. The Word format allows you

to add narrative to enhance the report's context and detail. Also, in the Word format, all graphs and charts have editable data, enabling adjustments to the data if needed.

- **Historical Reporting:** Generate reports for historical date periods. This flexibility lets you backdate reports



for month-end, even if the month-end falls on a weekend or another inconvenient time when you are unable to generate the reports.

- **Comparative Analysis:** View compliance snapshots at a specific point in time, along with comparisons to the previous month and the same period last year.
- **Comprehensive Data Access:** Each report includes a full Spreadsheet of all the data, allowing you to easily drill into the underlying data and carry out detailed analysis.

Time-Saving and Efficient

This advanced reporting feature is a game-changer for our clients, saving them countless hours each month that would otherwise be spent manually compiling reports. The automation and comprehensive nature of the new compliance report ensure that you can focus more on strategic decisions and less on administrative tasks.

Invested in Your Success

We are committed to continuously improving Meridian to meet and exceed your expectations. The development of this automated compliance report is part of our ongoing investment in the system, ensuring it remains at the forefront of property risk management solutions.

Experience the efficiency and clarity of Meridian's new automated compliance reporting system.

DEMO

Ready to try out Meridian for yourself?

Book a demo today! 

DOWNLOAD

Want to delve into expert data from our risk management platform, Meridian?



Download The William Martin Annual Compliance Report.



The Case for Investing in Risk Management Software by Leigh Walker



Managing risks is a critical component of success in business. That's why more organisations are choosing to invest in compliance management systems. *So, what is holding senior leaders back from investing?* And why is risk management software worth the investment?

What are the benefits of risk management software?

- Improved Risk Identification and Assessment
- Enhanced Compliance and Regulatory Adherence
- Streamlined Risk Monitoring and Reporting
- Increased Operational Efficiency
- Ensure Customer and Employee Safety

What's holding senior leaders back from investing?

Some senior leaders may be hesitant to invest in risk management software due to various factors, including:

Perceived High Costs: As with any technological investment, the initial investment required for implementing risk management software can be perceived as high. This may lead some decision-makers to question the return on investment (ROI). With the amount of time, resources, and effort saved, risk management software can be transformative for a lot of businesses. Ultimately, the long-term benefits greatly outweigh the short-term cost.

Resistance to Change: Adopting new technologies and processes can be met with resistance from employees accustomed to traditional methods, making some leaders reluctant to introduce significant changes.

That's why it's important to find risk management software that is easy-to-use to help make the onboarding process simple.

Lack of Awareness: Some senior leaders may not fully understand the potential benefits and long-term value of risk management software, leading to a lack of prioritisation and investment. That's why it's important to point out the problems with your current system and showcase how they can be resolved by an advanced compliance management system.

Existing Platform in Place: One of the common reasons that senior leaders don't invest in the risk management software of their choice is because they already have a commitment to another system. However, they then face the challenge of needing to upgrade to a new platform which is better suited to their needs.

In the long run, it's far more cost-effective to invest in a platform that suits your business' priorities; this will help your operations run more smoothly and effectively.

Integration Challenges: Concerns about integrating risk management software with existing systems and processes can deter some leaders from investing in these solutions. So, it's crucial that you search for risk management software with integration capabilities and a track record of successful implementation.

Why is risk management software worth the investment?

The long-term benefits and potential cost savings of risk management software make it a worthwhile investment. By effectively managing risks, organisations can:

- Mitigate Financial Losses
- Enhance Operational Resilience
- Protect Reputation and Brand Value
- Foster a Risk-Aware Culture



What is the impact of not having risk management software in place?

- Financial Losses
- Increased Exposure to Risks
- Compliance Violations and Legal Liabilities
- Inefficient Risk Management Processes
- Reactive Rather Than Proactive Approach

With Meridian, your business can remain compliant, maintain brand value, and avoid legal pitfalls. Our intuitive compliance management system allows you to store all your health and safety documentation in one secure location, giving you a single source of truth.

DOWNLOAD

Want to find out how Meridian has helped our clients?



Download

The BNP Paribas Case Study



Health & Safety Consultancy



How Climate Change Impacts The Risk of Legionella

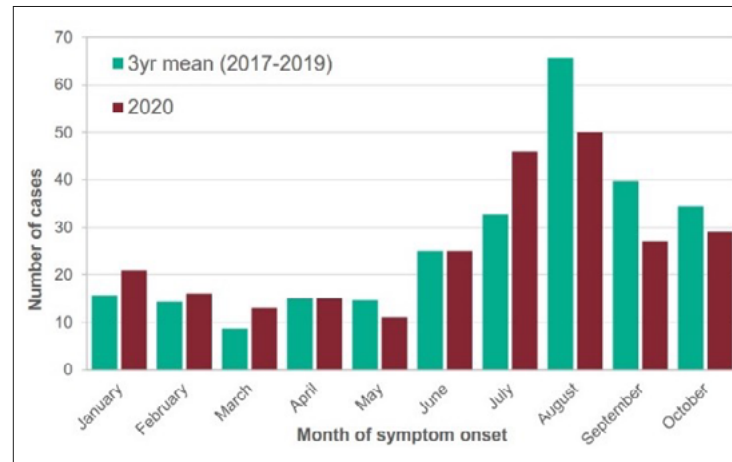
by Simon Bruce

As climate change becomes increasingly prominent in our modern world, businesses need to consider how it may affect health and safety.

Legionella bacteria, the causative organism of Legionnaires' disease, needs certain factors in place to multiply, one of which is temperature (namely between 20 to 45°C). Since it is found in the natural environment such as rivers, streams and lakes, it is not normally a problem.

However, when it gets into engineered water systems, we provide it with conditions to grow. As such, there is guidance from the Health and Safety Executive (HSE) for

domestic hot and cold water systems which advises cold water temperatures to be below 20°C and hot water to be supplied at a minimum of 50°C (i.e. keep your hot water hot and your cold water cold).



Data from Public Health England shows cases of peaking during summer. Cases for 2020 were down compared to the 3-year mean, but this is most likely due to the COVID pandemic and the restrictions introduced.

The Met Office's State of the UK Climate report for 2021 shows the ten hottest years in the UK since 1884 have all happened since 2002 and temperatures are continuing to rise. The Water Supply (Water Fittings) Regulations 1999 allows water companies to supply cold water up to 25°C so there is this potential grey area between 20 and 25°C.



So, what should you do if your incoming cold water supply is 20°C or above?

Firstly, you should look at your Legionella risk assessment and your water hygiene contractor should also be advising on what to do.

As for the HSE, in HSG 274 Part 2, they advise legionella sampling for;

'water systems where the control levels of the treatment regime, eg temperature or disinfectant concentrations, are not being consistently achieved. In addition to a thorough review of the system and treatment regimes, frequent testing, eg weekly, should be carried out to provide early warning of loss of control. Once the system is brought back under control as demonstrated by monitoring, the frequency of testing should be reviewed;'

Temperature control has been the key mainstay for Legionella control within building hot and cold water systems, but the addition of alternative control strategies was introduced in 1998 with MISC 150; this is where alternative control strategies to temperature of chlorine dioxide or copper and silver ionisation were introduced.

Alternative control strategies have been further widened with HSG 274 Part 2 with chlorine and silver stabilised hydrogen peroxide added. The simplicity of the temperature regime is that you know instantly when temperatures are not right just by running a tap. When dosing a biocide, it is unlikely you will be able to tell how much is in your water without testing for it.

So, with temperatures rising, especially in the South, it is going to be harder and harder to keep your cold water below 20°C. The current guidance leaves you with 2 options if your cold water is 20°C or above.

The first is to carry out weekly Legionella sampling until the water cools to below 20°C. The second is to use an alternative control strategy with monthly Legionella sampling for at least the first year.

Ultimately, you should always refer to your legionella risk assessment; this is why it is so important to have an independent comprehensive assessment. At William Martin, we're here to make your water safety compliance as seamless as possible. We're registered under the [Legionella Control Association](#) and we offer a variety of legionella risk assessments.



Want to reduce the burden of managing compliance alone?

GET IN TOUCH

Get in touch with one of our legionella experts today!

**EXPERT
ADVICE**





The Push for Sustainable Living and Fire Safety

by Phil Jones

In an era where climate change looms large and ESG considerations are vital, the push for sustainable living has never been more crucial. Yet, as we strive to create eco-friendly spaces, we must not lose sight of another critical aspect of modern construction: fire safety. The challenge lies in harmonising these two seemingly disparate goals - building green while ensuring our structures mitigate the fire safety risks.

So, where do fire safety and environmentalism converge? And what do businesses need to consider when approaching fire safety and sustainability?

1. Living Sustainably

Sustainability and fire safety are crucial considerations in building design and management. Both concepts aim to protect life and property, but they approach these goals from different angles. Sustainability focuses on minimising environmental impact and conserving resources, while fire safety is dedicated to preventing and managing fire-related risks. Integrating these can present challenges, but the synergy achieved by doing so can arguably result in safer, greener buildings.

2. The Technical Challenge

Sustainability in residential properties encompasses various practices, including the use of renewable energy sources like solar panels, energy-efficient appliances, and building materials with a low environmental impact. 'Green' buildings aim to reduce carbon footprints, lower utility costs, and promote healthier living environments.

However, each of these elements introduces new considerations for fire safety. Let's consider some examples:

Timber Construction and Cladding

The evolution of building materials has seen a rise in the use of sustainable options such as recycled plastics and advanced composites. However, the use of timber has seen a resurgence due to its carbon capture properties and aesthetic appeal; specifically, wooden cladding has become a popular choice for building exteriors due to

its natural beauty and versatility.

However, there has been some concerns regarding the safety of wooden cladding in the event of fire. Wooden cladding, like any combustible material, can pose a fire risk if not properly treated or installed. However, the fire risks associated with timber must be carefully managed. Advances in fire-resistant treatments for wood, including chemical retardants and hybrid materials, are making it possible to use these sustainable materials without compromising fire safety.

Lightweight Facade Materials

Lightweight façade materials (LFM) enhance energy efficiency by reducing heating and cooling needs, and also lower a building's environmental impact by minimising resource requirements for construction and transportation. This, along with improved indoor environments, makes LFM an eco-friendly choice for sustainable construction.

However, LFM pose a fire hazard due to their low fire resistance and propensity to ignite quickly. This can lead

DOWNLOAD

Working on Building Safety Case Reports?

Find out how we can help by downloading our expert guide!





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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