



# Water hygiene services at King's College London

**Customer:** King's College | **Location:** 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.

## Want to read more?

Integrated Water Services Ltd Water Hygiene is a member of South Staffordshire Plc and part of the SSI Services group of companies.

We are providers of specialist water and air hygiene services and offer a full-service package to provide L8 compliance monitoring, including water treatment programmes, sampling and analytical services and cleaning of water systems and water storage tanks.

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