

Case Study

# Cranfield University

Total Environmental  
**COMPLIANCE**





## BACKGROUND

Cranfield University is a specialist postgraduate university ranked in the UK top ten for commercial research, consultancy, and professional development. 7,000 people go to Cranfield each year to benefit from their executive and professional development programmes, with over half of all aerospace engineering master's students in the UK studying at Cranfield.

Total Environmental Compliance Ltd (TEC) were awarded the Water System Maintenance contract at Cranfield University in 2020. Taking on this contract during the Coronavirus Pandemic, was not particularly straight forward.



## THE CHALLENGE

The main challenge for any water maintenance company when working at Cranfield University, is the sheer scale of the site. The university is split into several different schools – Aerospace, Transport and Manufacturing, Cranfield School of Management, School of Water, Energy and Environment. The campus is vast, with its own airport, hotels, student accommodation, conference and banqueting facilities, sports and recreation facilities and an adjoining technology park home to 60 businesses.

In addition to this, each 'school' previously had their own budget, resulting in a fragmented and inconsistent approach to water hygiene, Legionella, and water treatment. This has since changed and is now managed centrally across the entire university site.





## THE SOLUTION

When TEC started servicing the Cranfield University contract, it was a steep learning curve for them, given the sheer size of the site.

Damon Bhakta, TEC Water Treatment Manager and Luke Chard, TEC Water Hygiene Engineer lead all aspects of this contract. They have transformed the way that Cranfield manage Water Treatment and Water Hygiene. TEC provide clear solutions and instructions to problems identified when carrying out routine tasks. Any issues identified are reported to Robert Oxlade, Engineering Manager, with a solution and a quotation to get it fixed.

Luke Chard, TEC Water Hygiene Engineer is at the site full time and has practically become part of the team, he has faced a significant challenge working through the backlog that has built up with the previous contractor. The remedial works are ongoing.

At the regular quarterly meetings, the TEC team and Cranfield University are working together as a strong partnership. TEC are professional in their approach given the sensitive nature of the research carried out at Cranfield. Reporting is always user friendly, accurate and easily accessible.



## THE OUTCOME

The TEC team do so much extra than our previous incumbent. They really do go above and beyond the contract. Communication is fantastic, and they are easy to work with.

TEC are now flushing or replacing expansion vessels, inspecting calorifiers and servicing blending valves, originally not in the contract. When we came out of the pandemic, we agreed to carry out spot checks throughout the buildings and agreed a random sampling programme. Results came back, showing that one of our buildings had a positive Legionella result. TEC put together a proposal to clean and sanitise. The work was carried out and a negative result was returned. Cranfield University is very happy with the service delivery.



TEC have moved us further forward in the last year than any other contractor has in the previous four years.

**Robert Oxlade,  
Engineering Manager**



## YOUR PARTNER

Total Environmental Compliance – a PTSG Company – is a leading UK based consultancy providing water treatment, water hygiene and remedial services.

Find out how we can become your trusted partner, delivering water safety, protection from Legionella and compliance that you can rely on.

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