

# Scottish Water is changing the way it delivers Scottish Water Distributed Operations Maintenance Strategy (DOMS) training

Following a meeting held on 18<sup>th</sup> November 2013, the DOMS Steering Group decided to rationalise DOMS training, in part due to a number of recent DOMS non-compliance and operational events. These changes will help to improve compliance with DOMS.

The Steering Group has agreed and signed off the requirement to standardise DOMS training within Scottish Water (SW) with only one DOMS course, consisting of all 12 modules, now being required to be completed by all staff, both internal and external who require the National Water Hygiene (NWH) and DOMS cards to work, or supervise work on the water network.

Previously the 12 DOMS training modules were broken down into a training matrix and permutations of modules in relation to an individual's business function, specific role profile and their potential risks of effect on the quality of water supplies.

The DOMS Steering and Working Groups also agreed that SW Managers & Team Leaders and CID Project Managers for SW in supervisory roles, who have staff working on the water network, are also now required to complete the same DOMS training as their staff, any contractor that they employ or that they are responsible for while working on the network.

**From 1<sup>st</sup> April 2014**, within SW there will only be two DOMS courses available, both covering all 12 modules:

- Trainer-led
- An online refresher for Scottish Water staff only

The only additional DOMS module available is DOMS Module 13 (Sampling Practitioner) which is a full day course specifically for the training of staff that take samples or are directly responsible for those taking water samples. Any person taking samples for or on behalf of Scottish Water or its Contractors must receive training in sampling techniques and in Scottish Water's sample registration & information requirements. Training modules will be provided by Scottish Water or by an agent on behalf of Scottish Water. Information on the training courses can be obtained from DOMS Champions or through Scottish Water's Scientific Services - Sampling Team. This training will constitute an additional unit on EUSR training records.

SW has also decided to standardise all chlorine testing equipment, with only two types of Chlorine Residual testing kit Hach Pocket Colorimeter and Palintest Chlorometer now permissible to be used when taking Chlorine Residuals associated with microbiological samples from potable water supplies.

**The use of low and high range Chlorine content comparators for measuring higher levels during disinfection will still be allowed however.**

As per the current DOMS documentation, all employees, contractors / consultants, etc. of Scottish Water whose activities may have an effect on the quality of water supplies should be aware of the principles of Scottish Water's Water Supply Hygiene Code of Practice. Persons involved in working in Restricted Areas should have a detailed understanding of this Code and all relevant training must be recorded.

All employees, contractors and consultants etc., working for or on behalf of Scottish Water will be required to complete formal training in water supply hygiene practices and / or in Scottish Water's Distribution Operations Maintenance Strategy (DOMS), as appropriate. All internal and external staff working on the water network must have completed the relevant training.

If the site challenges are made by SW staff (and on occasions the DWQR) for all those working on the network, the message will be sent clearly that:

**'IF YOU HAVEN'T HAD THE TRAINING – YOU CANNOT WORK ON OUR NETWORK OR ANY INFRASTRUCTURE THAT WILL BE CONNECTED TO OUR NETWORK'**

Note: Failure to present a valid and in date EUSR Water Hygiene / DOMS Card, an EUSR cover note or SW DOMS cover note, will result in cessation of work and the subject will not be allowed to continue working on any Scottish Water asset until a new, validated card or appropriate cover note can be presented.

SCOTTISH WATER DOMS / & OR NATIONAL WATER HYGIENE TRAINING REQUIREMENTS (Swim lane)	
<p>Supervising &amp; or Working in Restricted Areas / Operation Direct contact with Partial or Fully treated Water</p> <p>Non Restricted Areas / Operations Are those areas where no direct contact may be made with partially or fully treated water, e.g. control panels within pumping stations, the grounds, offices, and toilet facilities at water installations, etc.</p> <p><b>It is not a requirement to have DOMS &amp; NWH training</b></p>	<p>Supervising &amp; or Working in Restricted Areas / Operation Direct contact with Partial or Fully treated Water</p> <p><b>Restricted Areas</b> Are those areas where direct contact may be made with partially or fully treated water within treatment works or with treated water at any stage of its distribution to the point made available to customers and areas where there is no direct contact with water but where a high degree of hygiene is required.</p> <p>Filter Tanks Contact Tanks Service Reservoirs Pumping Stations Surge Vessels Sludge Return Tanks @ WTW Excavations where the internal surface of existing mains/ services (and new mainline-ins) are exposed to the atmosphere and/or there is any possibility of a contaminant entering the system Any other area where treated or partially treated water is exposed to the atmosphere</p> <p>All Staff including: Supervisory Staff both Internally &amp; Externally i.e. Team Leaders Managers / Water Response Teams NSOs / LFTs / FSA's CID OCA's Project Managers etc Site Agents / Tank Cleaning teams SLO's / UCP's CID Contractors Sub Contractors</p>
	

