



Welcome to  
**Infinity**

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# About us

Infinity is an industry leader in compliance and maintenance services, delivering outstanding solutions to meet the ever changing needs of our clients.

Our highly skilled team has significant experience in providing solutions to the public and private sector, bringing a wealth of knowledge and expertise.

Whether you're looking for support dealing with asbestos, legionella or electrical and mechanical maintenance, you can trust us to give you peace of mind, ensuring you're fully compliant with all regulations.



# Our services



We provide a range of property compliance and management solutions, from mechanical and electrical installations and maintenance to asbestos and legionella services.

## **Asbestos**

The Infinity Asbestos Team has vast experience in providing a first class asbestos consultancy service, enabling our clients to maintain compliance with regulations. We can deliver management, refurbishment and demolition and re-inspection asbestos surveys along with bespoke training and project management of asbestos removal/abatement works.

## **Legionella**

Maintaining legionella compliance is incredibly important, and the best way to ensure your premises are safe and compliant is to enlist the services of our Water Hygiene Team. We can analyse your site and cover all areas of compliance from an initial risk assessment, to a management plan. We can also carry out any monitoring requirements that would be specific to your sites, to provide you with the expertise and advice you need to keep up to date with the current regulations.

## **Mechanical and electrical installations and maintenance**

Our mechanical engineers can provide full design, together with installation and maintenance for all job types, whether it's for small, one-off jobs or for bespoke multi-million pound installations. We deal with everything from plumbing and heating to gas and renewables, offering a one-stop-shop. In addition, we provide cost-effective electrical services.

## **Facilities management**

Our facilities management division combines our in-house compliance and maintenance solutions with those of key partner subcontractors to offer you the top quality service you deserve. By providing comprehensive solutions which are tailored to your unique needs, we can ensure your premises are well-maintained and fully functional. Whether it be planned or reactive maintenance, you'll have peace of mind knowing that we'll be there when you need us, with our responsive and proactive teams committed to delivering services to the highest standards.

# Asbestos services

## Asbestos surveys

Asbestos surveys are critical to ensuring the duty holder is compliant with The Control of Asbestos Regulations 2012 (CAR2012).

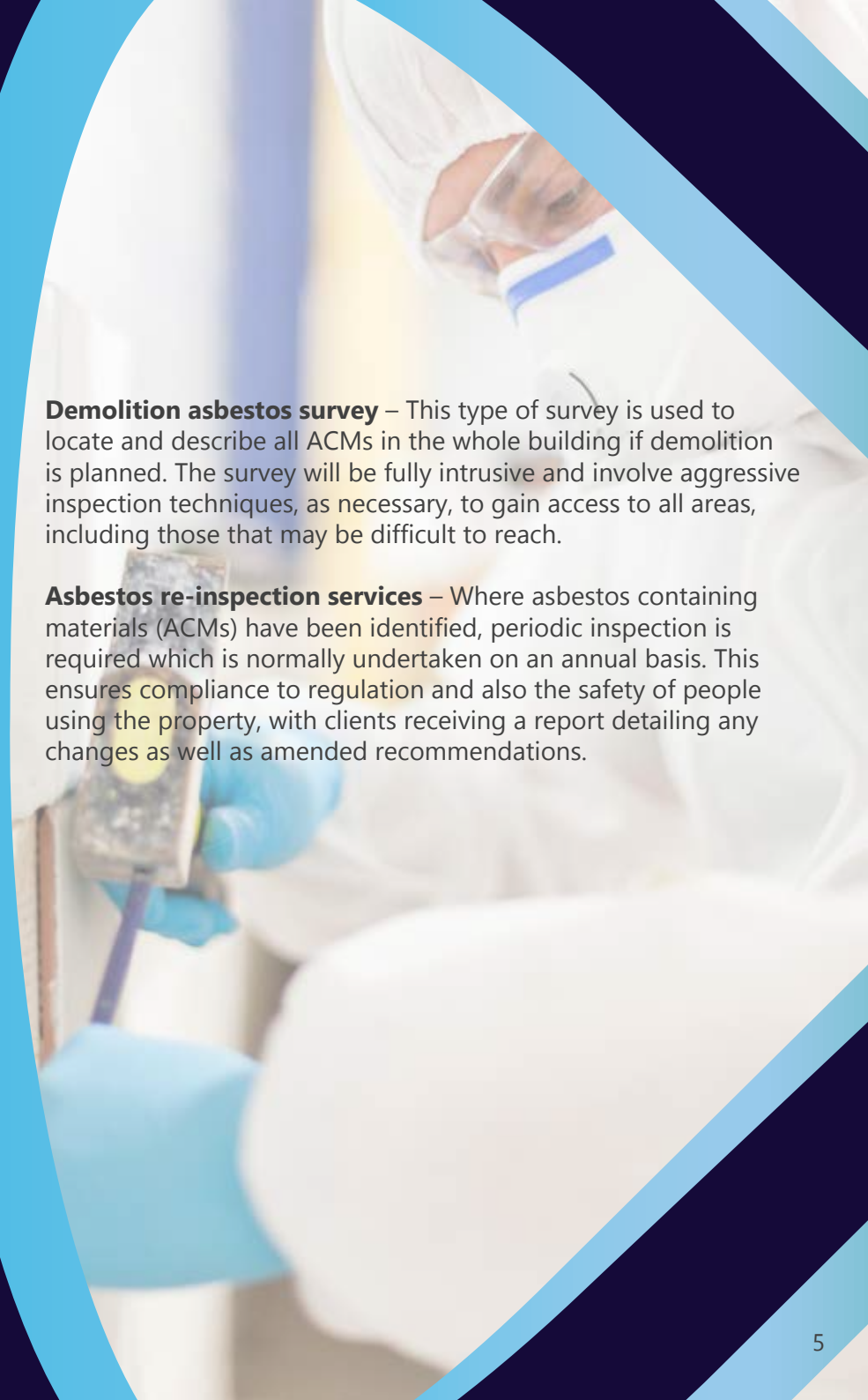
Infinity is UKAS accredited to ISO/EIC 17020:2012 and has vast knowledge and experience within the industry.

**Asbestos management surveys** – A management survey is the standard survey. Management surveys locate all existing asbestos within the internal and external parts of the building. Its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspect asbestos containing material (ACM) in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition.

**Refurbishment asbestos surveys** – A refurbishment survey is required before any refurbishment work is carried out. This type of survey is used to locate and describe, as far as reasonably practicable, all ACMs in the area where the refurbishment work will take place. The survey will be fully intrusive and involve destructive inspection, as necessary, to gain access to all areas, including those that may be difficult to reach. A refurbishment survey may also be required in other circumstances, eg when more intrusive maintenance and repair work will be carried out.

**Demolition asbestos survey** – This type of survey is used to locate and describe all ACMs in the whole building if demolition is planned. The survey will be fully intrusive and involve aggressive inspection techniques, as necessary, to gain access to all areas, including those that may be difficult to reach.

**Asbestos re-inspection services** – Where asbestos containing materials (ACMs) have been identified, periodic inspection is required which is normally undertaken on an annual basis. This ensures compliance to regulation and also the safety of people using the property, with clients receiving a report detailing any changes as well as amended recommendations.





## Asbestos consultancy

Infinity offers a one-stop-shop for all your asbestos consultancy and project management needs. Our consultants have vast knowledge and experience with asbestos and the industry, helping you to understand risks and providing you with the advice you need. We show all the options available and arrange everything, making us a cost effective and efficient solution.

**Asbestos management plans** – Managing asbestos is a legal requirement. An asbestos survey on its own does NOT fulfil your legal duty to manage asbestos. To manage your asbestos you must have a fully documented asbestos management plan, and Infinity has vast experience putting together plans that are tailored to suit our clients. We make sure that our clients have the correct documented procedures to ensure their asbestos risk is managed fully in accordance to regulatory requirements

**Gap analysis** – Infinity acknowledges that the desktop study/gap analysis is the first step in achieving full compliance in terms of meeting statutory and regulatory obligations, each of which places specific duties on the duty holder to comply with the Control of Asbestos Regulations 2012 (CAR-2012). Typically, these are conducted when a customer feels they may have sufficient information to comply with the law but have questions over its validity. The desktop study/gap analysis is a valuable resource for those organisations that have large property portfolios given that they can be targeted towards specific areas of the business or activities.

## Asbestos sample analysis

Infinity works with UKAS accredited laboratories to ensure that all samples are analysed in accordance with regulations and within a required timescale to enable results and reports to be with the client as soon as possible.

## Air monitoring

We hand pick UKAS approved contractors to perform analytical works including personal, reassurance, leak, background and four-stage clearances. This work is important in ensuring buildings are safe to re-occupy following survey work and asbestos removal works.

## Regulations

We work to the following regulations:

### Health and Safety at Work etc. Act 1974

- The Management of Health and Safety at Work Regulations 1999
- Control of Asbestos Regulations 2012
- The Hazardous Waste (England and Wales) (Amendment) Regulations 2009
- Construction (Design and Management) Regulations 2015
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

### Approved Codes of Practice (ACOP)

- L143 Managing and working with asbestos

### Guidance notes

- HSG264 Asbestos: The Survey Guide, Surveying, sampling and assessment of asbestos containing materials
- HSG248 Asbestos: The analysts' guide for sampling, analysis and clearance procedures
- HSG247 Asbestos: The licensed contractors' guide

## Asbestos training

Infinity has a team of experienced trainers with years of specialist knowledge and we are able to provide bespoke training courses to suit your specific requirements. Infinity is a member of UKATA (United Kingdom Asbestos Training Association) and we are accredited to deliver asbestos awareness training courses for up to 15 delegates in a setting that suits you. UKATA certificates are issued to delegates after successfully completing the course which can then be verified on a national database. We have consistently high pass rates as well as extremely friendly trainers.

## Asbestos portal

Infinity offers a compliance portal for all clients. This ensures that regulation needs are met by easily highlighting risk areas of properties inspected. All reports are held electronically in one convenient manageable place helping our clients manage property portfolios in line with regulations.

# Asbestos FAQs



## What is asbestos?

Asbestos is a term used to refer to six naturally occurring silicate minerals. All are composed of long and thin fibrous crystals, each fibre being composed of many microscopic 'fibrils' that can be released into the atmosphere by abrasion and other processes.

## Why is it dangerous?

Asbestos is classified as a Class 1 carcinogen (a substance that has been proven to cause cancer).

There are three fatal diseases associated with breathing in asbestos fibres:

- Asbestosis - a non-malignant scarring of the lung tissue
- Asbestos-related lung cancer
- Mesothelioma - a form of cancer mainly affecting the lining of the lungs.

Around 5,500 people a year die through asbestos related diseases.

## History of asbestos

It is estimated that asbestos has been used in over 3,500 different installations and used within industrial, commercial and domestic buildings.

Commercial use of asbestos began in the UK around the end of the 19th century and continued until the late 1980s, but we have been using asbestos for thousands of years prior.

Large quantities were used in the 50s, 60s and early 70s. Peak imports were seen in the 1960s and 1970s, where approximately 180,000 tonnes of asbestos fibre was imported per year. Probable total imports mount to 6–10 million tonnes of raw asbestos.

# Legionella services

## Legionella risk assessment

Maintaining legionella compliance is incredibly important, and the best way to ensure your premises are safe and compliant is to undertake a legionella risk assessment, which is a visual inspection of your property's water system. It involves inspecting all water outlets, pipes and tanks and also assessing the risks of each asset and the management that is in place to cover the monitoring side of your building. The risk assessment should be reviewed on a regular basis and may need to be renewed, this can be due to building changes, new installations of pipe work or changes in regulations.

## Legionella consultancy

**Legionella management plans** – Our management plans will help you to meet water safety compliance, providing key information and actions to be taken to ensure you remain safe.

**Gap analysis** - A gap analysis allows us to gain a snapshot of your current levels of compliance with legislation. Our experienced consultants will analyse your site(s), taking into account current management plans and any previous surveys. The compliance level is determined and an action plan is put in place to get you back on track. Whether your portfolio is for one site or 300, we guarantee to get you compliant moving forward.

## Water hygiene services

**Outlet flushing** - If an outlet in your building is low-use or even not used at all, stagnant water can allow legionella bacteria to increase considerably. Low use outlet flushing should take place weekly, and each outlet should also be flushed for two minutes. Infinity can include flushing in our monitoring package if required, or provide a facility to record your own flushing.

**Temperature monitoring** - Taking temperatures is the easiest and most common way to reduce the risk of legionella. Hot and cold outlets need to be within a certain temperature to ensure the legionella bacteria is eliminated. Monthly checks will be undertaken to ensure your outlets are working correctly and also at the right temperature. Additionally, you will receive a monthly report of all temperatures taken, any faults and a suggestion of how to proceed.

**Showerhead head/spray nozzle cleaning** - To prevent the growth of bacteria, shower heads/spray nozzle cleaning should be cleaned, disinfected and de-scaled quarterly. Our engineers will ensure showers/spray nozzles are clean and any faults identified. Additionally, all clients with Thermostatic mixing valves (TMV) receive a report after servicing has taken place.

**TMV servicing** - TMVs mix hot and cold water in outlets. They ensure that water does not present a scalding risk and limits the water temperature to 41-43C. Therefore, TMVs need to be flushed on a six monthly basis. Infinity supplies a detailed report following all TMV servicing with a breakdown of any faults.



**Annual inspections** - As part of our monitoring services, Infinity will carry out annual inspections on all water heater types and cold water tanks and provide annual reports stating all questions answered and any faults identified. We would also supply you with recommendations which would help reduce the faults.

**Tank clean and disinfection** - Water stored in tanks can often facilitate the growth of bacteria. Therefore, your tanks will be inspected every six months in our standard legionella package. We recommend tanks are thoroughly cleaned and disinfected as soon as sediment starts to build up or there is any identification of stagnation.

**Water sampling and analysis** - Infinity can sample water from a range of different water systems. To enquire about our water sample services please email [infinity@norsegroup.co.uk](mailto:infinity@norsegroup.co.uk).

## Regulations Infinity work to

### Legionnaires' disease -

- A brief guide for dutyholders INDG458
- Approved Code of Practice and guidance L8 - Legionnaires' disease - The control of Legionella bacteria in water systems
- Legionnaires' disease - Part 2: The control of legionella bacteria in hot and cold water systems (HSG274)
- The Control of Substances Hazardous to Health Regulations 2002.

## Legionella awareness training

**Half day duration** - The legionella course will give you awareness about the bacteria as well as how it develops in water systems. It also gives an understanding of the legal requirements and responsibilities of all levels of a company. The course covers monitoring of domestic and commercial water systems, as well as codes of best practice. This course is ideal for individuals who own or have a legal responsibility for a building, along with people such as business managers and landlords. All delegates will receive a certificate at the end of the course.

## Legionella portal

Infinity offers a compliance portal for all clients. This ensures that regulation needs are met by easily highlighting risk areas of properties inspected. All reports are held electronically in one convenient manageable place helping our clients manage property portfolios in line with regulations.

# Legionella FAQs

## **What is legionella?**

Legionella bacteria is common in nature and can easily colonise in man-made environments such as hot and cold water distribution systems.

## **Why is it dangerous?**

Once legionella bacteria has grown in the water system, inhalation of water droplets can lead to Legionnaire's Disease. There is an estimated 250 cases in the UK each year, with approximately 12% of these resulting in fatalities.

## **Whose responsibility is it to ensure compliance with regulations?**

If you are an employer, or someone in control of premises, including landlords, you must understand the health risks associated with legionella.

If you are an employee, you must know your responsibilities as everyone has a role in controlling the spread of the bacteria. Responsibility cannot be delegated.

# Electrical services

## **New build electrical services**

Our engineers can provide a full range of electrical installations for new builds, including residential and social housing. From small, one off jobs, to multi-million pound developments in commercial, residential, high rise developments and regeneration schemes, we can get your electrical services up and running.

Our services include:

- full electrical installations
- residential and social housing
- commercial developments
- regeneration schemes
- communal power and lighting installations
- mains distribution
- lightning and surge protection
- CCTV and fire alarm installation.



## Commercial and retail electrical services

We can provide all your commercial and retail electrical needs, from lighting and alarms to shop-fitting and refurbishments. We take great care to ensure all services are installed on time and with minimal disruption, allowing you to remain open for business.

Our services include:

- interior and exterior lighting
- LED lighting solutions
- fire and intruder alarms and emergency lighting
- access and door entry systems
- HV and LV distribution circuits
- cable management and power installations
- shop-fitting and refurbishments.

## Domestic electrical services

We're able to assist with all your domestic electrical requirements, from complete building rewires to audio visual, TV and telephone installations. Our range of services can fit the unique requirements of your property's needs.

Our services include:

- building rewires
- fuse board and earthing upgrades
- fire and intruder alarms
- LED lighting solutions
- security and emergency lighting
- audio, visual, TV and telephone installations
- surge and ARC protection.

## Testing and maintenance

We are specialists at testing and maintenance, with our simple and cost effective solutions enabling clients to comply with regulations. Our inspections are thorough and detailed and we pride ourselves on providing a high standard of service within every routine inspection we undertake.

Our services include:

- NICEIC testing and inspection
- comprehensive periodic inspection
- planned preventative and reactive maintenance
- bespoke on-site maintenance packages
- domestic solar PV
- commercial solar PV
- industrial solar PV
- LED lighting upgrades
- EV charging stations.

With experience working within different educational environments, we understand your needs and the challenges you face. We are conscious of the budget constraints of schools and colleges across the country, and the need to ensure maintenance is undertaken in the least disruptive way to your operations, particularly during term time. Our friendly and professional teams are DBS checked and well-equipped to deal with your unique requirements.



# Mechanical services



## Plumbing

We provide a range of plumbing services for domestic and commercial premises. Our mechanical engineers are fully trained and ensure that every job is completed to the highest standard.

Our services include:

- hot and cold waste water systems
- pressurised and boosted cold water systems
- fusion welded and press fitted systems
- above ground drainage
- CSCS certified engineers
- domestic new build specialists
- legionella remedial works
- tank cleans and chlorination
- TMV servicing and maintenance.



## Central heating

We understand the importance of reliable heating on your premises, with our mechanical services offering solutions to ensure your heating works seamlessly. From underfloor heating to large scale domestic and social housing, we have the expertise to carry out works to the highest standard.

Our services include:

- gas and electric wet systems
- underfloor heating
- district heating and HVAC
- dry riser and sprinkler systems
- communal systems
- renewable heating solutions
- large scale domestic and social housing expertise.

## Gas engineering

Our mechanical engineers have extensive experience with gas system installations and are fully accredited contractors for Gas Safe. In addition to installations, we also provide testing, reporting and certification for domestic and commercial premises.

Our services include:

- domestic new build gas system installations
- above ground gas systems
- Gas Safe approved engineers
- landlord certification
- testing and reporting
- commissioning and certification
- commercial and industrial gas approved engineers
- commercial plant installations
- F-Gas approved engineers.

# Facilities management

Well cared-for buildings are happier places in which to live, learn and work – and show that they are treated with the pride they deserve. That's why clients across the country benefit from our comprehensive facilities management solutions. We're renowned and trusted for our dedication to our clients, adopting a forward-thinking and quality-driven approach to facility management services. Cleanliness, security, safety and hygiene are among our top priorities.

By delivering services to the highest standards, we give organisations the confidence to concentrate on their core business, safe in the knowledge that their premises are fully functional. We work positively to gain a true understanding of your requirements, ensuring you receive a tailored service to meet your unique needs. Our commitment to you means we will be proactive in alerting you to any issues and opportunities; to new ways of delivering services; to continuous improvement; and identifying and realising potential cost savings.

We provide a complete, personalised service encompassing:

- full statutory compliance services, including legionella, asbestos, electrical, fire and lift certification
- reactive maintenance of buildings and sites
- asset and lifecycle management
- electrical, mechanical, gas and plumbing
- front of house services
- energy performance management
- security, CCTV and access control
- project management.

Our approach combines the best of both the public and private sector – we don't cut corners and we value long-term relationships with clients. We are not on the scale of the largest national FM providers – we don't view clients as numbers on a spreadsheet – instead we work tirelessly to deliver truly valuable services.



**For more information please contact:**

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