



Refill Isle of Man

Water Quality and Hygiene: Advice for Businesses and Retailers

Keeping our users and your customers hydrated and happy is really important. In the Isle of Man, we are lucky to have some of the best quality tap water in the world that goes through an extremely stringent testing process before it reaches our taps. Following these simple guidelines helps to make sure that refilling is safe and hygienic for everyone.

Tap water Refills at your premises – notes for business owners and managers

- When you sign up as a Refill Station, you are agreeing to provide wholesome and clean drinking water on request. As the owner or occupier of the premises it is your responsibility to ensure that your plumbing system complies legally with water bylaws, and Manx Utilities may occasionally carry out inspections to check this.
- If your premises has been closed during Covid-19 please consider the risk of Legionnaire's disease, caused by water-borne pathogens, and follow advice here before consuming/offering tap water <https://www.cieh.org/media/4208/legionella-guidance-covid-19.pdf>
- The tap or dispenser that you identify for Refill use should be a clean, hygienic stand-alone cold water tap (or if using a mixer tap, ensure the water runs cold and the supply is not from a tank) and must **not** be located in the toilets or over an open drain.
- All of your staff should be made aware that this is the tap designated for Refill use. You may wish to label it as such.
- Consider offering hand sanitiser/sanitising wipes for customers using Refill Isle of Man.
- If you are installing new infrastructure for your Refill Station or altering or extending your plumbing system – for example, when installing a water dispenser or cooler unit – you should use an approved plumber for the installation to ensure it complies with the relevant regulations.

<https://www.manxutilities.im/your-business/water/commissioning-plumbing-systems/>

<https://www.manxutilities.im/media/1169/mua-a-form-april-2015.pdf>

- If a Manx Utilities 'enforcement' or 'do not drink' notice is served on a premises that has been signed up as a Refill Station by the Department of Environment, Food and Agriculture (as opposed to one signed up independently), the premises should advise the Department, as a licence holder for Refill, and it will be removed from the Refill app until Manx Utilities is satisfied that all outstanding water quality and hygiene issues are resolved. If app users have concerns over hygiene they are able to report these and Manx Utilities will investigate where appropriate.
- For more information about water quality and hygiene in your business, check out this video from the Water Regulations Advisory Scheme: ['How the plumbing regulations affect you'](#)





Keeping it clean – notes for staff providing tap water Refills

- If the tap used for Refills hasn't been used in a while, run the water for a short while first to clear any stale water from your plumbing system. When providing Refills, the bottle should never touch the tap or jug. Keep a clear gap to avoid any potential for contamination.
- When someone hands over a bottle to be refilled always ask them to remove the lid themselves and never touch your hand to the neck of the bottle/glass.
- Wash your hands thoroughly after refilling and handing back a customer's reusable bottle.
- If someone's bottle smells bad or looks filthy, you can refuse to refill it.

Notes for staff providing Refills of any other product

For all other Refill items, the same hygiene guidance detailed above should be considered where applicable. Food packaging should be handled in line with usual food safety practices and staff should continue to follow existing risk assessments and safe systems of working. As a matter of good hygiene practice, staff should wash their hands frequently with soap and water for at least 20 seconds, even if you are not a food outlet. This should be done routinely, including:

- before and after handling food or other products
- before handling cups, dishes, containers: any refillable item given by the customer
- after handling refillable items and using the work area
- after handling money
- after touching high-contact surfaces, such as door handles
- when moving between different areas of the workplace
- after being in a public place
- after blowing your nose, coughing or sneezing. Coughs and sneezes should be caught in a tissue or the crook of your elbow

Check out <https://refill.org.uk/water-refill-and-covid-guidance/> which has an easy to follow video and detailed step by step instructions for how to do contactless refills over the counter by staff; for self-service customer refill stations; and from water fountains.

Refill Isle of Man is run by UNESCO Biosphere Isle of Man, part of the Department of Environment, Food and Agriculture. For more information, contact Refill@gov.im or ring 01624 695738.

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