
Fire Silver management and technical requirements for providers of fire detection and fire alarm systems

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Foreword

In this document, material (such as guidelines, information, recommendations, advice) that does not form a mandatory requirement is shown in italics.

1 Business Operating Manual

Firms Approved or seeking Approval under the FIRE SILVER scheme shall operate to a written Company BUSINESS OPERATING MANUAL covering the topics given in these Management and Technical Requirements. The BUSINESS OPERATING MANUAL shall be so structured that it can be easily updated, as circumstances demand.

Applicants should expect that as part of its appraisal of the application, NSI will wish to review the Firm's BUSINESS OPERATING MANUAL. Similarly, any amendments made by the Firm after the date Approval is granted may be reviewed by NSI for example during a routine inspection visit.

Whilst all staff within the Firm should be conversant with the whole BUSINESS OPERATING MANUAL, some sections may not be relevant to all staff. For example, engineering work instructions may not need to be issued to office-based staff.

2 Administration control

The BUSINESS OPERATING MANUAL shall demonstrate how administration is controlled within the Firm, covering such processes as handling enquiries, preparing design quotations, planning and controlling installations, planning and controlling maintenance, and covering such aspects as purchasing and stock control, document and data control, filing of correspondence and system information, care of vehicles. There shall be a code of conduct for staff and suitable health and safety policy statements.

3 Contracts, etc.

The Firm shall not engage in misleading, unfair or pressurised selling techniques and shall observe and maintain high standards of fairness and integrity.

The Firm shall create and approve contracts for the installation and/or maintenance of security systems.

Terms and Conditions shall be provided for each customer, which shall include:

- i) the relevant standard to which the system is to be installed;
- ii) whether the equipment is to be supplied on an outright sale basis or whether it is leased;

- iii) the period of guarantee or warranty;
- iv) the initial contract price and any annual charges for maintenance and monitoring;
- v) the obligations of the customer and the installer concerning any subsequent work carried out to the system, stating which work will be chargeable and which will not;

This statement should provide clear guidance as to when call out, labour and material charges will be applied.

- vi) the arrangements for routine maintenance inspections and emergency corrective maintenance;
- vii) the installer's right of access for the purpose of maintaining and inspecting the installation;
- viii) conditions regarding interference with the installation by persons other than the installer or his representative;
- ix) terms and conditions concerning retention and use of data, as necessary for the Firm to comply with its obligations under the Data Protection Act.

The above list is not intended to be exhaustive. It is intended to give an indication of the type of detail that Terms and Conditions should contain. Professional advice is recommended when drawing up full Terms and Conditions to ensure that they are fair and reasonable and do not contravene applicable legislation.

Each contract shall be supported by and refer to a clear specification for the installation. The specification shall state the relevant Standard to which the fire alarm system conforms.

Prior to installation commencing a Firm shall either (1) have a signed acceptance of the contract or (ii) where oral acceptance has been given have sent to the customer a written confirmation of that acceptance.

In all cases where maintenance service is discontinued, the Firm shall immediately inform the customer by writing to him at his last known address.

4 Security screening and personnel identification

The firm shall adopt a documented policy statement in relation to the security screening of personnel who visit customers' premises for the purpose of selling, designing, installing, commissioning, handover or monitoring fire detection and alarm systems or who have access to confidential information regarding such systems or the premises in which such systems are installed or are to be installed. The documented

policy statement should cover staff-personnel and also sub-contract personnel. A copy should be available to customers and prospective customers on request.

The FIRE SILVER scheme is not prescriptive as to the content of the policy statement. However, it should be clear to a reader of the policy statement whether or not the firm ensures that all personnel visiting customers' premises or having access to confidential information are security screening in accordance with BS 7858.

The policy statement shall also cover the matter of personnel carrying identity cards, and where it is the firm's policy that personnel be security screened in accordance with BS 7858, such security screened personnel shall carry identity cards or other equivalent means of identifications.

The firm's internal procedures and practices shall be such as to ensure that any contractual obligations regarding use of security screened personnel are met.

5 Monitored alarm systems

Where a Firm contracts to provide monitoring of fire alarms it shall use only ARCs that are approved by NSI (or other ARCs recognised by an independent third-party approvals organisation acceptable to NSI and complying with BS 5979).

6 Management of false alarms / unwanted fire alarms

The Firm shall adhere to and comply with the recommendations contained in Clause 9 of the BAFE Fire Protection Industry Scheme.

The Firm shall provide information to each customer on how to avoid false alarms.

7 Complaints

There shall be a documented procedure covering the prompt handling and timely resolution of all complaints, whether from customers, police, fire authority, brigade etc. or bona fide community representatives, and complaints shall be handled in accordance with the documented procedure.

8 Training

Training records shall be maintained for all staff, including any sub-contract personnel, to demonstrate that appropriate skills have been gained by those undertaking specific tasks. These will include installing, designing and emergency service. Specific skills required by office or administration staff shall also be included.

9 Test equipment care and maintenance

The Firm shall take reasonable and appropriate steps to ensure that essential test equipment is functional and gives indication, which is accurate within appropriate tolerances. Procedures for achieving this shall be documented as part of the BUSINESS OPERATING MANUAL.

10 Sub-contracting

Design, installation, commissioning and maintenance of fire alarm systems shall be undertaken in accordance with the requirements of the relevant BAFE scheme document.

Sub-contractors will be security screened in accordance with the Company's policy and in accordance with the FIRE SILVER Approval Criteria and these Management and Technical Requirements.

Records of work carried out shall be maintained.

There shall be a written agreement between the Firm and the sub-contractor covering confidentiality of information, training and assignment to agreed tasks.

11 Certificates of compliance

FIRE SILVER/BAFE Certificates of Compliance shall be issued in accordance with Regulation 13 of the Regulations applicable to the FIRE SILVER scheme.

12 Engineering work instructions

Engineering work instructions shall document how personnel used by the Firm are to undertake design, installation, commissioning and handover, verification and maintenance of all applicable types of fire alarm system installations for which approval is required.

12.1 General

The purpose of the work instructions is to provide guidance, clarification and expansion of the technical requirements and to provide specific instructions, which the Firm requires personnel to follow. These work instructions do not need to duplicate the technical requirements.

12.2 Design

The work instructions relating to design shall provide general guidance in the design and surveying tasks.

The work instructions should include a checklist of items which need to be discussed with the customer, e.g. perceived fire risks, budgetary limitations etc. and also items which need to be considered when surveying the premises use of the building materials on site likely to burn, escape routes etc.

A record of any survey carried out shall be kept on file.

Note: *It is prudent to keep a record of significant aspects of discussions held with the customer covering the customer's needs, expectations, patterns of use of the premises, and any criteria or constraints stated by the customer that may affect decisions regarding the design.*

12.3 Installation practices

The work instructions relating to installation practices shall provide general technical guidance and shall include specific guidance on commissioning, engineering checklists, electrical measurements, audibility checks, cause and effect tests, verification checks, system handover, completion certificate and system amendments.

12.4 Maintenance practices

The work instructions relating to maintenance practices shall provide guidance to engineers carrying out preventative and/or corrective maintenance tasks and shall include specific guidance on the use of engineering checklists, engineering report forms, on-site records and actions to be taken when a call-out is caused by a false alarm activation on a signalled fire alarm.

13 Technical standards

Except as permitted under section 15 of these Management and Technical Requirements, all work shall be carried out in compliance with the relevant British Standards and British Standard Codes of Practice (for example BS 5839-1), FIRE SILVER MANAGEMENT & TECHNICAL REQUIREMENTS and BSI Drafts for Development.

The Firm should produce and use for each class fire alarm system:

- a) *Commissioning checklists that list the checks and tests required to be carried out during the commissioning of an installation to ensure compliance with the appropriate technical requirements; this should include audibility checks, cause and effect checks that include activating each detection, zone allocations*

- b) Electrical measurement and objective test record sheets that list the measurements and objective tests required by the appropriate technical standard.*
- c) Preventative maintenance checklists that list the tests and checks required to be carried out as part of preventative maintenance in order to be satisfied that the system is still meeting the appropriate technical requirement;*
- d) Engineering report forms to record details of any corrective maintenance or miscellaneous work carried out, times of arrival and departure, any outstanding work and details of any parts of the system disconnected or temporarily repaired.*

The customer shall be asked to authorise, by signature, any agreed amendments made to the fire alarm system. These changes shall be included as an updated System Record, describing the "as installed" specification of the fire alarm system.

At the end of the handover, the customer shall be asked to sign a completion certificate confirming that he or she accepts the fire alarm system; that its operation has been demonstrated to him or her; and that security codes or keys for the system, written operating instructions, a system log book and a zone chart have been provided to him or her.

14 Document control and records

The Firm shall ensure that the BUSINESS OPERATING MANUAL, the engineering work instructions and all customers' contractual documents, e.g. specification etc. are authorised and subject to amendment controls. Amended documents shall be clearly identified so that it can be identified that authorised changes have been made.

Records of contractual documents and of work carried out (including checklists and test records) shall be kept for a period as specified in the appropriate Technical Standard or where such a period is not specified then for a period of two years after a contract has been terminated.

15 Concessions

"Limited FIRE SILVER Recognition" shall mean FIRE SILVER Recognition together with any limited, or restricted, or conditional, or provisional, or probationary, or interim form of FIRE SILVER Recognition, the terms and nature of the limitation, restriction, provision or other conditions (whether being as to duration of the FIRE SILVER Recognition or otherwise) being as the Inspectorate sees fit to impose, and for which the Inspectorate may from time to time designate such name or names or description or descriptions as it sees fit.