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National Security Inspectorate

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To: All NSI ARC Gold, Fire Gold and Fire Silver approved companies located in Scotland

Dear Colleague,

ENSURING ACCURATE PREMISES INFORMATION WHEN REPORTING A FIRE ALARM SIGNAL

The Scottish Fire & Rescue Service (SFRS) implemented a change to their response to Automatic Fire Alarm Signals (AFAs) in July 2023. This change impacts premises where an AFA system is installed and, in these cases, it is essential that correct and accurate premises information is passed to the SFRS Operations Control when the alarm receiving centre processes a fire alarm signal.

Consequently, the NSI would request that the customer records held at your alarm receiving centre should be confirmed as correct and up to date. The required details can be found listed in the attached letter from the SFRS.

Yours sincerely,

Matthew Holliday
Director of Technical Services & Field Operations

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