

# Uncontrolled Copy



## **FIRAS CERTIFICATION SCHEME**

### **REQUIREMENTS FOR CONTRACTORS INSTALLING COMMERCIAL AND INDUSTRIAL SPRINKLER SYSTEMS**

## CONTENTS

1. Issue Status and Amendment	3
2. Introduction	5
3. Definitions	7
4. Scheme Technical Requirements	9
5. Application for Certification	18
6. Scheme Regulations	19
Appendix 1: Conditions for the use of the FIRAS Certification Mark / Logo	24

## 1. Issue Status and Amendment

- 1.1 If this is a controlled copy of the FIRAS requirements for contractors installing commercial and industrial sprinkler systems, the organisation to which it has been issued will be provided with details of any changes in accordance with the amendment procedure below. The control status of the document is identified on page 1. Controlled copies are identified as such and are issued as working documents. Uncontrolled copies are issued for information only and will not be updated and should therefore not be treated as working documents. An up to date version of the scheme documents are available in pdf format on [www.warrington.net](http://www.warrington.net).
- 1.2 Each page of the document is identified by a page number, issue number and date. Where an amendment is made, the revised page will bear a new issue number and date of amendment. Original, unamended pages of the document will remain as issue 1.
- 1.3 Where an amendment requires an extra page to be inserted, this is numbered with the number of the preceding page but with the addition of a letter suffix, eg 10A will be inserted between pages 10 and 11 and 10B will follow 10A. The new pages are dated in the normal way.
- 1.4 Any amendment to this document will be identified on the Amendment Page, which will be re-issued to holders of controlled copies with the amended sections/pages. Revised pages shall be inserted in place of existing pages or between existing pages and superseded pages shall be discarded. Where a significant number of amendments are made to this document the entire document will be re-issued under a new issue number. In such cases holders of the document shall destroy the previous issue.
- 1.5 The Amendment Page and the relevant revised pages will be produced by FIRAS, following agreement with the FIRAS Sector Liaison Group, and issued to the holders of each controlled copy of the document, together with an acknowledgment slip (document transmittal) which shall be signed and returned to FIRAS to confirm that the document has been amended. It shall be the responsibility of the nominated representative of the organisation holding a controlled copy of the document to ensure that the document is maintained in an up to date condition at all times.
- 1.6 To ensure that a permanent record is available of all amendments, FIRAS maintains a file of all superseded pages which are marked with the date of withdrawal. The record is held on file indefinitely in order to allow FIRAS to determine the past requirements of the scheme at any time.



## 2. Introduction

- 2.1 These requirements relate to the FIRAS scheme of independent assessment and approval/certification of contractors who install commercial and industrial sprinkler systems and they form part of any and all agreements entered into with any party for the purposes of the scheme.
- 2.2 This scheme does not preclude contractors from installing sprinkler systems under other certification scheme requirements. FIRAS will liaise with any organisation that offers a similar scheme to ensure that a contractor who works across both schemes is operating in an acceptable manner. If a contractor is found to be in breach of another scheme's requirements, FIRAS will take due account of this in terms of his registration with FIRAS.
- 2.3 Installation is deemed to include the design, installation and commissioning of commercial and industrial sprinkler systems. Contractors shall take responsibility for all aspects of the installation. Contractors should also offer an appropriate service and maintenance contract to the client/end user. When commissioned to provide such a service, the contractor shall take responsibility for the agreed scope of the service contract.
- 2.4 The scheme is operated and controlled under the name of FIRAS by Warrington Certification Ltd, who are the authority under which approval/certification against the scheme requirements is awarded. FIRAS is an operating division of Warrington Certification Ltd.
- 2.5 All bona fide (financially stable and well managed) contractors involved in the installation of commercial and industrial sprinkler systems may apply for approval/certification against the scheme requirements.
- 2.6 The main features of the scheme are:
- 2 categories of contractors
    - approved – entry level working under overstepping arrangements and inspection of contracts for 24 months within a defined scope of activity
    - certificated – meeting all requirements of the scheme and working in defined scopes of activity without overstepping/inspection
  - options for certificated contractors to include additional scopes (areas of competence)
  - quality system certification to ISO 9001:2000, incorporating a small company approach to audit intervals and the option to use any UKAS accredited certification body
  - on-going surveillance of certificated contractors at 6 monthly intervals
  - demonstration of competence of personnel through recognised training qualifications or completion of a technical interview and competency questionnaire
  - requirement for refresher training
  - completion of all documentation on-line through the FIRAS on-line database
- 2.7 Having demonstrated compliance to these scheme requirements, contractors will be awarded approval/certification and added to the FIRAS Register of Contractors for commercial and industrial sprinkler systems given on [www.warringtonfire.net](http://www.warringtonfire.net). This Register will include the scope and status of the contractor's approval/certification. A

contractor shall not tender for or carry out work outside his assessed scope, or issue a FIRAS Certificate for such.

2.8 Liaison between FIRAS and the industry will be effected through a FIRAS Sector Liaison Group. This will generally comprise 2 representatives of FIRAS, 2 representatives from the British Automatic Fire Sprinkler Association (BAFSA) and 2 representatives of the insurance industry. Other groups may be invited to attend if it is considered appropriate. The general terms of reference of this group will be:

- To continually develop and update the scheme
- To coordinate the views of industry
- To promote the scheme

2.9 The FIRAS fee structure for this scheme is available on request.

2.10 The version of these requirements used by the contractor shall be the version current at the time. All those affected shall be advised by FIRAS in writing of any amendments and the applicable dates.

### 3. Definitions

- 3.1 **The Scheme** – the FIRAS scheme covering the approval/certification of contractors who are responsible for the installation of commercial and industrial sprinkler systems and as described in these requirements. Installation is deemed to include design, installation and commissioning.
- 3.2 **Applicant** – the organisation (company, partnership, sole trader etc) that is seeking approval/certification within the scheme.
- 3.3 **Contractor** – the organisation (company, partnership, sole trader etc) who is responsible for the installation of commercial and industrial sprinkler systems.
- 3.4 **Sprinkler system** – the entire means of providing sprinkler protection in the premises comprising one or more sprinkler installations, the pipework to the installations and the water supply/supplies except towns mains and bodies of water such as lakes or canals.
- 3.5 **Sprinkler installation** – part of a sprinkler system comprising a set of installation main control valves, the associated downstream pipes and sprinklers.
- 3.6 **Alteration** – modification to an existing system or installation.
- 3.7 **Extension** – additional sprinkler protection connected to an existing system or installation.
- 3.8 **Training** – attendance and successful examination at a training course recognised by FIRAS.
- 3.9 **Installation staff** – persons who have demonstrable competence in commercial and industrial sprinkler systems and are directly employed and who have received appropriate training.
- 3.10 **Subcontract Installation staff** – persons who have demonstrable competence in commercial and industrial sprinkler systems and who have received appropriate training and who are authorised to work under a subcontract agreement.
- 3.11 **Competent designer** – a person who meets the requirements of section 4.5. The individual/s may be directly employed (all FIRAS Companies must directly employ a minimum of 1 "staff" designer) or employed as a subcontractor.
- 3.12 **Authorised signatory** – a directly employed person approved by FIRAS to sign system certificates or installation reports.
- 3.13 **Authority having jurisdiction** – a body who has a vested interest in the installation of the sprinkler system eg Building Control Body, Fire Authority, Insurer.
- 3.14 **Overstamping** – checking of the design of a sprinkler system or installation (as defined above) prior to commencement of any construction work on site.

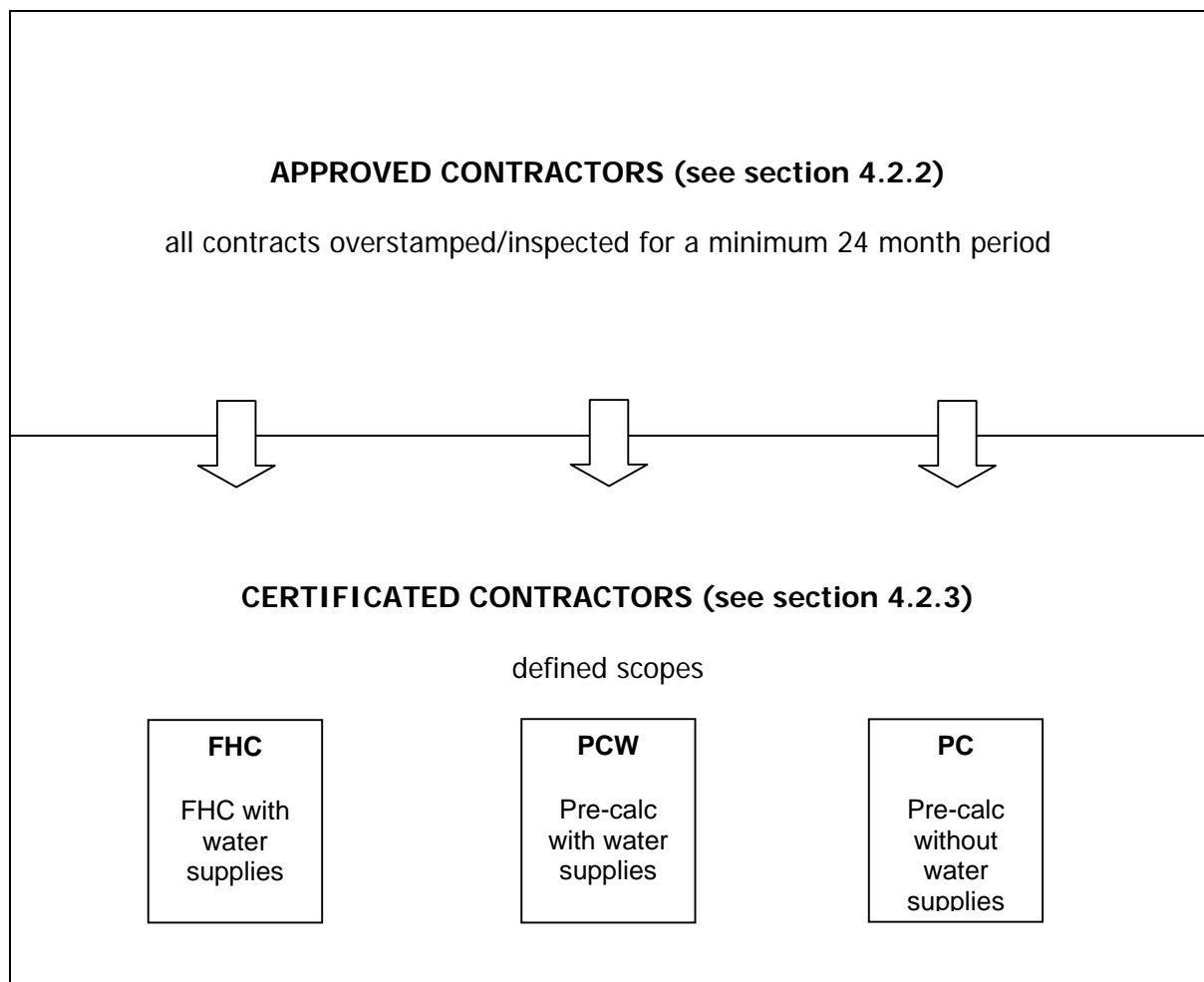
3.15 **FIRAS website** – is the password protected, web based operating system available to approved and certificated contractors on which information relating to all contracts shall be recorded, system certificates and installation reports shall be completed and records of trained and assessed staff shall be maintained. This website shall provide each contractor with a secure and confidential area. Access shall be restricted to the contractor and FIRAS (on a read only basis).

## 4. Scheme Technical Requirements

### 4.1 Scheme Structure – (Upon Completion of Successful Assessment)

Once a contractor has successfully completed the **assessment process as detailed in section 4.2**, they will become certificated in one of the following 2 categories of contractors:

- Approved contractors (see section 4.2.2): working under overstamping arrangements and site inspection of all contracts
- Certificated contractors (see section 4.2.3): operating within defined scopes, namely
  - FHC : Fully hydraulically calculated contracts with water supplies
  - PCW : Pre-calculated contracts with water supplies
  - PC : Pre-calculated contracts without water supplies



## 4.2 Application and Certification Assessment Process

### 4.2.1 Assessment Process for Certification as an Approved Contractor

Contractors who have no existing third party certification related to the design and installation of commercial and industrial sprinkler systems may apply for entry to the FIRAS Scheme as “**Approved Contractor**” status.

Application for certification as Approved Contractor must be made on-line via the FIRAS Website at [www.firas-database.co.uk](http://www.firas-database.co.uk) (as detailed in Section 5).

**Before making any application to join the scheme, contractors shall:**

- have successfully completed a minimum of 4 contracts within the previous 12 months all of which include design points and hydraulic calculations. These 4 contracts (minimum) will be used as the basis for the assessment by FIRAS during the approval process

**Note:** During completion of these 4 contracts, the contractor shall not guarantee to provide their client with a FIRAS Certificate upon completion as these jobs must be carried out “up front” of any assessment by FIRAS, but these will be used as the sample by which the contractor is assessed.

- directly employ at least 1 competent designer
- have an in-house quality management system (as detailed below)
- be committed to achieving certification of the quality management system to ISO 9001:2000 with a UKAS accredited provider within a 24 month period from the date of approval

4.2.1.1 FIRAS will carry out a pre-certification inspection of the contractor’s office premises. The contractor shall demonstrate that a management system and procedures are in place that will ensure that, for example:

- Procurement of all materials is in accordance with BS 5606 pt 2 requirements or similar
- Storage and handling of all products is in accordance with manufacturers recommendations to ensure equipment does not become damaged
- Records are maintained which give full details of installations, including details of the design, materials and personnel involved .
- Quality control information is available for all contracts carried out (including “as-installed” design drawings and confirmed “hydraulic” calculations)
- Records are kept of “system installation certificates” issued
- Records of training details are available for all directly employed staff and sub-contract design / installation staff (where used)
- Subcontract details are available
- Records are maintained of system maintenance agreements and subsequent inspections / maintenance carried out

4.2.1.2 The company shall operate from a registered office address which the contractor shall demonstrate is the functional operating location for the contractor's business (not an address where post is directed and telephone calls are on-passed to another location). The office shall be the location where the members of staff who are qualified in design and installation shall be based.

4.2.1.3 FIRAS will not accept any company into the scheme which operate on the basis of a group of companies where one office location carries out all design work for other office locations owned / run by the contractor.

Groups of companies shall only be allowed to join the scheme if they can demonstrate they directly employ design staff and contract supervision staff at all office locations, (the group of companies shall be required to demonstrate that the "designers", "supervisors" are resident at the office locations), "travelling designers" moving from office to office shall not be acceptable to FIRAS. In such cases the Group of Companies shall be certificated as one company and any down scaling of operations from any location (eg design activities being terminated at a group office) will render the Group of Companies Certification invalid from the date of the change in office status.

4.2.1.4 A design review and site inspection will be carried out on each contract presented for assessment. Personnel will be assessed in accordance with para 4.5.3.

4.2.1.5 After a successful assessment by FIRAS based on the sample of contracts offered for assessment by the contractor (minimum of 4 contracts), and a directly employed person will be appointed as an authorised signatory, FIRAS certification at Approved Contractor Status shall be Awarded.

## **4.2.2 Working as Approved Contractor**

4.2.2.1 All contracts during the subsequent 24 months will be overstamped and inspected on site by FIRAS or another third party, acceptable to FIRAS, who is independent of the contractor.

4.2.2.2 No "Approved" Contractor will be able to issue a certificate for completed contracts without FIRAS having first verified the installation.

4.2.2.3 Subject to a satisfactory performance during this 24 month period, and:

- successful completion of the minimum number of contracts given in 4.2.3
- achieving certification to ISO 9001:2000 within the 24 month period

the contractor will be granted full certification status for the scope of work which FIRAS deems appropriate.

### 4.2.3 Certificated Contractors

4.2.3.1 Contractors who are currently certificated to the requirements of an equivalent certification scheme shall be considered for direct entry into their appropriate scope. In order to assess their capability, FIRAS will require the contractor to provide, for review, complete documentation of their certification for the previous 2 years.

Alternatively;

An "Approved Contractor" who has continued to satisfy the requirements set out in Section 4.2.2.2 shall be awarded Certificated Contractor status.

4.2.3.2 Certificated contractors shall directly employ a minimum of 2 qualified designers. The designers shall be resident at the company's registered office, travelling designers moving between companies shall not be acceptable.

4.2.3.3 Groups of companies shall only be allowed to join the scheme if they can demonstrate they directly employ design staff and contract supervision staff at all office locations, (the group of companies shall be required to demonstrate that the "designers", "supervisors" are resident at the office locations), "travelling designers" moving from office to office shall not be acceptable to FIRAS. In such cases the Group of Companies shall be certificated as one company and any down scaling of operations from any location (eg design activities being terminated at a group office) will render the Group of Companies Certification invalid from the date of the change in office status.

4.2.3.4 Certificated contractors may become certificated for additional scopes by completion of the minimum number of contracts given in 4.2.3.6. These minimum number of contracts shall be carried out by the contractor on an approved status basis and shall be subject to over stamping and inspection on site by FIRAS or another third party acceptable to FIRAS.

4.2.3.5 After certification has been awarded to a contractor and a directly employed person has been appointed as an authorised signatory, FIRAS shall inspect 2 contracts every 6 months. Design and installation details shall be checked. This shall generally involve 1 day reviewing designs for 2 contracts and 1 day carrying out site inspections of the same contracts.

4.2.3.6 Any site based non-compliance raised by the FIRAS Inspector shall result in a "Hold" being placed on the contract reference in the FIRAS web based database which shall prevent completion of the Certificate until verification of satisfactory corrective action has been established. Where such a site based non-compliance is identified during an inspection, the FIRAS "Certificated" Contractor shall confirm to FIRAS that agreed corrective action has been completed on the particular issue and shall afford the FIRAS Inspector facility to revisit the site to verify this corrective action has been effective. Revisits to site to verify completion of the corrective action to address the non compliance shall be charged at the prevailing rate.

#### 4.2.3.7 Minimum contract completion requirements for additional certification scope

Contractors shall demonstrate their competence through the satisfactory completion of the following minimum number of contracts within stated scopes. In the assessment, FIRAS will take due cognisance of the continuity of the contractors design and management capability during the period the work was carried out.

- FHC – 6 contracts (all contracts shall be high hazard and at least 2 shall include intermediate sprinklers)
- PCW – 6 contracts
- PC – 8 contracts (all must include design points)

The minimum figures given above refer directly to the primary scope of work for which the contractor holds approved status. In addition the contractor must satisfy FIRAS of his competency in scopes below his stated scope, should he hold Approved status for PCW or FHC scope. The number of contracts reviewed by FIRAS for this purpose shall be at the discretion of FIRAS and may be less than the figures above.

### 4.3 Quality Management Systems Requirements

#### 4.3.1 Approved contractors

Applicants shall operate an in-house quality system which shall be subject to an initial assessment by FIRAS and shall commit to achieving certification to ISO 9001:2000 within 24 months from the date of approval. Certification shall be obtained from a UKAS accredited quality management systems (QMS) certification body, and shall be maintained in accordance with the criteria for surveillance given in 4.3.3.

#### 4.3.2 Certificated contractors

Certificated contractors shall operate and maintain a quality system which shall be certificated to ISO 9001:2000 by a UKAS accredited quality management systems (QMS) certification body, and shall be maintained in accordance with the criteria for surveillance given in 4.3.3.

#### 4.3.3 Minimum surveillance requirements

Surveillance audits shall generally be 1 day every 6 months. The size of the contractor and the activities of the contractor may however affect the frequency of these audits and the QMS certification body shall make a judgement on the actual frequency and duration of audits needed.

#### 4.3.4 Any site based non-compliance raised by the FIRAS Inspector shall result in a "Hold" being placed on the contract reference in the FIRAS web based database which shall prevent completion of the Certificate until verification of satisfactory corrective action has been established.

Where such a site based non-compliance is identified during an inspection, the FIRAS "Certificated" Contractor shall confirm to FIRAS that agreed corrective action has been completed on the particular issue and shall afford the FIRAS Inspector facility to revisit the site to verify this corrective action has been effective. Revisits to site to verify completion of the corrective action to address the non compliance shall be charged at the prevailing rate.

#### 4.3.5 Collaboration between FIRAS, the QMS Body and the Contractor

The certificated contractor shall agree to notify and instruct their QMS body to enter into such collaboration arrangements as FIRAS may reasonably request.

The purpose of this collaboration will allow FIRAS to ensure that, as a minimum, the surveillance requirements given in 4.3.3 are enforced and that FIRAS has access to surveillance reports.

The collaboration agreement shall be a tri-partite arrangement between the contractor, the QMS body and FIRAS.

#### 4.3.6 Transfer of ISO 9001:2000 certification to Warrington Certification (WCL)

If a contractor, entering the scheme as a certificated contractor, wishes to transfer ISO 9001:2000 certification to WCL he shall be required to undergo a transition audit from WCL. This will typically comprise a 1 day visit to the contractors premises in order to review the quality system, its scope and the routines/procedures operated by the contractor.

Thereafter the surveillance requirements given in 4.3.3 shall apply.

WCL will accept transfer of ISO 9001:2000 certification from any UKAS accredited certification body. (Unaccredited certification may require formal assessment of the quality management systems by WCL).

### 4.4 Installation Standards

4.4.1 All sprinkler systems and installations, certificated within this scheme, shall be designed in accordance with one of the installation standards given below:

- LPC Rules for Automatic Sprinkler Installations (incorporating BS 5306 pt 2 or BS EN 12845 and technical bulletins)
- NFPA 13 (excluding 13R and 13D)
- FM Global Property Loss Prevention Data Sheets (excluding residential data sheets)
- Other documented engineering standards, such as LUL
- For hybrid systems, see para 6.6

### 4.5 Training Requirements

4.5.1 Contractors shall demonstrate that all personnel employed are trained and competent to carry out their assigned tasks. This shall apply to directly employed and subcontract personnel.

4.5.2 These requirements shall apply to:

- Design staff
- Installation personnel
- Personnel carrying out inspection, testing and commissioning of systems

4.5.3 Demonstration of competence shall be through either,

- successful completion of training courses recognised by FIRAS within 12 / 24 months of becoming awarded "Approved Status" (including achieving the appropriate qualification awarded through successfully passing any examination related to the course), relevant to the defined scope, or
- by successful completion of a technical interview, for the designated scope(s), incorporating the completion of a competency questionnaire appropriate to the job role/responsibilities, at the contractors premises or site. This involves a one to one interview during which the candidate is required to answer technical questions on the design and installation of sprinkler systems. The requirements of the technical interviews are available in pdf format on [www.warrington.net](http://www.warrington.net) or from FIRAS.

4.5.4 Competent personnel shall undergo FIRAS recognised refresher training (if appropriate) every 3 years.

## **4.6 Subcontracting**

- 4.6.1 Contractors shall be fully responsible for the work of their subcontractors. Subcontract staff shall be assessed and treated as if they are directly employed personnel.
- 4.6.2 The requirements given in 4.5 shall also apply to subcontractors.

## **4.7 Equipment**

- 4.7.1 All equipment and spare parts shall be procured directly from a manufacturer (or his agent) and shall be third party approved to an appropriate standard recognised by FIRAS (eg FM, UL, LPCB, VdS, CNPP).
- 4.7.2 The installation and commissioning personnel shall be trained by the manufacturer (or his agent) for the equipment used. Evidence of appropriate training shall be a training certificate or an employers endorsement of an employees competence.

## **4.8 Inspection, Service and Maintenance**

- 4.8.1 Contractors shall demonstrate a capability to inspect, service and maintain systems, they are approved or certificated to install, to the relevant installation standard.
- 4.8.2 Contractors should offer an inspection/service and maintenance contract to their customers.
- 4.8.3 Inspections shall be recorded and copies provided to the building owner/agent/occupier.
- 4.8.4 The results of the inspection shall be compared to the original system requirements. The inspection shall consider, inter alia, design flow rates, pump ratings/performance, hazard classification, storage heights, unprotected areas, control valves, performance of towns main or pumped supply. This list is not intended to be exhaustive.
- 4.8.5 If the sprinkler system is shown to be inadequate in any way, the contractor shall notify the owner/agent/occupier within 7 days.

## **4.9 Emergency Service**

- 4.9.1 Contractors shall demonstrate that they are able to provide an effective 24 hour call out emergency service to customers to carry out remedial action on installations within 24 hours.
- 4.9.2 Service engineers shall have access to a sufficient range of approved spare parts to allow them to carry out the emergency remedial works.

#### **4.10 Technical Data**

4.10.1 Contractors shall keep and maintain sufficient technical data including software appropriate to their scope of operations.

4.10.2 Data shall be accessible to all appropriate personnel.

#### **4.11 Sprinkler System Certificate**

4.11.1 The contractor has a duty of care to ensure that the sprinkler system will perform as designed and give assurance to the client through appropriate certification.

4.11.2 Approved and Certificated contractors shall generally issue a certificate for each integral part of the system, namely:

- The water supply
- The sprinkler installation
- Extensions and alterations;
  - if an original design is affected by an alteration a certificate shall be issued,
  - if a design is not compromised by an alteration a certificate may not be issued depending upon the requirements of the authority having jurisdiction.

Certificates shall be completed on line from the FIRAS on-line database. Any certificate issued shall cross reference other certificates as appropriate eg where an extension or alteration is carried out. Certificates shall be issued to:

- The client (original)
- Copy to contract file
- Copy (encapsulated) secured to the control valve assembly subsequent to receiving a signed copy from the client

4.11.3 All certificates to the client shall be signed by an authorised signatory and all other copies shall be photocopies.

#### **4.12 Variations to the Installation Standard**

4.12.1 Variations are defined as follows:

- Major – a variation from the installation standard that significantly reduces the ability of the system to perform its intended function
- Minor – a variation from the installation standard that will not reduce the ability of the system to perform its intended function
- Hybrid systems – FIRAS shall be notified of hybrid systems, see para 6.6

In determining the category of a variation, an Approved contractor shall seek guidance from FIRAS whilst a Certificated contractor shall make the decision.

4.12.2 All minor variations shall be recorded on the certificate and be brought to the attention of the client and the authority having jurisdiction.

4.12.3 If there is a major variation(s), a certificate shall not be issued, but a sprinkler installation report may be issued at the request of the client. This report shall follow the format given on the FIRAS website and shall be completed on line from the FIRAS website. Details of all variations against the installation standard shall be recorded.

4.12.4 Hybrid systems shall not be certificated under this scheme, see para 6.6.

#### **4.13 On-line database**

4.13.1 Information on all installed systems and installations can be obtained from the FIRAS on-line database. This on-line system, which is only accessible by FIRAS (for all contractors) and each contractor for his own domain, allows FIRAS to see details of all contracts and their status.

#### **4.14 Annual Returns**

4.14.1 Annual returns from the contractor are not required as the information is available on the database.

### **5 Application for Certification**

5.1 An application for approval or certification shall be made on the Application Form. This Form is available for electronic submission on the FIRAS website. An application for certification shall be made on the Application Form together with the fee for the initial inspection. This Form is available for electronic submission on the FIRAS website, [www.firas-database.co.uk](http://www.firas-database.co.uk)

5.2 For any further information or details, please contact FIRAS at:

FIRAS  
Warrington Certification Ltd  
Holmesfield Rd  
Warrington  
WA1 2DS

Tel: 01925 646666

Fax: 01925 646667

Email: [jayne.dennett@warringtonfire.net](mailto:jayne.dennett@warringtonfire.net)

Ask for Jayne Dennett or Ian Woodhouse

## 6. Scheme Regulations

- 6.1 The technical requirements of the scheme are given in section 4 of this document.
- 6.2 Applicants and approved/certificated contractors shall nominate a contact representative and, if appropriate, one or more deputies, authorised to act in the main nominee's absence, who shall be responsible for all matters relating to their FIRAS approval/ certification and via whom all communications between FIRAS and the company shall be directed.
- 6.3 Applicants and approved/certificated contractors shall be responsible for allowing FIRAS free access to offices and sites during normal working hours for the purposes of conducting inspections and for providing information and facilities as may reasonably be required by FIRAS.
- 6.4 Approved/certificated contractors may use subcontract installation staff provided that the subcontract staff have received suitable training and that the approved/certificated contractor has appropriate established subcontract agreements with them.
- 6.5 Approved/certificated contractors shall have the right to use the FIRAS mark as given in this document. Any promotional material using the FIRAS mark shall be first submitted to FIRAS for approval. If FIRAS considers the wording or illustration to be misleading in any way, the approved/certificated contractor shall amend the material to the satisfaction of FIRAS. The approved/certificated contractor's right to use the mark is not transferable without the written permission of FIRAS.
- 6.6 An approved/certificated contractor shall not undertake the installation of any commercial and industrial sprinkler system outside these scheme requirements. However Client specific (hybrid) systems are recognised as being necessary to be undertaken outside these scheme requirements. FIRAS shall be notified of any such projects and these shall be listed on the contract log, (see Section 4.12.4).
- 6.7 An approved/certificated contractor may terminate his approval/certification upon written notification to FIRAS. Such termination may either take immediate effect or it may be agreed to take effect at the next anniversary of the certification date. Upon termination by the approved/certificated contractor or by FIRAS in accordance with these requirements, the contractor shall forthwith discontinue the use of both the FIRAS mark and all claims of approval/certification under the scheme. No further fees will be due from the date of termination except for unpaid fees accruing from before the date of termination. No fees already paid will be refunded.
- 6.8 FIRAS may, at its discretion, revoke, amend, refuse to grant, renew or extend approval/certification if an approved/certificated contractor fails to comply with the provisions of these requirements or becomes subject to the bankruptcy laws or enters into liquidation or is convicted of any offence tending to discredit its bona fides. Such a decision and the grounds for it will be communicated to the approved/certificated contractor in writing.

- 6.9 Contractors who are put into liquidation either compulsorily or voluntarily and subsequently form new companies shall not be considered for approval under this scheme for a minimum period of 12 months.  
Such a contractor is considered a new application and shall be required to apply for Approved status.
- 6.10 A FIRAS Approved / Certificated Contractor shall conduct their business in "good faith" and in accordance with the requirements of FIRAS Commercial and Industrial Sprinkler Scheme as described in this document and any future revisions of it.
- 6.11 FIRAS certification shall be re-assessed on a 5 yearly basis, however ISO 9001:2000 certification shall be re-assessed on a 3 yearly basis, in line with IAF guidance.
- 6.12 The FIRAS fee structure for this scheme is given in a separate FIRAS document and is available on request. Failure to pay fees as stated in this document within the specified time shall render an approved/certificated contractor liable to approval/certification being revoked.
- 6.13 FIRAS will investigate any complaint against an approved/certificated contractor received from a third party concerning the approved/certificated contractor's performance in respect of the scheme requirements. FIRAS will, at its discretion, notify the approved/certificated contractor of such complaints in order that corrective actions can be agreed and implemented.
- 6.14 FIRAS will investigate any complaint against a certificated contractor received from a third party concerning the certificated contractor's performance in respect of the scheme requirements. FIRAS will, at its discretion, notify the certificated contractor of such complaints in order that corrective actions can be agreed and implemented.

### **6.15 Complaints Procedure**

An "Approved" or "Certificated" Contractor Complaining about conduct of Warrington Certification Limited (FIRAS) Staff / decisions taken by FIRAS related to the contractors' activities as covered by this document, complaints related to the operation of the FIRAS Scheme.

- 6.15.1 All complaints should be in writing and addressed to: The FIRAS Manager, Warrington Certification Limited, Holmesfield Road, Warrington, Cheshire, WA 1 2DS. All complaints received by Warrington Certification Limited are investigated and actions taken where appropriate.
- 6.15.2 Upon receipt of the complaint it will be logged on the date of receipt and will be reviewed by the FIRAS Manager at the earliest opportunity.
- 6.15.3 The FIRAS Manager shall conduct an investigation into the complaint which may involve discussion with the FIRAS Inspector, Administrator, Warrington Certification Limited Divisional Manager or a third party to establish basis and background to complaint. If the complaint is not of a confidential nature (one which can be aired in the presence of others who may have similar concerns), the complaint may be discussed at a FIRAS Scheme / Industry Liaison Meeting. In such a case the complainant will be advised of the complaint's inclusion on the agenda of the next liaison meeting and the proposed date of the meeting.

- 6.15.4 The FIRAS Manager shall upon completion of all investigation related to the complaint be responsible for deciding whether or not the complaint is valid / justified.
- 6.15.5 Where the decision is taken that the complaint is valid the FIRAS Manager shall initiate corrective action to address the complaint and shall notify the complainant in writing of the action taken / to be implemented to address the complaint. The FIRAS Manager shall be responsible for reviewing the action taken to ensure it is working to prevent a recurrence of the instance which resulted in the complaint being made.
- 6.15.6 Where the decision is taken that the complaint is not justified, the FIRAS Manager shall notify the complainant in writing of his decision. The complainant shall be offered the facility to appeal against the decision in which case the Appeals Procedure shall be invoked should the complainant decide to appeal the decision.

## 6.16 Appeals Procedure

Applicants and "Approved" or "Certificated" contractors have the right of appeal against any decision made by FIRAS against these requirements and in respect of their application for Certification or termination of a contractor's certification. In order to invoke this procedure the appellant shall accept the following procedure.

- 6.16.1 Notice of any appeal shall be made in writing and addressed to The Divisional Manager, Warrington Certification Limited, Holmesfield Road, Warrington, Cheshire, WA 1 2DS within 14 days of official notification of the decision. The appellant shall clearly set out the grounds for the appeal and shall enclose a cheque for £1,500 made payable to "Warrington Certification Limited" to cover the costs of the appeal (refundable only where the Appeals Panel finds in favour of the Appellant).
- 6.16.2 The appeal shall be reviewed by the Divisional Manager of Warrington Certification Limited (who may consult the Chairman of the Warrington Certification Limited Management Council or the FIRAS Manager), who may contact the appellant to discuss the grounds for the appeal and may request further details if he believes there is insufficient information on which to make a judgement.
- 6.16.3 The Divisional Manager shall attempt to resolve the appeal within 1 month of receipt of the written appeal. If the situation can be resolved to the satisfaction of both the appellant and Warrington Certification Limited within 1 month of receipt and it does not progress beyond this point, the fee is refunded. (This may be as a result of certification being reinstated or by the appellant accepting the FIRAS Manager's decision made to terminate their certification based on the grounds surrounding the incident).
- 6.16.4 In the case of resolution by the Divisional Manager, he will write to the appellant confirming the agreed resolution of the appeal and will return the appellant's cheque for £1,500. **If the appeal can be resolved as detailed above no appeals panel shall be constituted.**

- 6.16.5 If the Divisional Manager's review fails to resolve the appeal, the Divisional Manager shall contact the Warrington Certification Limited Management Council Chairman and request the constitution of an "Appeals Panel". Warrington Certification Limited shall endeavour to facilitate hearing of an appeal by an "Appeals Panel" within 3 months of receipt of the written grounds for appeal.
- 6.16.6 An Appeals Panel specifically constituted for the purpose of hearing an appeal which cannot be resolved by the Divisional Manager will comprise 3 members of the Warrington Certification Ltd Management Council, as selected by the Chairman of the Warrington Certification Limited Management Council. They will be selected such that no member has any direct or indirect commercial interest in the appeal. The Chairman of the Warrington Certification Limited Management Council will not be a member of the Appeals Panel but he will nominate one of the 3 members as the "Appeals Panel Chairman".
- 6.16.7 When the subject of the appeal involves technical matters, the Management Council Chairman may arrange for one or more persons having suitable technical expertise to be available for consultation by the Appeals Panel. In such cases the Management Council Chairman will ensure that the persons nominated have no previous involvement with the certification issue in question.
- 6.16.8 The appellant will be notified of the proposed date of the appeal hearing, the composition of the Appeals Panel and any technical advisors to be made available to the panel not less than 14 days before the date of the meeting. The appellant may challenge the composition of the panel and/or the technical advisors within 2 days of being informed of the composition and shall provide written reasons for any challenge.
- 6.16.9 The "Appeals Panel Chairman" will consider the reasons for any challenge and at his sole discretion will decide whether the composition of the Panel or technical advisors will be changed. In choosing any replacements, the Appeals Panel Chairman will take into account the reasons for the challenge to ensure that as far as possible the same objections will not apply to the replacements. No further challenges will be considered.
- 6.16.10 The appellant has the right to be supported at the hearing of the Appeals Panel by a representative of his choice. Any such representative shall be notified to the Chairman of the Appeals Panel 14 days prior to the hearing. The Chairman has the right, on behalf of the Appeals Panel, to challenge any such nomination.
- 6.16.11 The decision of the Appeals Panel will be decided by a simple majority and the decision will be final.
- 6.16.12 The Divisional Manager of Warrington Certification Limited will be responsible for arranging the timing and location of the appeal hearing by the Appeals Panel which will be advised to the appellant at least 7 days in advance.

- 6.16.13 The original decision will remain in force pending the meeting of the Appeal Panel at which both the appellant, the FIRAS Manager and any other relevant member of FIRAS/WCL will be entitled to be heard in confidence. The Divisional Manager of Warrington Certification Limited, FIRAS Manager or any other person nominated by the Appeals Panel will be responsible for implementing the decision of the Panel. The Chairman of the Appeals Panel will ensure that the appropriate action is correctly implemented.
- 6.16.14 All correspondence related to the Appeals Procedure must be sent "Recorded Delivery".
- 6.17 FIRAS will not disclose to any third party any information about a contractor or his activities gained as a result of carrying out approval/certification of the contractor which may be considered confidential, without the contractor's consent. This restriction will not apply to information required by bona fide accreditation bodies such as UKAS in pursuance of accreditation of the scheme, provided that such information is given to such bodies on a confidential basis. Restrictions will not apply to information which is considered to be in the public domain and available on request to any interested party.
- 6.18 An approved/certificated contractor shall indemnify FIRAS against any financial losses that FIRAS may incur as a result of the approved/certificated contractor's failure to comply with these scheme requirements. FIRAS will maintain insurance cover against liability claims made against it and which may arise from operation of the scheme. The level of cover will be determined by FIRAS to be reasonable in respect of its potential liabilities bearing in mind those prevailing within the certification industry in general.
- 6.19 The interpretation of these requirements and the terms of the insurance cover will be governed and construed in accordance with English Law and in the event of any dispute parties shall submit to the jurisdiction of the English Courts.
- 6.20 Approved/certificated contractors shall comply with the scheme requirements currently in force. These requirements may from time to time be amended at the discretion of the FIRAS Sector Liaison Group. Such amendments will be notified in writing to approved/ certificated contractors with dates for implementation of the revisions.
- 6.21 Copyright of this document is held by Warrington Certification Ltd. No part of this document may be reproduced in any form without the prior permission of Warrington Certification Ltd in writing. Permission to copy this document for internal use is automatically given to applicants and approved/certificated contractors. Such copies are uncontrolled and this status shall be identified on each copy.

## APPENDIX 1

### CONDITIONS FOR THE USE OF THE FIRAS CERTIFICATION MARK



FIRAS Approved / Certificated Contractor XXXX

1. The FIRAS certification mark ('the mark') is a registered certification mark and may be used by certificated contractors.
2. The mark shall only be used in its entirety and without amendment.
3. The mark shall only be used in relation to those services that are within the scope of certification. The mark shall not be used in such a way that it implies certification of services or activities for which certification has not been awarded. The mark shall not be used in conjunction with offers of "labour" only type services or any offers of works where the installation is not the responsibility of the certificated contractor.
4. The mark, when used in association with the National Accreditation Mark (the UKAS mark) as shown below, may be used by contractors on their trade literature, on their letterheads and on any of their display or promotional material. A contractor shall submit his proposals for use of the mark to FIRAS for approval.



5. The mark may also be used on vehicles, buildings and flags but NOT in association with the UKAS mark.
6. The mark, when used without the National Accreditation Mark (the UKAS mark), shall always be used in conjunction with the contractor's certification number placed centrally under the mark in the format given above.
7. The mark shall be used at any size considered appropriate for the application and shall only be used to show the contractor's involvement in fire protection systems. The relative proportions shall always be retained.

8. If the mark is used in association with the National Accreditation Mark (the UKAS mark) on stationery not larger than A4, the maximum height shall be 30mm and the minimum 20mm. However in some circumstances, which are usually dictated by reason of space, the marks may be reduced in size provided they remain clearly legible. Full details of the use of the National Accreditation Mark (the UKAS mark) can be found in the DTI publication ref URN 98/887 which is available at [www.ukas.com](http://www.ukas.com).
9. The mark shall be printed in a single colour, the default reference for which is Pantone ref. 2945C. Alternatively the mark may be produced in black.
10. The contractor shall, at the request of FIRAS, cease to use the mark if FIRAS deem the application inappropriate.
11. A contractor shall, upon suspension of certification, immediately discontinue the issue of documents that display the mark or contain reference to FIRAS certification.
12. A contractor shall, upon termination of certification, immediately cease distribution of all items on which the mark is displayed and shall remove it from any other form of display or promotional application.
13. FIRAS certificates issued within the scope of UKAS accreditation will carry a combined FIRAS and National Accreditation Mark (the UKAS mark).
14. It is a condition of use that the mark shall not be used in any printed advertisements or printed publicity matter directed primarily to the market in the United Kingdom and in the Isle of Man or in retail point of sale display cards distributed by the Registered Proprietor for use within the United Kingdom and in the Isle of Man without indicating that it is a certification mark.
15. Failure to comply with these requirements for the mark may result in withdrawal of certification and legal action under appropriate legislation.

#### **CONDITIONS FOR THE USE OF THE FIRAS LOGO**



16. The use of the logo, as shown above, may be used for any promotional purposes by certificated contractors but only in relation to those services that are within the scope of certification. The logo shall not be used in such a way that it implies certification of services or activities for which certification has not been awarded.
17. Details of the colour and colour gradation of the logo may be obtained on request.
18. A contractor shall submit his proposals for use of the logo to FIRAS for approval.
19. Failure to comply with these requirements for the logo may result in withdrawal of certification and legal action under appropriate legislation.